



# **Annual Report of the Independent Monitoring Board of the Isle of Man Prison, Custody Suites and Holding Cells**

**For reporting year  
1 April 2021 – 31 March 2022**

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.

## Contents

SECTION 1: STATUTORY ROLE OF THE BOARD.....	3
SECTION 2: DESCRIPTION OF THE PRISON .....	4
SECTION 3: EXECUTIVE SUMMARY .....	5
SECTION 4: ISSUES FOR THE MINISTER.....	6
SECTION 5: ISSUES FOR THE GOVERNOR .....	8
SECTION 6: RESIDENTIAL SERVICES.....	9
SECTION 7: HEALTHCARE .....	13
SECTION 8: PURPOSEFUL ACTIVITY .....	14
SECTION 9: THE 'JURBY ADVOCATES' .....	16
SECTION 10: SAFER CUSTODY .....	17
SECTION 11: EQUALITY & DIVERSITY .....	20
SECTION 12: EDUCATION .....	22
SECTION 13: ADJUDICATIONS .....	25
SECTION 14: DRUG TESTING.....	26
SECTION 15: THE CLOSE SUPERVISION UNIT (CSU) .....	27
SECTION 16: OFFENDER MANAGEMENT/RESETTLEMENT .....	28
SECTION 17: PROBATION .....	29
SECTION 18: DISCHARGES .....	31
SECTION 19: THE WORK OF THE BOARD.....	32
SECTION 20: OPCAT .....	33
SECTION 21: POLICE CUSTODY SUITE .....	33
SECTION 22: COURT CUSTODY SUITES & HOLDING CELLS .....	37

## **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 it 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 the Board considers expedient to report.
- Inform the Department immediately of any abuse which comes to its knowledge.
- Consult the Prison Governor concerning 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 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 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 Close Supervision Unit (CSU). Altogether, there is certified normal accommodation for up to 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 can house up to 16 adult and young female detainees and has its own Close Supervision Cell.
- E Wing, the male Close Supervision Unit (CSU), 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). However, during the COVID-19 Pandemic, it was used mainly to accommodate and isolate new receptions.

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 their cells. 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.

The CSU also contains a dedicated Mandatory Drug Testing Suite and Adjudication Room - this area does not form part of the certified normal accommodation. It has been modified recently to include a small kitchen servery unit to facilitate food service and a laundry facility.

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 Manx Care.

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

Education is delivered by a dedicated group of University College Isle of Man staff under the leadership of the 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 also the Dog Unit, Works Department, Training Workshops, Sports Pitches and Horticultural Areas.

### **SECTION 3: EXECUTIVE SUMMARY**

Once again this has been both a difficult and unusual year for the Prison. As in 2020 – 2021, the reporting year was interrupted due to lockdowns and restricted regimes. Despite this both detainees and Officers maintained a positive and resilient attitude. The Board made full use of virtual and remote visiting in parallel with a standard visiting rota schedule. Contact with detainees by the Board was, for short periods, by telephone, e-mail, and written applications only.

The issue of the Prison's location and the poor public transportation system to it is a continuing concern. The frequency of public transport has decreased over the years since the Prison relocated to Jurby which makes maintaining family ties and interaction difficult.

The issue of detainee transfers to the UK remained a significant area of concern, particularly in respect of female detainees with young families in the UK. Whilst the Isle of Man Prison made every effort to facilitate this operation, the UK Prisons refused to allow movement. Following a visit to the Isle of Man Prison by the Chairperson of the Jersey IMB, it was interesting to learn that the Jersey facility does not appear to have these problems.

Staff shortages remained an issue throughout the year and many activities were curtailed due to this. It was pleasing to see that the recruitment programme was increased during the reporting year. New Officers were trained in-house and in post before the year end and there is an ongoing programme of recruitment.

It was also pleasing to see that at long last, Juveniles in the Court Custody Suite were being held in separate accommodation away from adult detainees following the improvements made to the designated Juvenile Room.

The programme of Resettlement Day Release (RDR) and Resettlement Overnight Release (ROR) continues to provide significant opportunities for detainees. However, it remains noticeable and disappointing that no opportunities have arisen for detainees' employment in Government Departments or Training Schemes. All placements have been in the private sector.

It continues to be disappointing that whilst it is expected that detainees are returned to society ready and prepared to make an active contribution, there is a reluctance by Government to allocate sufficient funding to provide the educational opportunities which can lead to this. This coupled with the decision made by Senior Managers from University College Isle of Man (UCM)

to ban Education staff from going onto the residential wings is detrimental to detainees and ultimately, to the wider community.

Whilst regular clinics are held for detainees with mental health issues, it remains disappointing that the only facility on the Island deemed suitable for those with significant mental health issues is the Prison. Whilst staff on the wings work tirelessly to monitor and care for this group, they are not qualified mental health professionals.

