



INDEPENDENT MONITORING BOARD REPORT

1 April 2017 – 31 March 2018

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

The Independent Monitoring Board (IMB) is a statutory body established to monitor the welfare of detainees 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 2015 require the Isle of Man Prison to be monitored by an Independent Monitoring Board appointed by the Minister of the Department 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 the Department 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 the 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), (2) (a) (b), directs the Independent Monitoring Board to:

- Keep prisoner escort arrangements under review and report them to the Department.
- Monitor 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 part 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 14th August 2008. It is a non-smoking establishment.

There are 5 residential wings and 1 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 up to 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 as well as those going out to work on Resettlement Day Release (RDR).

A, B, C, D, and 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 hours health cover. The unit is managed by Primary Healthcare through the Department of Health and Social Care Primary Care Directorate.

The Education area has 6 classrooms; each is able to accommodate up to 6 detainees per class. There are also 3 offices and a Library. One of these offices is now allocated to the Resettlement Team.

Education is delivered by a dedicated group of University College Isle of Man staff under the leadership of an Education Manager. This level also has areas associated with staff training, legal visits, and the 'Live Link' to the Isle of Man Courts of Justice as well as 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 is the Dog Unit, Works Department, Training Workshops, Sport Pitches, and a Horticultural area.

SECTION 3: EXECUTIVE SUMMARY

The Board is pleased to report that the advances made during the reporting period 1st April 2016 to 31st March 2017 have been used as the foundation to re-focus and further develop the mode of operation within the prison.

- The Isle of Man Prison's vision to '*enable offenders to reform their lives*' has most definitely been explored and utilised through the development of Resettlement Day Release (RDR) and Resettlement Overnight Release (ROR). These have been used in a controlled and totally risk-assessed manner to the benefit of both the local community through work projects to improve Village Halls and to detainees by integrating them back into society with genuine work opportunities, which in some cases, continued upon release thus helping to break the cycle of re-offending.
- In last year's report, the hope was expressed that the Isle of Man Government, as a whole, would assist with the procurement of work opportunities for offenders. However, in reality, this has fallen to the prison, and the opportunities found have been due to the tenacity and professionalism of the officers working there.
- The allocation of additional funding to aid the establishment of a Forensic Pathway for the treatment of detainees having mental health issues within this period is seen as a major breakthrough and an improvement to the options previously available. The Board understands that this was made possible due to the continual pressure exerted by one particular political member at the Department of Home Affairs who has since retired from political life. The Board would hope that this funding will continue and be used to maintain the services available and not simply be permitted to fade out after the first year. This funding still does not answer the questions around the lack of a secure mental health facility in the Island which the Board continues to believe leaves the most vulnerable detainees and wider society at risk.
- In previous reports, the Board has commented on the lack of a Table Top Incident Exercise to test the response to potential issues. This has been carried out within this reporting year with positive learning outcomes.

- The identification by the Board of areas within the Court Custody Suite which were, and in some cases still are, health and safety issues was significant. The fact that the Prison Governor has access to a prison-specific internal maintenance team proved key to rectifying some, if not all, of the issues despite the fact they fell outside his remit and budget. The Board wishes to put on record its thanks to both the Governor and his staff for their intervention.
- Staff and detainees within the Court Custody Suite still have to operate in an area with poor ventilation and inadequate temperature control and the Board would hope this is rectified promptly.
- The Board is disappointed to report that following the advances made last year there has been no further movement with the Sentencing Bill which is still at the drafting stage.
- The ageing fabric and equipment within the prison continues to be an issue and Government should prepare to allocate a budget to ensure this can be repaired or replaced as required in order to maintain the high standards set within the establishment.
- The Board is pleased to report on the success of the introduction of E-cigarettes and the subsequent Smoking Cessation Clinics. These two events are demonstrating significant benefits to all who have taken advantage of them and are due to the commitment of both the Minister and the Governor to this project. Throughout this reporting period this has led to a vast improvement to the prison environment as the wings are clean and free from the smell associated with smoking materials, whether tobacco or other illegal substances.
- The Board can also report that there has been a significant reduction in bullying incidents and the prison is a relatively safe environment for both detainees and staff.

SECTION 4: ISSUES FOR THE MINISTER

- The Board would urge the Minister to make sufficient funding available to deal with any repairs, replacement, and structural issues which are bound to arise now that the prison is 10 years old.
- The allocation of additional funding for the Mental Health Pathway is a significant move forward. However, the Board would urge the Minister to maintain pressure on Treasury to secure funding for subsequent years to ensure the system functions effectively. This should be an ongoing part of the budget and not simply a one-off amount.
- Whilst the Board is pleased to report additional Mental Health funding as above, the absence of a Secure Mental Health facility on the Island remains a concern.

- The Board is disappointed that the Court authorities felt they were unable to review the timing of sentencing to facilitate the transfer of detainees from the Courts to prison earlier in the working day to ensure that they are received in time to be assessed fully to minimise any risk to their health and wellbeing. The Board would ask the Minister to investigate the reasons behind late sentencing as the response received by the Board from the Chief Registrar was most unhelpful.
- Due to limited funding for prison education and rising costs, cuts of 5 hours a week have had to be made to stay within budget. Budget restrictions mean that the focus is on the development of basic skills with vocational training opportunities being limited. Whilst acknowledging the financial restrictions facing all Manx society, the Board feels that the limitations on education provided during incarceration represent a lost opportunity to provide detainees with skills which could lead to employment, and hopefully, to a reduction in re-offending. Time served in prison, especially for those on long sentences, should provide opportunities for genuine self-improvement, rather than enforced idleness. This being the case, the Board would urge the Minister to explore whether additional funding can be made available for this vital area.
- The Board would urge the Minister to ensure the Sentencing Bill is given priority in the Tynwald 2018/2019 Legislative Programme.
- The flow of positive PR re strict conditions for Resettlement Day Release (RDR) and its financial contribution to 'Victim Support' is vital to secure further employment opportunities. The Board would urge the Minister to support these excellent initiatives in every way possible.
- The Board would ask the Minister to ensure the Intervention Hub is properly resourced including an allowance for staffing costs for supervision of this initiative.
- There is scope for the Judiciary to utilise the Video Link more frequently, thus reducing the number of detainees needing to travel from the prison to the Courts. The legislation is in place, the technology appears to have improved, but it seems that pressure at ministerial level may be needed to promote the use of this facility.
- The Board is disappointed that it has proved so difficult and time-consuming to secure vital improvements in the conditions at the Court Custody Suite.

Detainees and staff have been placed at risk throughout the reporting year and any progress that has been made is due solely to efforts of the Prison Governor, the Prison Works Department, and intervention by Senior Officers at the Department of Home Affairs. Whilst it would appear there is now some hope of action by the Department of Infrastructure during the 2018 - 2019 reporting period, the Board would urge the Minister to maintain pressure on his ministerial colleagues to ensure that vital works to guarantee the health and safety of all those working or detained

in the Suite are completed at an early date. The risk of a death in custody or serious injury to staff or detainees is all too real.