The Board is still concerned that this is an accident waiting to happen and has witnessed the considerable difficulties experienced when trying to arrange a transfer to a suitable UK facility for one particular detainee.

Once again, the Board is disappointed to report that despite the work done on the Sexual Offences Bill, there has been little movement on the Sentencing Bill. Detainees continue to be given short sentences which create difficulties for both the Prison, which cannot programme effective rehabilitation or education, and the detainees whose lives are potentially ruined. The Board urges the Minister to both actively progress this Bill and explore alternative sentencing options to short periods of incarceration.

The ageing fabric and equipment within the Prison continues to be an issue and the Government should prepare to allocate a budget to ensure that this can be repaired or replaced as required in order to maintain the high standards set within the establishment. The Board congratulates the Prison Governor and staff on the ongoing success of the planned maintenance programme which keeps the Prison structure effective, but unfortunately, the funding deficit creates a reduction in the overall Prison Budget.

Throughout this challenging year, the Board is pleased to report that as in the previous year, action taken by Prison staff in a constantly changing situation ensured that the Prison operated in a safe and clean manner for detainees, staff and visitors. They should be congratulated for this.

#### **SECTION 4: ISSUES FOR THE MINISTER**

- The Board would urge the Minister to work with colleagues in the Department of Infrastructure to ensure an adequate public transport system is available to enable regular and important family contact for detainees.
- The Board would again urge the Minister to make sufficient funding available to deal with any repairs, replacement, and structural issues which continue to arise now that the Prison is 14 years old.
- The Board acknowledges the progress that has been made with the Mental Health Pathway and would urge the Minister together with her colleagues in other Departments to continue to support and fund this; any slippage would be of detriment to both detainees and the wider community.
- Whilst applauding the progress mentioned above, the Board remains concerned that there is no Secure Mental Health Facility on the Island. Vulnerable detainees with

serious mental health issues are still being sent to the Prison which is not a safe or suitable place for them and could, in certain circumstances, be seen as a breach of their Human Rights. All too often, the Board has witnessed the Officers in the Close Supervision Unit performing the extremely difficult task of safely managing and supporting these detainees. This is not acceptable. The Board would ask the Minister to consult ministerial colleagues and reconsider the provision of an Island Secure Mental Health Facility.

- The Board would strongly urge the Minister to speak to colleagues in the Department of Education, Sports and Culture, regarding the decision made by the Department in early 2022 to 'ban' Education staff from visiting the prison wings. The Board believes education is the key priority to aid rehabilitation and prevent re-offending. The decision is detrimental to the detainees, their families, and the wider community of the Isle of Man.
- It remains the case that the budget for Education in the Prison has not increased for many years, yet the yearly running costs of the Education Department in the Prison are increasing constantly. Once more, the Board would urge the Minister to secure additional funds for this vital aid to resettlement.
- The continuing high number of detainees serving short sentences remains of concern to the Board. These detainees' life opportunities are damaged by imprisonment with insufficient time to rehabilitate during a short period in custody. As highlighted in the previous four Annual Reports, the Board would ask the Minister to tackle delays in progressing vital legislation with increased effort to allocate the resources such important Bills deserve. Alternatives to custody are an essential tool to encourage offenders to become productive members of society.
- The Board recommends that the Department's KPI's should be re-designed to establish true re-offending rates calculated over longer periods than twelve months.
- The Board is concerned that failure to recognise the community-wide safeguards that a ring-fenced Resettlement Team brings, may lead to further adverse events. The potential consequence of slow recruitment and budget saving measures has led to Resettlement barely functioning despite the best efforts of a hard-working team. Detainees are not completing interventions or being properly prepared for re-integration into society. This is a grave concern.
- The Board would urge the Minister to support, with appropriate resources, the findings of the Probation Cultural Review to ensure consistent improvement in the Probation Service and a genuine reduction in re-offending statistics.
- The Board would urge the Minister to provide resources for a comprehensive review of progress in rehabilitation against the Karran Report recommendations and to continue to support innovative ideas and training for Probation staff.

- The Board would again ask the Department of Home Affairs to continue to ensure that funding is available to recruit, train and develop both new and existing members. The Board would also hope to see greater media coverage to publicise and promote its role and encourage greater public awareness. These measures are essential if the Board is to recruit, develop and maintain sufficient members as specified in the Custody Rules 2015 Section 82(1).
- The Board would also ask the Minister to vocally and pro-actively support IMB Members working in Government, ensuring parity with other voluntary essential occupations.
- The Board would ask the Minister to ensure that members of all the Boards who form part of the OPCAT National Preventative Mechanism (NPM) attend its meetings and contribute to its monitoring role.
- The Board would also ask the Minister to consult Cabinet Office colleagues to review the structure and composition of the membership of the NPM.
- The Board has noted in previous reports and highlights again that it can be very difficult for Officers in the Police Custody Suite and Court Cells to obtain the services of 'Appropriate Adults' for young and vulnerable detainees. The Board would urge the Minister to liaise with ministerial colleagues responsible for Adult Services to ensure a swift resolution to this problem which is putting the most vulnerable at risk.