SECTION 5: ISSUES FOR THE GOVERNOR

- The Board would still like to see consideration given to the installation of cameras in the kitchen for safety reasons.
- The timing of the transfer by the contracted company of detainees from Court to prison is, on occasions, causing issues for the Healthcare Team in that they are not always able to fully risk assess late arrivals. The Board would ask the Governor to review the new contract with the escort provider with a view to facilitating earlier arrival at the prison after sentencing.
- The introduction of the in-house Healthcare Meetings has been a positive step forward in aiding communication. The Board looks forward to seeing this develop further during the next reporting year.
- The Management Team is to be complimented on their continuing endeavours to generate external work opportunities for detainees and the Board applauds the extension of the Resettlement Day Release/Resettlement Overnight Release (RDR/ROR) initiatives over the Christmas and New Year holiday period for detainees who demonstrated reliability and trust throughout the year. The Board hopes that these initiatives can be continued and expanded.
- The Board is delighted to learn about the proposed refurbishment and extended use of the Vocational Workshops and the recruitment of a Trades Officer to lead Vocational Training. The Board would urge the Governor to ensure that this happens at the earliest possible opportunity and to identify and allocate sufficient funds to enable the full use of this important facility.
- The Board would urge the Governor to look at options to increase the number of tutors available to conduct Vocational Training options. It would be a major benefit to the prison if members of staff were qualified to teach and assess vocational qualifications in Cookery, Horticulture, Cleaning and Physical Education.
- The Board would encourage the Senior Management Team (SMT) to look at widening the options for work and to explore possible RDR opportunities for female detainees.
- The Board would encourage the SMT to bring further changes to items and issues that impinge on detainees to the Prisoners' Council for early notification and discussion.
- The Board has evidenced some friction on C Wing. This wing accommodates two types of vulnerable detainee, i.e. those who are at risk due to the nature of their offence, and those who have serious issues with detainees on the other Residential Wings. This continues to be the case and requires staff to be alert to situations as

they arise. The Board would be pleased to see the introduction of a policy relating to this.

- Education and Sentence Planning should be at the heart of the Core Day if detainees are to leave prison better equipped to be productive members of society.
- The Library sits empty most of the time and although the introduction of the Friday afternoon 'drop in' sessions are of great benefit to the students, consideration of ways to better utilize this learning resource would make it an even greater asset.
- The Board remains of the opinion the introduction of Voluntary Drug Testing would be beneficial.
- The Board would ask the Governor to consider what can be done to encourage more Personal Officer contact with detainees on the Segregation Wing. Consideration should also be given to identifying a suitable area to allow discussions in private.
- The Board feels that Resettlement work by Personal Officers needs further encouragement and would urge the Governor to reward the Personal Officers who support Interventions and are setting high standards for interactions with detainees.
- The Board would wish to encourage efforts to resolve the outstanding problems delaying the full use of 'Tromode House' so that this vital facility can be fully operational at an early date.
- The Board would urge the Governor to keep up the pressure to use technological innovation to reduce the need for prisoner escorts.

SECTION 6: RESIDENTIAL SERVICES

Staffing

- Despite staff shortages due to illness, the Board has evidenced that the remaining staff have filled the gaps, often cancelling time off to report for duty in order to ensure the smooth running of the prison. Inevitably, there has been some disruption to Gym Sessions and Horticulture as a result. The Board commends staff for their co-operation and flexibility.
- The Board was pleased to see and be involved in a Table Top Major Incident Exercise in December 2017 which provided excellent learning opportunities for all who participated.
- Succession Planning is still a priority within the Strategic Planning work and is ongoing.
- Monthly Training Days continue with varied appropriate modules being offered. The Board is invited to join in where appropriate. This is much appreciated by those who have attended.

- The Staff Care Team continues with its valuable work of supporting colleagues behind the scenes with integrity.
- The Board was pleased to see the rolling out of the 'Five Minute Intervention' training amongst staff which should assist with more meaningful interactions between them and detainees. It gives detainees a better approach to ways of thinking for themselves and forms a crucial part of improving Offender Management. Some Board members have also received this training and found it beneficial.
- The input of Personal Officers and the strength of the professional relationship between them and detainees has increased and developed. The Board has evidenced this by seeing a fall in the number of applications received (51 in 2017/2018 reporting period as opposed to 67 in 2016/2017).
- Overall, the presentation of the Personal Officer role does appear improved, however, there is room for more interaction and improved skills when it comes to report writing.
- The Board is pleased to see better engagement with those detainees who are housed on the Segregation Wing for periods of time but again there is room for improvement.
- The implementation of a new policy for the Personal Officer role is still awaited as the current one dates from April 2016. The Board understands this is imminent and awaiting approval by the Senior Management Team.
- Morning Handover Briefings and Daily Operational Briefings together with entries on the Prison Database (PIMS) allow staff to be continually updated on the prison and detainees. It does appear that some staff take a little time to catch up with the status quo after periods of absence which may have an impact on detainees.
- The Board continues to evidence some staff being hesitant about challenging inappropriate behaviour among detainees on the wings.
- Although some items have been replaced, it is inevitable that because the prison is 10 years old this year that there will be appliances/items which have come to the end of their useful purpose and provision must be made for replacement to ensure suitable use and safety.
- Cell cleanliness is usually good given the continual usage and the environment. The introduction of E-cigarettes has more or less obliterated the smell of other smoking materials on the wings and has been widely welcomed by the detainees.
- Wing Notice Boards require regular updating to avoid the problem of out of date items.

Kitchen

- This reporting year has seen a further change in the appointment of a Catering Manager who has introduced fresh ideas which are working well.

- Due to staff shortages, detainees are happy to do extra work which is to their credit. There have also been female detainees working in the kitchen at the weekend on separate occasions to the male detainees.
- Even during periods when the kitchen has been short staffed it is run well and efficiently.
- The Board is pleased to report there have been only 2 applications concerning the kitchen during the reporting period.
- The Board would still like to see consideration given to the installation of cameras in the kitchen area for safety reasons.

Stores and Canteen

- This is a well-run and an excellently managed department offering a high level of service to detainees.

Reception

- It must be documented that there have been issues with detainees coming to prison from the Courts with many arriving in the evening due to various factors. This causes problems for Reception Staff and Healthcare Staff. Healthcare are not present in the building 24 hours a day and are unable to access vital medical and treatment records outside normal office hours. These issues have been highlighted by staff on many occasions and discussions continue with a view to finding a solution which will accommodate everybody.
- The reception process remains thorough with a computer-based assessment and plenty of time available for interactions between staff and detainees. During the process, Healthcare staff carry out their assessments, provide professional screening, and address medication needs.
- The Board reports that the Property Storage System is periodically monitored throughout the year.

Induction

- F Wing is designated as the Induction Wing and provides a calm atmosphere for the completion of paperwork and a settling in period before moving to one of the main Residential Wings. Detainees are introduced to their Personal Officers during this time if shifts allow; at minimum, they will be advised of who their Personal Officers are.
- Female detainees undertake the same induction process but this is done on the designated Female Wing.
- The Board makes a point of speaking to all new receptions at the first available opportunity.
- Resettlement Day Release (RDR) formerly Release on Temporary Licence (ROTL) - detainees are also located on this wing but have their own well-run regime and are separate from new receptions.

SECTION 7: HEALTHCARE

- During this reporting year, an additional in-house Healthcare Panel Meeting has been established which is being used to monitor and control a range of issues identified from both an individual and prison generic viewpoint. This meeting involves senior staff from both the Healthcare Team and Prison Officers. A representative of the Board attends and has witnessed the positive impact the action points from these meetings is having on the wellbeing of the detainees within the prison.
- The policy relating to Blood Borne Diseases and the availability of barrier protection is now written and with Safety & Governance for ratification.
- The Board is delighted that the E-cigarette Trial which began during the previous reporting year was a success and the use of E-cigarettes is now standard in the prison. Alongside this has been the introduction of the Smoking Cessation Clinics run by Healthcare which are also proving to be a success.
- It is pleasing to see the planned introduction of clinics in-house for specialisms which previously required hospital visits. The Physiotherapy Clinic is planned to start in June 2018 and the Board will report further on this and other Clinics as they develop.