## **SECTION 5: ISSUES FOR THE PRISON GOVERNOR**

- The Board hopes that the role of the Custody Support Officers will be further developed with particular emphasis on increasing interaction with detainees held in the CSU. The Board would still like to see consideration being given to a protected time slot for Officers to achieve this.
- The Board would continue to urge the Governor to encourage the attendance of a Community Probation Officer at the monthly Safer Custody Meeting to assist with continuity for detainees following their release.
- As mentioned in previous Annual Reports, the Library is not being fully utilised and is closed for most of the week. If the Library could be developed as a research and study facility, this would be particularly useful to detainees undertaking Distance Learning Courses.
- As ever, the Board remains of the opinion that the introduction of Voluntary Drug Testing would be beneficial.
- Whilst understanding that the demands of the Pandemic have restricted opportunities to offer agreed Resettlement functions, the need for maintaining realistic KPIs to assess progress on long-term goals is essential.



- The Board would continue to encourage the Governor to ensure Interventions Officers are given protected times so they can achieve both timely and high-quality interventions with detainees. The return of Resettlement personnel to their ring-fenced roles is imperative to ensure the safe release into the community of detainees who have completed the required number of interventions and where necessary, promptly completed modules to support their parole applications.
- With the upheaval within the management of Probation and associated consequences, it remains a concern that some detainees are being released without sufficient interventions to lower their risk of re-offending. Lack of timely interventions to support complex cases and parole applications remains an issue, although recent part-time appointments have started to mitigate this longstanding issue. Increased engagement between Probation and the Judiciary is required to promote mutual understanding.
- The Board thanks the Prison Governor and his staff for their support and hard work to bring about a change in the conditions in the Court Custody Suite.

## **SECTION 6: RESIDENTIAL SERVICES**

### **Wings:**

The Board has evidenced that the Healthcare and Prison staff have responded and adapted very well to the demands of the Coronavirus Pandemic to ensure a safe and secure environment for both new detainees held in isolation and the rest of the Prison population.

All the wings have been kept in good order during the reporting year; regular maintenance and cleaning ensure they are always fresh and clean.

The prison is now 14 years old and the commercial machines throughout the Prison are showing their age. The Board has witnessed that the Works Department has worked tirelessly to ensure that the fabric of the building and essential equipment are kept as close to operational readiness as possible, however, the requirement to update and replace is inevitable.

The introduction of e-cigarettes has stopped the smell of other smoking materials on the wings and continues to be widely welcomed by the detainees.

### **Communications (in-cell telephony):**

For long periods during each of the lockdowns all visiting was suspended at the Prison. The Board witnessed Officers enhancing access to video calls very quickly (which had taken the place of face-to-face visits in 2020 throughout the first lockdowns). The Board supports the Prison's decision to introduce in-cell telephony for all detainees. This allows detainees (especially those in isolation) to communicate directly with family members and loved ones on pre-approved contact lists.

**Staffing:**

Staff shortages have continued for the entire reporting year. Absence due to COVID illness and the need to follow Government Guidelines during the Pandemic was an ongoing problem. Staff were put under considerable extra pressure throughout the year and dealt with this brilliantly. The Board witnessed them stepping up to cover colleagues' absences at very short notice, to the benefit of the detainees and the Prison as a whole. The Board witnessed regular evidence of staff working on days off or cancelling time off to report for duty. Inevitably, there was disruption and changes to the normal regime as well as to Gym Sessions, but mitigations were put in place including providing exercise equipment on the wings and varying routines which formed part of the Prison contingency planning. The Board commends staff for their co-operation and flexibility in the face of increasing pressure as the pandemic progressed.

Succession Planning is still a priority within the Strategic Planning work and is ongoing.

Monthly Training Days were postponed on occasions throughout the Pandemic but where possible training continued. The Board was invited to join in where possible and this was much appreciated by those who attended.

The Staff Care Team continues its valuable work of supporting colleagues behind the scenes with integrity and compassion.

Morning Handover Briefings and Daily Operational Briefings continue to be held as previous years and further entries on the Prison Database (Prisoner Information Managing System - PIMS) allow staff to be continually updated on the Prison and detainees. It remains concerning that some staff take a little time to catch up with events after periods of absence and this may have an impact on detainees.