Mental Health

- There continues to be an increase in the number of detainees suffering from mental health issues being received into the prison system. Those deemed to be Tier 1 or 2 (Anger Management/Anxiety) were not considered to be suitable for review by the In-Reach Team as they required Psychological Assessment which was not seen as part of their remit.
- Despite stating in last year's report that two Mental Health In-Reach Workers would commence visiting through this year, it is disappointing to note that during the reporting period the actual attendance at the prison was sporadic with sessions being cancelled at short notice. On occasions, this happened on the day the session was due to take place.
- The allocation of an additional £400,000 by Treasury to be used for the establishment of a Forensic Mental Health Pathway through 2018/2019 was a significant step forward which when used alongside the current funding to access places at Secure Mental Health facilities in the UK gives a major boost to the treatment of detainees requiring this service. The Board looks forward to reporting on the outcome of this approach in the next reporting period as it should allay some of the concern expressed by the Board over many years that there should be an Adult Secure Mental Health facility in the Island.

Substance Abuse

- As reported last year, the number of detainees having drug and/or alcohol issues has again risen and currently is in the region of 80% of those sentenced.

- There has been a trend developing and monitored over this reporting period of detainees arriving at the prison from Court late in the day. This is defined as outside the hours that the Prison Healthcare Team is able to contact GP's, Mental Health, and the Drug & Alcohol Team. This is repeatedly brought up at Healthcare Meetings and is reported regularly at Safer Custody and Board Meetings. The net result is that detainees cannot be fully assessed on reception from Court. A total of 32% of all receptions were received in this way with 20% of these spending their first night in prison un-assessed by a member of the Healthcare Team.
- The Board has established that there are two main reasons behind the late arrivals – these being late sentencing by the Courts and the contract company responsible for transportation between Court and prison grouping detainees to maximise use of the vehicles available. The Board has written to the Courts and raised the issue with the transport contract holders, currently, with no definite resolution.
- Despite being monitored regularly throughout their initial nights in custody, the Board is concerned that these detainees remain at risk.

SECTION 8: PURPOSEFUL ACTIVITY

- On a daily basis, detainees are involved in wing cleaning, kitchen work, server work and laundry work, all of which are performed within the main prison complex. Other work such as horticulture, recycling, log splitting, and bee-keeping is carried out within the inner environs of the prison.
- The Board is pleased to note that there have been proposals to refurbish the Vocational Workshops within the prison with a view to making more use of this valuable resource. It is hoped that Vocational Training and work opportunities will become available in the future. These courses will be at a 'handy man' level and may include Plumbing, Electrics, Carpentry and Bricklaying. A Trades Officer is being sought to lead these courses and this post will be advertised for open competition.
- Increased use of the Workshops could help train detainees to give them skills that would assist with their re-integration in society after release. The Board recognises this is a budgetary issue, and also appreciates the difficulties in getting qualified staff to travel to Jurby from the University College Isle of Man (UCM) to teach.
- Once again, it has been noted during the year that the Horticulture activities have, from time to time, had to be cancelled because of staff shortages and bad weather. The Board further noted that Horticulture had to be suspended for a period when some detainees misused this opportunity.
- The Horticulture NVQ, begun last year, is continuing.
- One detainee has been employed making MORS Bags and various sewing projects for Noble's Hospital and other institutions. This work has been carried out to a high standard.

- Two bee hives, donated by the Manx Courts Mission, were constructed by detainees last year. Detainees were trained in the use of the anti-allergy 'EpiPen' and care of the hives and bees.
- During the year, the Bee Disease Officer gave a talk and practical demonstration. The first harvest of 14lbs of honey was produced during the summer and one of the 1lb jars was entered in the Isle of Man Bee Keepers' Show.
- Work to care for and protect the hives and bees was undertaken in the Autumn of 2017 by staff and detainees. An inspection of the hives indicated that the colony is doing well.
- The Board is pleased to note the Senior Management Team (SMT) continues to actively pursue work projects external to the prison. Detainees are given the opportunity for Resettlement Day Release (RDR) which involves release on licence to carry out work opportunities external to the prison environs. These opportunities encourage trust and self-reliance while improving skill levels and assisting with the re-integration of detainees into the outside community after release.
- The Board was disappointed to note that due to breaches of trust by some detainees, this opportunity was withdrawn from certain individuals. Reviews of cases were undertaken on a case by case basis. The Board, while acknowledging these breaches of trust and the difficulties constraining the opportunities for such work, hopes the initiative can remain ongoing and be expanded further.
- In order that detainees can be released on Temporary Licence the prison must carry out stringent security checks on the individuals being considered. Other constraining factors to RDR include the close-knit nature of Manx Society, Trade Union concerns about taking work from members, and Health and Safety issues. However, it has been encouraging to see the number of projects generated by the efforts of the prison's Senior Management Team and the Resettlement Team.
- Whilst not directly related to external work opportunities, the Board was pleased to note the extension of release on licence as Resettlement Overnight Release (ROR) over the Christmas and New Year holiday period. This enabled certain detainees who had demonstrated reliability and trust to be released over the holidays to enjoy time during the festive season with their families. The Board is encouraged that this will lead to the maintenance of family ties which may, in turn, assist in reducing re-offending.
- The Board notes, however, that more varied work opportunities are still predominantly involving male detainees with few opportunities available for female detainees. The Board encourages the SMT in their ongoing efforts to generate meaningful work for all detainees and hopes that these efforts can be expanded to include more opportunities for female detainees.

SECTION 9: PRISONERS' COUNCIL

- The Prisoners' Council was established in March 2015 and since its creation, the Council has progressed well.
- Subjects covered in the Prisoners' Council have been many and various, i.e. E-cigarettes, education, recycling, healthier food options, gym times, and gym sessions for female detainees. The Council was a valuable source of feedback during the trial of E-cigarettes.
- The election of Wing Representatives took place in September 2017.
- As F Wing was initially intended only for people entering prison who would be moved to a Residential Wing later, F Wing had no representative on the Prisoners' Council. It was noted at a meeting this left those on RDR and accommodated on F Wing at a disadvantage but this oversight has since been corrected.
- Changes made during the previous year have, in the Board's opinion, improved the management and control of the Prisoners' Council. Meetings are more focussed than previously and items are dealt with and discharged more expeditiously.
- Meetings have continued bi-monthly, and this allows additional time for items to be dealt with which resulted in the progress mentioned earlier. Additionally, towards the end of the reporting year it was agreed that detainees would be responsible for assembling the agenda and running future meetings. Two detainee representatives were elected to carry out these important roles and meetings reverted to a monthly basis during the initial changeover period.
- The Board is pleased to note the continued attendance of Senior Officers, from time to time, to explain the reasons for rejection or delayed resolution of items raised by the Council. Representatives from various departments of the prison also attend the meetings on a regular basis.
- The Governor has attended meetings of the Prisoners' Council throughout this year. Whilst a Deputy Governor is always in attendance, the Governor's attendance at meetings and his willingness to discuss issues openly is appreciated by both the Board and detainees and lends status to the meetings.
- At the July 2017 meeting, the proposed revision of the Education Programme was presented. The plan had been developed to make the most cost-effective use of resources while considering feedback from the Council and detainees. The programme has an emphasis on Vocational Training providing detainees with qualifications and skills for employment and further education.
- It will no longer be necessary for students to attend English, Mathematics or IT classes to have access to Art, Craft or Cookery subjects which had proven to be a contentious point in the past.