At the start of the Pandemic, the daily briefings were moved to the large Multi-Faith Room and were also conducted via MS TEAMS as part of the COVID-19 contingency planning to allow for proper social distancing to take place. This continued throughout the reporting year as necessary.

**Custody Support Officers:**

The Custody Support Officer Scheme was re-launched in June 2018 and has been a welcome means of encouraging positive engagement between Officers and detainees. Officers normally have 6 detainees to support, and these detainees can be spread throughout different wings.

Due to the Pandemic, the role was modified to ensure that detainees were not disadvantaged by changes to staffing routines and the regime. Wing Officers as well as Custody Support Officers are now responsible for ensuring that regular entries are logged for every detainee. These entries are monitored by the Senior Management Team. The Board believes there is still room for more interaction and improved skills when it comes to report writing.

The Board remains concerned about the level of engagement with those detainees who are housed in the Close Supervision Unit (CSU) for lengthy periods. Whilst this improved in some

cases during the reporting year, the Board feels there is room for further improvement. These detainees are particularly vulnerable and require ongoing support.

**Stores/Canteen:**

This is a very well-managed area of the Prison offering a high level of service to detainees and Officers. It adapted well to the changing demands and requirements of the Pandemic.

**Kitchen:**

During the reporting year, the Kitchen has struggled with one Officer on long-term sick leave for a period and the need to divert Officers to cover operational duties on the wings. However, even when the Kitchen has been short-staffed, it is run well and efficiently.

The Kitchen continued to be short-staffed on occasions due to detainees being released or having COVID. The change last year to a more realistic working environment of employing detainees on a full-time basis continues to be seen as a positive step by both the Officers and the detainees and helped with any staffing issues.

The Board is very pleased to note how the Kitchen workers pull together during staff shortages, offering to work extra shifts to maintain the standard of service.

Kitchen staff and detainees have also worked hard during the reporting year providing meals for the Food Bank. (See also the section on Purposeful Work).

The Board is pleased to report there have been no applications concerning the Kitchen and food during the reporting period.

The Board is also pleased that CCTV has now been installed in the kitchens.

**Reception:**

How detainees are received into the Prison forms a very important part of the Safer Custody Strategy. The process helps to recognise and identify any of the various risks to a detainee's well-being and to enhance, where possible, the safety and security of the detainee.

Detainees are brought to the Isle of Man Prison either directly by the Police, as in the case of fine defaulters, or by a civilianised service provided by a contractor who transports detainees to and from the Courts, Police Custody Suite and the 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 has a well-mapped procedure of security checks including searching and screening as well as assessments of health, safety, and vulnerability. Officially, Reception is open seven days a week from 07:30 hours to 19:00 hours, and until 14:30 hours at the weekend. However, at the beginning of the reporting period severe staff shortages meant detainees could not be processed over the lunch period or during visiting times. As a result, detainees were left sitting outside the Prison in the van on occasions - a completely unacceptable

situation. Improved communication between the Courts and the Prison and changes to staffing throughout the year saw a significant improvement in this situation.

The reception process is the responsibility of the Operations Group which carries out an extensive search of both the new detainee and any property brought in. Every new reception is subject to a full search. A strip search is conducted in such a manner as to endeavour to preserve the dignity of the prisoner. A full search is always undertaken by staff of the same gender as the detainee. Electronic scanning procedures are also carried out. In the previous reporting year, the Prison installed new scanning equipment which helps greatly with detecting concealed mobile telephones, drugs, and other prohibited items.

The Board has witnessed the reception staff carrying out their responsibilities and dealing with detainees in a dignified and respectful manner. Throughout the reporting year, various changes have had to take place in the reception process when dealing with suspected COVID-19 positive detainees. The Board has witnessed this process whilst carrying out COVID-19 regime "virtual" prison visits by monitoring CCTV in the Control Room and through feedback from Officers and detainees. All those monitored in person have been compliant with the procedures within the Reception area. Detainees who give cause for concern may spend an initial period in the Close Supervision Unit (CSU) before going to the Induction Wing and ultimately, a Residential Wing.

Alongside the Reception process, there is a 1:1 Assessment Interview with the detainee which is carried out by a Reception Officer. The purpose of this is to gather a range of information to ensure the safety and well-being of the detainee as much as possible, facilitate their integration into the Prison environment, identify any safety concerns, and establish any possible security issues. At this point, the first indicators are assessed as to whether the detainee should be a vulnerable person with concerns regarding their well-being or safety, which will determine which accommodation wing would be most appropriate. Healthcare staff also see detainees on reception to assess their healthcare needs.

### **Induction:**

The Prison ensures that all detainees receive a series of induction sessions after completing the reception process. During the reporting year, detainees who did not require isolation under COVID-19 restrictions would be taken directly to a residential wing for induction to begin. Those requiring isolation would be housed on F Wing either until the required number of negative COVID-19 tests had been completed or until the required period of Isolation had elapsed. In some circumstances relating to breaches of COVID-19 regulations offences, detainees would serve all their sentence on F Wing.

The induction process entails a paperwork pack containing a series of compacts to be worked through with the Wing Officers. The detainee must sign to say they understand the Prison Rules. These are explained to them in a 1:1 session with the Wing Officer, including agreements to be well behaved and to always keep good order and discipline.

During the induction process, detainees should be introduced to their assigned Custody Support Officers as well as be allocated to a Residential Wing. The Board has evidenced some occasions when the former has not happened, or detainees appear unaware of who their Custody Support Officers might be. Detainees normally remain on F Wing for approximately three days to complete their induction, but this period can be extended if it is felt necessary.

Whilst the induction process is very comprehensive, the Board feels some vulnerable detainees may struggle to take in all the information given to them. There are many compacts to understand and many rules and regulations to assimilate during what can be a very stressful time for the detainee. The Board has been assured that this is being reviewed with a view to making the information easier to understand and will monitor the progress of this throughout the next year.

## **SECTION 7: HEALTHCARE**

The challenges of 2020 – 2021 continued. Several lockdowns and changes to the Prison regime in order to respond to different developments during the ongoing COVID Pandemic were in place. Despite the continually changing Pandemic landscape, Prison management and staff did an excellent job.

Healthcare staff dealt with their own pressures and responded equally well to the changing events and needs.

Healthcare staff re-profiling has been carried out; once completed this should help with efficiency, efficacy and recruitment.

A review of Pregabalin prescribing was done and recommendations made to reduce this practice.

An “in possession” medication project is in progress.

Due to initial resistance to vaccination by a large number of detainees, education sessions were held to inform them about the benefits of vaccination and present the facts backed by scientific evidence. As a result, by the end of February 2022, 86% of detainees had received the COVID vaccination.

### **Current Provision:**

- Pharmacist.
- GP Clinics are held 3 times a week.
- Drug & Alcohol Team.
- Motiv8.
- Dentist.
- Wellbeing Counsellor.
- Psychiatrist.

**Mental Health:**

A Mental Health Pathway is being developed but at the time of writing it was not in place.

Mental Health provision has been reduced during the reporting period. The Board was greatly concerned by the difficulties experienced when attempts were made to relocate one detainee to a suitable facility in the UK. This resulted in the detainee spending extended periods of time in CSU; a completely unsuitable environment for such a vulnerable person.

**Custodial Pathway Project:**

This project was due to commence last year. It has not started yet.

Although a lot of good work is being carried out and the care provided is good, it is disappointing to note that "in possession" medication is still not in place.

There are staff shortages in the Healthcare Team and no practitioners have been trained in Non-Medical Prescribing (NMP) as the course was put on hold last year.

**SECTION 8: PURPOSEFUL ACTIVITY**

There are several works activities that are carried out daily within the Prison. These include wing cleaning, kitchen work, serveries, 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. A programme of work to repaint the wing serveries was also undertaken this year.

As well as this, trusted detainees who have met stringent security requirements are given the opportunity to work outside the Prison on community projects or in businesses. These individuals are granted Resettlement Day Release (RDR) which involves release on temporary licence (ROTL) or working in supervised work parties. These opportunities encourage trust and self-reliance as well as giving these individuals the ability to gain skills and experience a 'normal' work regime while contributing to the community.

Due to a Prison lockdown in April 2021, two detainees were granted RDR on Home Detention Curfew (HDC) initially for a month, but later extended to 24th May 2021. This meant they could continue their RDR work in the community during the COVID lockdown whilst keeping in touch with the Prison.

Once again this year, the Board must report that external work opportunities for RDR and Escorted Work Parties had to be reduced because of lockdowns due to COVID, staff shortages and the necessary changes in Prison regimes during the more restricted "Red" or "Black" status required to reduce the risk of transmission of the virus. The Board is encouraged that the Senior Management Team (SMT) continues to support the scheme and still actively seeks work opportunities for RDR detainees and Escorted Work Parties.

Work opportunities remain predominantly male, but the Board is pleased to acknowledge that the SMT has made efforts to address the imbalance and seek work opportunities for female

detainees. The Board encourages the Prison Management Team in their ongoing efforts to generate meaningful work for all detainees including females. There has been a clear increase in work opportunities for female detainees this year, notwithstanding the dislocation of work due to COVID and staff shortages.

The Board is pleased to note that during the reporting year RDR has resulted in offers of employment after work experience and interviews with prospective employers. Additionally, it has enabled detainees to attend University College, Isle of Man (UCM) to study various apprenticeship courses and to work in their chosen area of study, thereby improving their prospects of successful rehabilitation after release.