SECTION 10: SAFER CUSTODY

- The use of RDR and ROR together with the ongoing changes to the Incentives & Earned Privileges (IEP) System have contributed greatly to an improvement in prison life. Detainees have a beneficial target to achieve which will aid their rehabilitation and eventual integration back into society. These incentives have required detainees to become fully engaged in their rehabilitation in order to progress through the system. RDR is being used to permit detainees to engage in outside work of a constructive and meaningful nature which adds value to both the detainees and the local community.
- Throughout the year, the approach to safer custody has developed further with a team of officers volunteering to take on roles within the Safer Custody Group. At the conclusion of this reporting period, the documentation required to take this initiative to the next stage was prepared and is in the process of being cleared through the Senior Management Team. The Board looks forward to reporting on the benefits of this during the next reporting year. The introduction of a team of Safer Custody Officers is a positive step for the benefit of both officers and detainees. This coupled with significantly better attended Safer Custody meetings is an important improvement.
- The Board is pleased to report that a full Significant Incident Exercise took place during the reporting year involving all sectors of the prison. The Board understands this will be repeated in order to apply the lessons learned.

Incentives & Earned Privileges (IEP)

- The revised IEP System encourages detainees to fully engage in their rehabilitation path as opposed to just behaving well to gain progression through the stages. They must be able to demonstrate consistent and positive involvement in their Custody Plans in order to move through the levels from Standard to Enhanced and likewise from Basic to Standard.
- At the end of this reporting period, the percentage of detainees on each level in comparison to March 2017 was as follows:

	March 2018	March 2017
Basic	4%	4%
Standard	52%	42%
Enhanced	44%	54%

- These figures demonstrate the higher level of commitment required to move through the system with the step from Standard to Enhanced being more difficult to attain.

Bullying Incident Reports (BIR's)

- The prison takes reports of bullying very seriously and monitors the situation closely by raising BIR's where bullying is suspected or reported. Throughout this reporting period a total of 7 were opened and 7 closed. This is a reduction from the last reporting period and can be attributed in part to the introduction of E-cigarettes

which has removed tobacco as a currency within the prison. This has also led to improvements in the overall cleanliness and environment within the prison.

Meetings

- 9 Safer Custody Meetings took place during the reporting period. At these meetings it was confirmed that a Folder 5, which identifies detainees requiring particularly close monitoring to ensure their safety, was opened on 27 occasions and 23 were closed. Over 74% of the Folder 5's raised were due to either threats of self-harm or suspected self-harm.
- The main issue of concern has been the lack of 'joined up Government' which gives prison staff issues over how to deal with detainees having reported mental health issues. This is from both a staffing issue within the prison and with visits from Mental Health Practitioners being sporadic and cancelled at short notice. More importantly, there has been a finance issue when outside assistance is required with debate ensuing as to which Government Department was liable for the cost; the Department of Home Affairs or the Department of Health and Social Care.
- However, towards the end of the reporting period the Board is happy to report that some resolution to this has been accomplished in that Treasury has allocated a further £400,000 to finance the creation of a Mental Health Pathway which will come into effect during 2018/2019. The Board looks forward to reporting further on this during the next year, but this development still does not resolve completely the issue of the lack of a Secure Mental Health facility on the Isle of Man.
- The continued use of F Wing as an Induction Wing together with its use as the base wing for detainees working in the RDR and ROR programmes remains a positive factor enabling staff to fully risk assess new detainees and give them time to adjust to the prison regime as well as providing a stable environment for those detainees attending external employment opportunities.

Supported Living Plans (SLP)

- Specific guidelines are in place for detainees with serious health or mental health issues as well as for those over the age of 60. These require the Healthcare Team to be responsible for co-ordinating a Care Plan and liaising with the detainees' Personal Officers who will then ensure that monthly reviews which involve the detainee are conducted and all relevant information is recorded. During this reporting period, as many as 11 detainees have been placed on SLP's at any one time.

Late Arrivals at the Prison

- It has been highlighted regularly throughout this reporting period at both Safer Custody and Healthcare Meetings that detainees are arriving at the prison from the Courts too late for Healthcare to be able to contact GP's, the Drug & Alcohol Team (DAT), and Mental Health to establish the correct health assessment and treatment. This can mean that a detainee could be in the prison for up to 3 days before this information is obtained.

- A total of 45 detainees arrived 'late' at the prison over the reporting period. This can result in detainees being at risk due to undeclared medical, alcohol or drug related issues. This lateness is due to either late sentencing or consolidation of numbers for transportation from the Courts to the prison. The Board has contacted both the Court authorities and the Escort Contractor to try to alleviate this issue.

SECTION 11: EQUALITY & DIVERSITY

Equality & Diversity, Disability, Foreign Nationals, Veterans

- Equality and Diversity develops continually as the detainees change but it is fair to say there has been no evidence of serious discrimination on grounds of age, disability, gender, race, religious beliefs, or sexual orientation.
- However, the Board has evidenced some issues on C Wing which accommodates two types of vulnerable detainee; those who may be at risk due to the nature of their offence, and those who have serious issues with detainees on the other Residential Wings. This continues to be the case and requires staff to be alert to any situations as they arise. The Board would be pleased to see the introduction of a policy relating to this.
- The term disability can cover a wide section of the prison population and is not necessarily deemed to be an individual confined to a wheelchair. Disabilities are often picked up during the reception process when a Healthcare Assessment is undertaken, and staff are made aware of any additional special requirements and needs. It has also been evidenced that other detainees will assist someone who has difficulties, whatever they may be.
- It is inevitable that because there is such a diverse group of Foreign Nationals now living on the Island, there will be detainees who do not use English as their first language. On a number of occasions, an "app" has been used to translate English into the detainee's native tongue. This helps with the written/verbal barrier and the Board has evidenced staff making great efforts to ensure that detainees understand all that they need to in order to participate fully in prison life.
- Veterans constitute anyone who has served in Her Majesty's Services or the Merchant Navy. There is an identified group of designated Officers who are active in their role to support such detainees. They offer valuable support in the prison and help detainees to link up with support agencies on their release.

Women

- The Female Wing is usually quiet mainly due to the small number of detainees who are resident at any one time. The trial introduction of women being able to work in the kitchen has flowed well and enabled a sense of achievement for those who have participated. Encouragement is given to participate and the staff on the wing are of great assistance.

Chaplaincy

- During the reporting period, there has been a change to the individual representing the Free Church with the remainder of the Chaplaincy Team representing the Roman Catholic and Church of England faiths. The Board recognises they offer a good range

of services providing compassionate pastoral support to detainees and their families and continuing to provide support for all faith groups to practise their religions.