This year the Board was pleased to note that an application to the Seized Assets Fund had been made for funds to refurbish and bring into service the Vocational Workshops. The Board was further pleased to see, later in the year, that the application had been successful. The intention is that the Workshops will be used for trade training including Carpentry and Joinery, Plastering and Tiling. These skills are particularly important now considering the local shortage of skilled workers in construction trades. Over the years, the Board has pressed consistently for better use of the Workshops, thereby giving detainees additional work opportunities within the Prison as well as the skills and confidence to enable them to secure meaningful work upon release and re-integrate more effectively and easily into the community. The Board hopes that having secured funding, the work to make the Workshops operational will proceed quickly. Additionally, the Board trusts that funding will be made available for the ongoing full utilisation of the Workshops in future years.

Horticultural activities continue to produce a variety of quality vegetables, salad crops and herbs. Potatoes, leeks, onions, broccoli, cauliflower, marrows, cucumbers, lettuce and spring onions are some of the crops grown. These together with chilli peppers, parsley and thyme and other herbs are used to supplement stores in the Prison Kitchen. The Kitchen has commented on the high quality of the produce intended for their use. The detainees engaged in Horticulture are justifiably proud of their efforts and devote much time and energy to producing and improving their crops. The Kitchen freezes vegetables during supply peaks for use during the winter.

As with other areas of the Prison regime RDR, Escorted Work Parties and Horticulture have not been immune from the effects of COVID and staffing issues. Lockdowns and staff shortages have resulted in staff being deployed in other parts of the Prison leading to work in these areas having to be suspended or reduced.

In previous years the Board has reported on the number of man-days of work undertaken by RDR and Work Parties. In the 2020 - 2021 reporting period only 300 man-days of work were undertaken (this was severely affected by COVID).

In 2019 - 2020 the figures were over 1200 as compared to 750 the year before.

For the reporting period 2021 - 2022 over 1050 man-days of work have been possible.

Clearly, this is a significant achievement given the COVID restrictions and staff shortages that limited the possibility of work at certain times. Both the detainees and prison staff involved in RDR and Escorted Work Parties are to be complimented on achieving this amount of work under the circumstances. Work undertaken by detainees on RDR or Escorted Work Parties has included painting, beach cleaning, plastering and laundry work. Some detainees have worked in businesses outside the Prison, subject to security clearance and COVID restrictions.

As in previous years, the detainees continue to make 'Bags for Life' for Hospice. Additionally, this year female detainees have been making crocheted items for the elderly and the Maternity Unit.

The Board notes that the change to full time working for the detainees employed in the Kitchen has been successful. The change better reflects work outside the Prison and helps detainees prepare for release.

During the 2021 - 2022 reporting year, the Board is pleased to note that the Kitchen Team has continued to make meals for the Food Bank in Douglas. There were some logistical problems and COVID restrictions that reduced the number of meals made and have been overcome with the assistance of detainees from F Wing stepping in to replace B Wing workers in isolation. A total of over 750 meals were prepared during this reporting year compared to over 2000 the previous reporting period.

As has been noted above, the Coronavirus Pandemic has affected work activities in many areas and the Board would like to place on record its appreciation for the efforts made by the Prison SMT, Officers and detainees through their "can-do" response and hard work during this difficult period. At the end of this reporting period, the impact of the Pandemic has been substantial and opportunities for RDR and Escorted Work Party activities may continue to be affected during the 2022 - 2023 reporting year.

#### **SECTION 9: THE 'JURBY ADVOCATES'**

The Prisoners' Council was established in March 2015. In May 2019, it was agreed to change the Council's name to the 'Jurby Advocates', a name chosen by the detainees.

As with most areas of the Prison, the 'Jurby Advocates' activities have been much reduced due to lockdowns, COVID and staff shortages.

Meetings would normally be held every other month with regular pre-meetings and interim meetings held between wing representatives and members of the SMT to review items raised by detainees and agree the Agenda for the next meeting. Because of COVID this has not been always possible. Wing representatives are encouraged to research and suggest solutions to perceived problems and present a well-argued case for any proposed changes rather than simply producing a "wish list".

During this reporting year the 'Jurby Advocates' meetings had to be cancelled at various times due to COVID restrictions. During 2021 – 2022, only four meetings were held out of a possible six. Irrespective of the lack of formal meetings, the SMT has maintained links, where possible



given COVID restrictions, with wing representatives of the 'Jurby Advocates'. The Board was pleased to note that the detainees were kept informed of the ongoing situation both within and outside the Prison, with the 'Jurby Advocates' being a major part of this process, and it is believed that this helped to defuse any adverse speculation and reaction to necessary changes to the Prison regime.