SECTION 12: EDUCATION

- The Prison Education Budget has not increased in the reporting year, but there has been an increase in expenditure leading to a reduction of 5 teaching hours per week. Efforts have been made to mitigate the cuts by moving classes with low attendance to times that can accommodate larger numbers of detainees.
- The introduction of Awarding Body annual administration fees and increases in examination entry fees placed further pressure on the Education Budget.
- Attendance and late or non-arrival for courses has improved with the re-introduction of monthly meetings between the Education Manager, Senior Officers, and Wing Officers.
- Budget restrictions have meant that the focus of Prison Education has been on the development of basic skills and while the Board recognises the importance of basic education, it feels that many detainees would derive greater benefit from Vocational Education in order to improve the chance of employment on release. This view was reflected in the results of an Education Questionnaire completed by detainees during the year.
- The prison has a very close and productive working relationship with the University College, Isle of Man, (UCM), in terms of assessment verification and quality assurance. It mirrors courses running at UCM to facilitate students moving from one establishment to the other thus enabling detainees to continue their education on release. The Board is pleased to note that a number of detainees have been able to do this.
- Despite the budget cuts there have been some new additions to the extra-curricular activities and qualifications available including:
 - The Youth Motor Project: Students' interest in vehicles is used as a medium to teach Life Skills, Communication and Social Skills.
 - BTEC Level 1 Courses: In Art, Business Administration, and Health & Social Care.
 - BTEC Level 1 & 2 in Home Cooking Skills: Jamie Oliver assessment.
 - A 3 Week Theatre Workshop Programme.
 - TESOL: Teaching English to speakers of another language.
 - A Willow Weaving Workshop.

- The additions to the Curriculum would not be possible without help from outside bodies and innovative thinking by those involved in Prison Education. This year the Department of Enterprise (previously DED) pledged £3,500 to cover the cost of Registration Fees for BTEC qualifications and the Manx Lottery Trust donated £2,000 for Art & Craft equipment.
- Examination successes during the year have included CLAiT (Computer Literacy & Information Technology) Level 1 and 2 (the latter is equivalent to a GCSE), Functional Skills English Level 1 & 2, GCSE Mathematics, English & Business Communications, BTEC Level 1 & 2 Home Cooking Skills, and PSHE (Personal, Social, Health & Emotional) Units.
- All Art & Craft work entered for the Koestler Awards this year was displayed at an exhibition entitled 'We Are All Human' held at the Royal Festival Hall, London. The detainees from the prison were awarded 11 Certificates including one Silver Award. The successful detainees were presented with their awards by the Lord Bishop.
- Detainees' art work has been displayed this year at the Tynwald Library and received an excellent response from all who visited.
- A certificate was awarded in the Manx Poetry Awards.
- Detainees now have access to a new computer-based Careers Programme called Kudos. This programme is designed to obtain information about their likes/dislikes and qualifications to tailor career advice to fit the detainee.

The Library

- UCM has supplied the prison with shelves and books and with help from the UCM Librarian cataloguing of the books on to the computer system will begin soon.
- St Mary's & St Columba's Conference of the St Vincent de Paul Society has kindly donated £300 for the purchase of text books and 'Polish books.
- The Board is pleased to see that finally, the Library is being used as a learning resource by introducing a 'drop in' session on Friday afternoons where students can undertake research or work on their assignments.
- However, there is still scope for greater use of this particular facility.

The Story Book Programme

- The Story Book Programme has been in operation for all the reporting year. The recordings are made in the Library by the Children's Centre and sent to a UK Prison where sound effects are added. A CD Rom is produced for the detainee to give to his/her children. Many detainees have benefited from this programme.

SECTION 13: GOVERNOR'S ADJUDICATIONS

- A Governor's Adjudication relates to the Governor, or a Deputy Governor, judging whether a detainee has committed a disciplinary offence, under the Prison Custody Rules. Adjudication by a Governor Grade will then be held and the detainee will be found to have broken the rules or not. In the latter instance, the case will be dismissed. The relevant staff member will also normally appear at the Hearing to give information. At times errors are made, or insufficient evidence is given by a member of staff which may result in dismissal of the detainee's case. There has been training for Prison Officers in this area, but there is still need for further improvement.
- When the charge in an Adjudication is found proven, the detainee is given what is known as an award which will be determined by the nature of the offence and previous behaviour. It can also include being detained in the Segregation Wing for a specified period.
- The outcome of Adjudications is an important aspect of the management information within the prison and is also important to the Board's role monitoring the treatment of detainees. In the last Annual Report, the Board expressed concern about the clarity of reporting in the monthly data for Adjudication outcomes. It is pleasing and beneficial to see that changes have been made, including alterations to the organisation and the presentation of the data. Particularly, there is more detail about the nature of the offences as well as improvement in information about those whose case was dismissed. It is hoped that this improvement continues in the future.
- On occasions, the treatment of an alleged offence differs, i.e. being referred to the Police for investigation and possible prosecution. Alternatively, until recently there was provision for more serious offences, i.e. alleged assaults on members of staff to be heard by a panel of three members of the Board. For many years, the Board consistently challenged this role of Adjudicator which was in direct conflict with the role of Independent Monitor.
- The Board is pleased to report that finally the rules have been amended and the Board's role as Adjudicators was replaced by Independent Adjudicators in July 2017. It can be reported that during the period, July 2017 to March 2018, the Independent Adjudicator conducted 3 Adjudications.
- The last Adjudication conducted by the Board took several months and was not concluded until April 2017. This was due mostly to the detainee taking legal advice and then changing Advocate. The detainee appealed against the award given and the Board was extremely disappointed that the Minister judged it to be 'manifestly unreasonable' and reduced the number of additional days given.
- Lengthy discussions between the Board and the Department of Home Affairs ensued and the whole situation served to underline the long-held view of the Board that the role of Adjudicator was completely inappropriate.

SECTION 14: DRUG TESTING

- Dealing with detainees who have taken controlled drugs is important within the prison. Testing for this is a demanding role. In the reporting year, there was an overall increase in numbers of detainees in the prison, and also an increase in those who had been convicted of drug offences.
- Testing for drugs is through a Mandatory Drug Test (MDT). It determines those who have or have not taken controlled drugs. Additionally, New Psychoactive Substances (NPS) now have to be taken into account.
- During the reporting period, 4 categories of testing were used, the largest one being Random Testing. Within this category, 8 to 10 detainees were selected randomly each month whilst two further categories, Frequent Testing and Risk Assessment had a small number of tests. The fourth category, Suspicion Testing was the second largest with approximately half the number of tests of Random Testing.
- Historically, Random Testing also had the role of monitoring the monthly percentage of the numbers who had passed or failed controlled Drugs Tests. However, recent changes of policy by the prison have led to Suspicion Testing becoming the central focus. This is based on most testing being directed to those more likely to fail the MDT. This is a demanding role and is reflective of the current climate. The Board understands the reasons for the changes but would wish to stress the importance of receiving a regular update on the number of detainees who have failed and passed the Drug Test.
- A previous IMB Annual Report included discussion about the possibility of introducing Voluntary Testing. This would be for detainees who wish to have regular testing to confirm they are not involved in drug offences and would increase the incentive to stay away from illegal substances. It would also have a positive impact on applications for parole and would help to establish suitability for other activities such as RDR. Previously, there was not enough staff or equipment for regular Voluntary Testing to occur. However, the Board is still of the opinion that an option for Voluntary Testing could lead to improved relationships within the prison as well as reducing use of controlled drugs.
- The Board commends the staff involved in the demanding role of Drug Testing and dealing with the results. This includes Prison Officers, the Healthcare Team, and the medical and support systems outside the prison.

SECTION 15: SEGREGATION

- Segregation occurs when detainees are removed from their normal Residential Wing and placed in the Segregation Wing separate from other detainees. The majority are sent there having broken Prison Custody Rules. There is a similar single cell, within the Female Wing for female detainees who require Segregation. However, there has been minimal use of this.

- The Segregation Wing is also used for a variety of other reasons including security, medical reasons, and periods of observation. The Board is pleased to report that use of this wing has decreased during this year. Occasionally, detainees who have been received at the prison are placed in this wing due to concerns they may have hidden items that are unacceptable or illegal.
- There was another situation when 4 new detainees were brought very late to the prison from the Court cells by the Escort Contractor which created problems because they could not be fully risk assessed and as a result had to be placed in the Segregation Wing overnight for observation. This should not happen and following discussion between the relative groups, the Board would not expect this to occur again.
- As in previous years, the majority in Segregation were only detained once. In addition, detainees are kept there for a very short time as they wait for Adjudication. The majority of those, if found guilty, receive a punishment other than Segregation.
- Overall, there appears to be a relative reduction in the number of those segregated. This could be the result of a large fall in the number of smoking related offences following the introduction of E-cigarettes.
- As stated elsewhere, the Board believes there is room for improvement in the frequency with which Personal Officers visit detainees in Segregation. Although they have a responsibility to maintain contact with the detainee, this role is sometimes lacking with limited support for the detainee.
- Another problem is where the meeting with the Personal Officer in the Segregation Wing should be held. The current layout of the wing does not necessarily allow discussion in private. Further thought could be given as to where the discussion might take place.
- In recent years, the Board and the Senior Management Team have been concerned about detainees who have been segregated for long periods. In the current reporting year, there has been one detainee in particular who has spent most of his time in the Segregation Wing. The staff have tried various ways to return him to a Residential Wing, but his actions have always led to a return to Segregation due to his behaviour being very problematical including attacks on staff and making many threats. Finding a solution to deal with this problem is difficult.
- The Board recognises the work being carried out at all levels to minimise the impact of this detainee in respect of the damage he is doing to himself and the effect on other detainees and staff.
- The Board is exceptionally impressed by the work of the Officers on the Segregation Wing. They are exposed to many risks and challenging behaviour and their work is of a highly demanding level. The support they give to Board members when on the wing is much appreciated.

SECTION 16: CRIMINAL JUSTICE SYSTEM (CJS)

- Criminal Justice System (CJS) legislation went to consultation in July 2016 and the Board responded on the terms of custody, probation, sentencing flexibility and intermittent and/or alternatives to custody. The full results of the consultation were made public in April 2017.
- The outcomes largely coincided with the Board's commentary apart from the rejection of allowing offenders to serve their prison sentence on an intermittent basis, commonly known as 'weekend prison'. The Board felt that the option should be explored but pointed out the considerable costs and potential problem areas. Identifying detainees suitable for this type of sentence would require a rigorous selection process.
- Meanwhile, as reported in the Resettlement and Probation Sections of this report, the prison has continued to extend its release on Temporary Licence options to include overnight and festive period release within the limitations of the current legislation.
- The main focus of the CJS Board has been on extending the use of digital technology across the CJS and on supporting witnesses and victims of crime by providing alternative ways for evidence to be heard and cross-examined such as the increased use of video recordings.
- There has been some progress on connectivity of the various Justice Systems but appropriate authorised access to information rather than a Single Offender Record is now the preferred solution. The Board feels that positive progress has slowed towards creating a more coherent, streamlined, and effective CJS and some decrease in commitment to this process is evident.
- The new legislation should build on progress in line with the Strategy's 4 key priorities of Prevention, Appropriate Response, Rehabilitation and New Ways of Working. However, it has made very limited progress during this period, albeit, in the area of domestic violence, some progress has been made within the Safeguarding Bill.
- It is disappointing that the Sentencing Bill has not progressed beyond the drafting stages in this reporting period. Clarity about the length of time an offender spends in prison before he or she is eligible for early release on parole is one area where progress is being impeded.
- There is a much tighter focus on the use of the video conferencing facility at the prison, now included in the monthly Prison & Probation Service (PAPS) report to the Department. Hopefully, new equipment will lead to further increased usage in future. The increased use by Advocates is evident but this is not the case for the Judiciary.
- A full year of expanded Key Performance Indicator (KPI) Data has been incorporated into regular reporting to the Department. Additional KPI's have been introduced in the areas of Safety (absconds or breaches, and C&R training), Respect (clean and decent conditions), Resettlement (help and support to maintain links with families),

and Purposeful Activity. However, KPI percentages are still not very meaningful and there appears to be little awareness of them at Prison Officer level.

SECTION 17: OFFENDER MANAGEMENT

- An enthusiastic Resettlement Team has capitalised on last year's modernisation of policies and procedures and pursued many work opportunities within the community. A willingness to engage with detainees on the wings in addition to the normal weekly Resettlement Meetings has been evidenced and welcomed. Increased connectivity with Probation and the Work Allocation Board is to the benefit of detainees. The Board has evidenced good teamwork within the Resettlement Team and a more seamless approach to the detainee in this important element of their prison experience.
- The development of Resettlement Day Release (RDR) and Resettlement Overnight Release (ROR) has been carried out with much thought and conditions for release communicated in a timely and transparent way. Future plans to expand RDR to make accommodation arrangements and attend appointments prior to discharge is also welcomed. Expansion of licences into overnight and weekend options is incentivising some detainees to maintain and improve behaviour standards.
- The Induction Wing remains a base for detainees on community projects and work placements. Initial issues with the mixed regime of these detainees, receptions and discharges appear to have been resolved. Hopefully, this will facilitate even more community-based work in future. Monies raised for the 'Victim Support' fund by pay deductions from detainees working outside the prison have increased significantly this year.
- Despite a gap from December 2016 to full-time replacement of the Resettlement Officer post in August 2017, the continuity of Resettlement Meetings was largely maintained. However, the preparation of Pre-release Plans has sometimes been very last-minute, taking place on the Residential Wings which is unsatisfactory for complex or long-term detainees. It can also increase pre-release anxiety.
- Personal Officers should give the detainee prior notice of their Resettlement Meeting slot. This should include a written statement to contribute to the meeting discussion which is helpful should both Personal Officers be unavailable to accompany the detainee to the Resettlement Meeting.
- Staffing allocations continue to cause some limited representation from Personal Officers and repeated reminders seem necessary to ensure that detainee preparation prior to the Resettlement Meeting is achieved. Healthcare input remains minimal at most Resettlement Meetings.
- Induction Wing procedures should include a Personal Officer introduction prior to wing allocation but this is not always achieved. Goal setting for medium and long-term detainees remains weak as does the prisoner engagement within the meeting.

- Horticulture opportunities have improved especially for the wings housing female and vulnerable detainees. Profiles have been amended but the Horticulture Officer post has yet to be funded.