In the past, subjects covered in the 'Jurby Advocates' meetings have been many and various. For example, e-cigarettes, education, monies into and out of the Prison, healthier food options, diabetes, changes to the IEP process, additions to the Facilities List (items allowed in cells), telephone costs and copying of incoming mail and the introduction of new processes and equipment.

The Board was pleased to note the continued attendance of the Prison Governor and Senior Officers at 'Jurby Advocates' meetings which emphasizes the importance the SMT attaches to these meetings. Additionally, Officers from different Departments have attended from time to time to give reasons for delays in answering queries or explain why certain ideas or suggestions must be rejected.

## **SECTION 10: SAFER CUSTODY**

### **Meetings:**

The safety of detainees is key and monitored on a daily basis by Prison staff with regular meetings held involving all interested parties to discuss and review concerns raised.

The daily morning meetings and the regular Safer Custody Group meetings are used to convey information about detainees who are a cause for concern and the communication between all disciplines is good. The morale of the detainees is regarded as a good indicator of well-being and Prison staff are to be congratulated on their efforts to keep the wing atmosphere open and positive. Innovations like the recent 5K Run are excellent for physical and mental well-being. It must also be noted that the concept of Safer Custody should apply equally to staff as well as detainees and the Governor's Notice in March 2022 comments on an increase in assaults on staff "a rise attributed to trying to manage prisoners with mental health, behavioural or developmental issues".

The multi-disciplinary Safer Custody Group has continued to meet utilising TEAMS together with face to face meetings during this reporting period despite COVID related difficulties. Attendance numbers have generally been lower than desired, and this may in part be due to continuing low staffing levels. The Prison staff have had to deal with new challenges but the good communication between various levels has been of great value. It continues to be a disappointment that a member of the Community Probation Team does not attend this important meeting.

### **Transgender Detainee:**

This detainee was placed on F Wing on reception and would have been re-allocated to a gender appropriate wing when a licence was received detailing their chosen sex. Wing staff were aware that their detainee was potentially very vulnerable, but the stay was uneventful, and the detainee did not need to be moved to a permanent wing.

**Low Staffing Levels:**

This has been a problem throughout the year and directly affects the detainees' access to education, recreation etc. Optimum operational staff levels are rarely reached. Recruitment of new staff is seen as a priority and is ongoing.

**Overnight Concerns Recording:**

Reporting of Overnight Concerns has increased this year, perhaps because staff are more observant and aware of what to look for. Peer Support Arrangements, where a particular detainee will support a fellow detainee are also in place, with an average of about 5 ongoing at any one time. Staff have been using this as a quick and effective safety net to flag up individuals who may be at risk, and this recording is used as an early intervention prior to opening a Folder 5 document (see below).

**Battery Swallowing:**

There have been a few incidents of detainees having to be taken to hospital after swallowing the batteries from e-cigarettes and even one from a transistor radio. This is a very dangerous action, which could result in serious injury or death. E-cigarettes are not allowed in the CSU now, but it is believed that batteries are thrown into the exercise yard from other wings. Healthcare staff are educating detainees about the serious health implications of such actions but there does seem to be an element of "copycat" behaviour amongst some detainees.

**Staff Training:**

The pace of staff training is improving now that COVID restrictions are being lifted. This is another area affected by staffing levels as cover must be provided during in-house training. Areas of training include Control & Restraint and Violence Reduction Strategy.

**Exit Surveys:**

There has been a very low level of completion over the past year. Plans to utilise the F Wing Orderly to encourage detainees due for discharge to fill in these forms continue.

**Pregnant Detainee:**

Pregnant detainees received into the Prison receive regular healthcare and welfare check-ups in line with standard requirements in the community. Both wing and Healthcare staff are made aware of such detainees to enable them to provide appropriate support.

**Incentives and Earned Privileges (IEP):**

The IEP Scheme continues to be reviewed frequently and is a clear way for detainees to understand their own behaviour as they progress through their time in custody.

At the end of this reporting period, the percentage of detainees on each level when compared to the previous three years follows:

March	2022	2021	2020	2019
Basic	2	0	1	9
Standard	38	35	33	49.5
Enhanced	60	65	66	41.5

The Board is delighted to report that the levels on the Standard and Enhanced regimes have remained high. The zero value for those on the Basic level is due to the temporary suspension of downgrading during the more restricted COVID-19 regimes.

#### **Folder 5:**

This system identifies detainees who need close monitoring to ensure their safety. The detainees on this system are flagged up at the daily briefing meetings and discussed at more length at the Safer Custody Group meetings.

The number of detainees on Folder 5 has decreased during the reporting year:

2018-19	34
2019-20	38
2020-21	59
2021-22	45

The changes in the above numbers may be indicative of better staff observation and reporting.

The regime restrictions due to the Pandemic were also particularly difficult for certain detainees.