SECTION 18: PROBATION

- Drug & Alcohol Awareness Sessions in cell by Personal Officers have commenced with 6 Officers facilitating this to date.
- Probation attending the Incentives & Earned Privileges (IEP) Meetings, then the Work Allocation Board (WAB) followed by Resettlement is providing a more rounded picture of individual detainees and is improving connectivity.
- A combined Parole Report is now completed in part by the Personal Officers. This covers IEP, Adjudications, Security Levels, RDR, Wing Behaviour, etc and avoids duplication of information by the various contributors.
- The prison has continued to extend its Licences to include overnight and festive period release. This reporting period has seen more detainees holding down outside jobs.
- Detainees with long sentences have been managed on journeys outside the prison to secure accommodation, attend interviews, and secure benefit arrangements.
- Enhanced prisoners have to comply with strict conditions, and detainees are risk assessed by Probation and finally assessed by Security before any Licence is granted.
- The Board has observed that any RDR or ROR Licence Conditions are well communicated to all. Any amendments to conditions are also widely communicated. The expansion has gone ahead with only one or two minor breaches which were strictly and promptly managed.
- A further PEPS (Problem Solving, Effective Thinking, Perspective Taking, Social Skills) Course for detainees was carried out during 2018 with some modules being delivered by Officers under close supervision by Probation and overseen by a Forensic Psychologist. It is a challenging initial 10 week course for all involved.
- Continuing efforts to engage and provide Intervention sessions within the Segregation Wing have had mixed success.
- A small number of detainees do dominate the limited on-site Probation availability, but new detainees seem to be assessed in a timely manner. The workload continues to increase in general. External Probation staffing vacancies and the rise in Community Service sentences all place pressure on the workload and can delay the timely allocation of Probation Officers to detainees prior to discharge.
- Whilst it is positive that some limited Wi-Fi access is available in the Induction Wing and there is a substantial chance of seeing the Intervention Hub modules available to

detainees, the Board, in the future, would not wish to see the advantages of group interventions being dismissed. Technology is not a substitute for interactions with other detainees in a well supervised intervention.

- It is difficult to comprehend that 'Tromode House' is still not open to accommodate discharged detainees although the contract is now said to be imminent. David Gray House has no Young Offender or Female facility and though manned with experienced personnel, the physical facilities are far from ideal.
- Having reported since 2012 about new facilities coming online, the Board is hopeful that the contract will finally be agreed in the near future so that the new facility is available for occupation by September 2018.

SECTION 19: LEGAL VISITS & 'LIVE LINK'

- During the period 1 April 2017 to 31 March 2018, visits to detainees and prisoners including Advocates, Children Services, Coroner's Office, David Gray House, Education, Housing, Police Interviews, and Probation Services totalled 211 visiting 337 detainees (individual visitors often see more than one detainee).

'Live Link'

- During the period 1 April 2017 to 31 March 2018, the facility was utilised 480 times which is an increase of 125 occasions on the last reporting period. However, the breakdown of the statistics shows that the Courts only used the system 57 times during the reporting period, whereas other services (Advocates, Administration, David Gray House, Police and Probation) used the facility 423 times.
- It is noted that under the Summary Jurisdiction (Live Television Link) Rules 2014, the legislation was modified to make use of the 'Live Link' as the default position rather than the previous situation where an appearance at Court was the default option. Unfortunately, the statistics for this reporting year indicate clearly that what is actually happening is at odds with the intentions of the amended legislation.

SECTION 20: DISCHARGES

- The day prior to discharge, male detainees move to F Wing but are kept separate from new receptions and RDR detainees. This is done in order to complete any necessary paperwork and allow the cleaning of their previous cell for a new occupant. It also removes the temptation to celebrate.
- The Board attempts to speak to all detainees who are about to be discharged and has found that many are apprehensive just before their release. In particular, detainees who have completed a considerable sentence are understandably concerned about returning to a rapidly changing outside world. Introduction of ROR (Resettlement Overnight Release) where applicable helps to alleviate worries and concerns about permanent release.

SECTION 21: THE WORK OF THE BOARD

Recommended complement of members	15
Number at start of reporting period	13
Number at end of reporting period	12
Number of new members during period	4
Number of members leaving during period	5
Number of visits to establishments	142
Number of hours on average per visit	4.3hr
Number of Board Meetings	12
Number of meetings with The Minister	1
Number of meetings with Police Custody Inspector	4
Number of Significant Incidents - advisory	9
Number of Significant Incidents – attendance	0

- Individual members of the Board have worked well together contributing their skills to make an effective team. Members also attend various other specific meetings throughout the year, i.e. Safer Custody, Healthcare, and the Prisoners' Council.
- In respect of rota visits and meetings, members have spent a total of 109 working days which equates to approximately 22 weeks of their time collectively. We are supported in our role by the dedication of our Clerk.
- It would be remiss if the Board did not mention the retirement during the reporting year of Mrs Aileen Gelling who had been a member of the Board for 15 years, the latter 9 years as Chairperson. The Board thanks her for her leadership, tireless dedication, and constant encouragement. Her period of office has seen many changes including the addition of responsibility for monitoring detainees held in Police custody and the relocation of the prison to Jurby. Her unwavering commitment and selfless giving of her time to ensure fair and decent treatment for those in custody has been the driving force behind the development of the Board and she leaves a wonderful legacy.
- Mrs Gelling's service and quest for justice for detainees, particularly those with mental health issues, was recognised when she was awarded an M.B.E. in The Queen's New Year's Honours List.

Applications to the Board:

Accommodation	5
Adjudications	3
Equality/Diversity including Religion, Finance & Pay	3
Education, IEP	5
Food/Kitchen Related	2
Visits, Telephone	5
Health Related	9
Property	0
Prison	3
Police	1
Canteen, Facilities, Catalogues	3
Sentence Related RDR	0
Release on Compassionate Grounds (ROCG) Parole Release Dates	0
Staff/Detainee Concerns re Bullying	0
Request/Complaints to Escort Contractor	2
Confidential Access to the Chair	0
Miscellaneous	10
Total Number of Applications:	51

- It is pleasing to note the significant reduction in the number of Applications to the Board, both written and verbal. The Board would suggest that a number of factors are responsible for this including the increased interaction of Personal Officers with detainees on the wings as well as the progression of the Prisoners' Council.

SECTION 22: POLICE CUSTODY SUITE

- Members of the Board act to safeguard the interests of detainees prior to any custodial sentence. The premises monitored are the Isle of Man Constabulary Custody Suite at Police Headquarters and any other institution so delegated.
- The Board visits unannounced and in pairs throughout the year with a minimum visit frequency of once a month. All matters affecting the care and treatment of detainees are monitored offering a level of protection both for those detained and for the staff entrusted with that responsibility. A report is written after each visit which is circulated within the Board and to the Inspector in charge of the Police Custody Suite.
- There are regular reporting meetings between the Board and a Senior Officer appointed by the Isle of Man Constabulary. These take place at the Isle of Man Prison three times a year or more frequently if thought to be necessary.

Statistics

For the period of this report there were 1,357 arrests; the breakdown follows:

Month	24<48 Hours	>48 Hours	All Arrests
April 2017	5	1	93
May	2	0	90
June	5	3	162
July	16	4	112
August	11	0	100
September	5	1	105
October	7	1	103
November	9	3	118
December	9	3	128
January 2018	6	2	121
February	6	1	101
March	3	3	124
Total:	84	22	1357

For reference, these figures are always calculated based on cumulative time in custody, and it is possible that some 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. Where practical, a member will endeavour to

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, Board members were called 10 times and attended on 9 occasions visiting a total of 12 detainees. However, 2 of the detainees visited were subsequently released prior to the 48 hours' timeline.
- It is noted 22 detainees were held for up to or beyond 48 hours during this reporting period and at least 9 were not advised to the Board. This situation needs to be addressed urgently.
- There were 13 unscheduled rota visits, one of which was an induction visit for newly appointed members.
- The average visit duration was approximately 60 minutes (visits ranged from 25 to 115 minutes). Visits were undertaken at a variety of times including evenings.
- Staffing was always appropriate and members of staff invariably co-operative and helpful despite their often heavy workload.

Treatment of Detainees

- In general detainees were well treated in a considerate and fair manner and most commented positively on their treatment.
- During visits, unless specifically advised to the contrary, an Officer will introduce the Board members and offer a chance for detainees to speak in private out of the Officer's hearing.
- The Board observed the provision of drinks, food, blankets, and reading materials to be 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 there were supplies to cater for vegetarians and those of different religious faiths.

Space, Cleanliness & Function

- The Suite is bright, fresh and appears to be easy to clean and maintain to a high standard. Its freshness and cleanliness is often commented upon in Visit Reports.
- The Suite works on an open plan system for 'booking' detainees.
- One of the main snagging problems during the early part of this reporting period was the temperature fluctuation around the Suite. There were also 3 cells that had been damaged by detainees leading to concerns regarding possible ligature points.
- In addition, there were a few water leaks that caused concerns. However, these have all now been addressed.
- The Board understands that a Maintenance Contract with the initial providers of the Suite is to be agreed shortly.

Mental Health & Other Services

- The Custody Suite is regularly a temporary home to detainees with mental health issues, which is a concern to the Board and to the Police Authority.
- There appears to be a lack of a suitably Secure Mental Health facility where vulnerable and potentially violent detainees can be held in a place of safety.
- The number of Police attendances to people with mental health issues is 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 Team and there are 'Appropriate Adults' trained and available to help both the very vulnerable and younger detainees.

SECTION 23: COURT CUSTODY SUITES & HOLDING CELLS

Introduction

- In our role, members of the Independent Monitoring Board (IMB) visit in pairs. The visits to the Custody Suite at the Isle of Man Courts of Justice take place at least once each month and without prior notice.
- At least one member of the Board also attends the regular meetings held between the senior management of the Isle of Man Prison and the company holding the Escort Contract.

Statistics

- During the April 2017 to March 2018 reporting period there were 14 visits made during various times of the working day and 2 visits were made for inducting new members. The duration of the visits averaged approximately 80 minutes.
- During visits members are introduced to detainees who have the opportunity to talk to them in private. The majority are happy to discuss their treatment which has generally reflected well on the staff; occasionally detainees declined.
- On a few occasions, juveniles had been present in the Suite; they were not locked in a cell and were accompanied by Police Officers or Social Workers. However, since August 2017 a new dedicated secure area away from the cells was opened which acts as a juvenile holding area and there are 3 Officers whose primary function is to look after detained juveniles.
- It was noted and reported during the reporting period that although the Juvenile Suite is fit for purpose there is a lengthy piece of telephone cable which has raised concerns as a possible ligature.

Detainees

- During the reporting period there has been a serious issue with regard to the excessive length of time a detainee from the prison can be left in the Court cells awaiting transport to the prison after their appearance in Court. This has been exacerbated by the fact that sentencing is not generally carried out until the afternoon. The detainees sometimes do not arrive at prison until late afternoon or

early evening which can cause difficulties for the Prison Healthcare Team in establishing medical histories, dependencies etc. and obtaining emergency prescriptions for required medication. However, the Board is pleased to report that there are ongoing dialogues between the Escort Contractor, Healthcare, and the Prison Reception Team to try to alleviate these difficult problems.

- The Board observed provision of food and hot drinks, spare clothing, toiletries, blankets and reading materials was adequate considering the facilities on-site.
- The Board was pleased to be advised that it is envisaged that an updated kitchen area is to be planned with a larger freezer and a large (industrial) sized microwave oven so that hot meals can be served which would be a considerable improvement on the 'Pot Noodles', toast, tea and coffee, currently offered.
- 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 they were satisfied with the way they had been treated by the staff with no detainees reporting adverse treatment.
- The Board's visit reports consistently comment on the helpfulness and courtesy of the staff in the Suite and on reception, both towards the detainees and Board members.

Detainee Transport

- Generally, the vehicles used have been 2 specialised vans and 2 cars. The vans both contain a pod/box facility for detainees who require more secure or separate transport. Both vehicles have been fitted with updated CCTV and Defibrillators and staff have been trained in the use of such equipment. A third vehicle has been acquired and is used primarily for juveniles and medical escorts. This is also equipped with CCTV.

Prisoners Escort Act

- Under the Prisoners Escort Act 2008 the Board is tasked with reviewing escort arrangements, and the handling of detainees whilst being escorted to and from appointments. There have been no significant issues during the reporting year.

Staff

- Routine cleaning of the Suite is conducted by a cleaning company apparently under some kind of courtesy agreement with the Department of Infrastructure as they appear to cover the public areas of the Court House.
- In view of the poor standard of cleaning in the Suite over the first half of the reporting period, the Escort Contractor staff have been providing a backup service to ensure the cells are fit for purpose. Latterly, they had also been providing the equipment (mops, cleaning materials etc.) to keep the Suite clean. Towards the end of the reporting period, the situation had begun to improve, and the Board hopes this will continue to be the case.

- The management of detainees in the Custody Suite and their transport to and from prison and hospital including some bed watch duties was the responsibility of the Escort Contractor throughout this reporting period.
- It was noted by the Board half way through the reporting period that there was no proper Personal Protection Equipment (PPE) in place should there be a serious altercation in the cell area. This took some time to be rectified and the Board noted that the helmets forming part of the equipment only arrived at the end of the reporting period after many months delay.
- The Board's visit reports consistently comment on the sensitivity and professionalism of the Escort Contractor Staff and Managers.

Custody Suite Cells

- During the reporting period, Cell 6 (the largest), was out of commission for approximately 4 months due to its Alarm Call Button not functioning. This has subsequently been fixed.

Maintenance of the Suite & Fittings

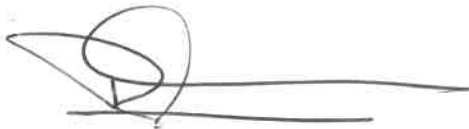
- The Department of Infrastructure is the Landlord of the Custody Suite.
- It has been consistently reported by members that the ventilation system in the Custody Suite is inadequate. The Board understands that the system is controlled from a separate building (Murray House) and is switched off at lunch time and not operated on a weekend when a Saturday Court may be held. During the summer, temperatures in the office have been recorded at over 30 degrees Centigrade. This, in the Board's view, breaches Health & Safety Regulations and needs to be addressed urgently.
- The Board has noticed over the reporting period there is constant water seepage from the ceiling in the Sluice Room. The pipes have become rusty, mould appears to be growing on the inside of the door, and there is a permanent unpleasant odour. Once again, this needs to be addressed urgently.
- The Board is pleased to note the doors to the Advocates' Office and Interview/Reception Rooms have been adjusted to open outwards so alleviating any possibility of a barricade situation.
- However, the furniture in the Interview/Reception Office has still not been fixed to the floor and continues to present a hazard.
- The Board would like to acknowledge that without the assistance of the Prison Works Department and the intervention of senior DHA staff and the Prison Governor few of the above improvements would have occurred.
- The Board has noted and raised the fact that there is a considerable amount of glass panelling throughout the Suite none of which is protective glass. This could be broken easily and therefore constitutes a potential hazard.

Fire Alarm/Evacuation

- The Board is aware that the Fire Alarm is sounded at 09:00 hours every Thursday. However, practice evacuations of the building in the event of a fire do not appear to be conducted on a regular basis, if at all.

Department of Infrastructure (DOI)

- The Chairperson of the Board wrote to the Minister of the DOI in September 2017 outlining many of the failures and concerns that the Board has evidenced in the Suite.

For & on behalf of the Independent Monitoring BoardA handwritten signature in black ink, appearing to read 'Mr Bob Ringham', written over a horizontal line.**Mr BOB RINGHAM**

Chairperson

10 August 2018