#### **Bullying Information Reports (BIR):**

Reports of bullying are not always straightforward as unless the behaviour is witnessed by staff it is possible for it to go undetected, especially if the victim is reluctant to make a complaint. Staff do try to keep abreast of relationships between detainees on the wings and the presence of Senior Officers being more involved in daily wing life should make observation and recording of concerning behaviour easier.

The number of BIR's reported have increased during the reporting year:

2018-19	18
2019-20	24
2020-21	16
2021-22	18

**The Samaritans:**

Posters are in multiple places around the Prison giving the telephone number for the Samaritans. The Samaritans also visit the Prison at the weekends.

Number of calls made are low:

2018 – 2019 - 5 calls

2019 – 2020 - 6 calls

2020 – 2021 - 4 calls

2021-2022: Due to the change in that the Samaritans have an individual unmonitored phone to in-cell telephony it is no longer possible to report this figure. The Samaritans number is now available through the unmonitored in-cell phones.

**Long Term Detainees:**

This year has seen the return from the UK of three detainees sentenced to life imprisonment. These detainees are of particular concern due to the length of time they have spent and will spend in custody.

**Custody Support Officers (CSO):**

Over the course of this year's visits, Board Members noticed that some detainees were unaware of who their CSOs were. Officers were unable to move freely between wings during COVID-19 restrictions, and this being the case, unless the CSO happened to work on the same wing as the detainee assigned to him/her they were unable to meet up. This was brought to the attention of the Prison Governor at IMB meetings and recent months have seen some improvement.

**COVID-19 Concerns:**

Although the detainees in the 70+ age group were slightly later receiving their vaccinations than the general population, and Prison staff did not count as essential workers to be vaccinated early as a priority, the July 2021 IMB meeting recorded positive feedback from many detainees relating to how safe they felt throughout the COVID-19 Pandemic, and staff are to be congratulated for that.

**Security:**

Prison security is reviewed and updated constantly. There have been rumours of letters being smuggled out via discharged detainees, so it is important that proper searches of possessions must be carried out.

There are new signs for visitors about prohibited articles in the Gatehouse.

**SECTION 11: EQUALITY & DIVERSITY**

The SMT at the Prison is fully committed to ensuring compliance with the Isle of Man Equality Act 2017 which affects both detainees and staff alike. The Equality & Diversity Liaison Officer attends the quarterly Department of Home Affairs meetings and shares information with all staff. A new Equality & Diversity Liaison Officer was appointed towards the end of the reporting year and has taken part in appropriate training modules.

The Board is pleased to report that, after a pause during the Pandemic, the policies relating to Equality & Diversity are under review currently. In addition, staff are trained in Equality & Diversity Awareness, undertake online courses through Isle of Man Government Learning & Development (LEaD), and participate in in-house training. The Board is confident that every effort is made to try to ensure equal treatment of detainees.

Staff recruitment and employment matters are dealt with by Government Human Resources centrally. The current leadership appears more understanding and tolerant to the Issues faced directly or indirectly by staff in their personal lives. Reviews of detailing and re-profiling of staff have taken place and staff and unions have been consulted.

#### **Equality & Diversity, Disability, Foreign Nationals, Veterans:**

Equality & Diversity develop 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.

A significant number of detainees have complex health needs and various disabilities. Currently, the Disability Liaison function comes under the Safer Custody Team and regular meetings are held to discuss all aspects of detainee and staff safety and security. At present, any person entering the Prison will be seen on induction by the Induction staff, a Safer Custody Team Member, Healthcare and Education. Healthcare will work with staff if they raise any concerns about a detainee and will put in place any appropriate adjustments required. A Veterans' Liaison Officer is available to assist any former service men or women who find themselves in custody.

#### **Female Detainees:**

The female prison population has decreased gradually during the reporting year and remains in single figures. Whilst there has been friction at times, overall, the female detainees support each other and interact well. The reduction in numbers has led to longer periods of stability and the Board has witnessed Officers and detainees going out of their way to support and care for certain volatile individuals who might present a risk to both them and others.

The wing is always spotlessly clean and tidy, and the detainees take pride in their surroundings. Most female detainees participate enthusiastically in education classes for both academic subjects and Arts & Crafts. They have also completed several charity projects to benefit the community.

The Board is pleased to report that the trend towards more varied employment for female detainees has continued, with some female detainees employed off the wing, attending UCM on a part-time basis and working in outside employment on Resettlement Day Release (RDR).

Once again, the Board has evidenced the struggles of female detainees separated from their families and their children. The Board is pleased to report that the female detainees whose transfers to UK Prisons had been delayed substantially by the Pandemic were moved during the final months of the reporting year. Prison staff worked hard to expedite these transfers

and explored and introduced alternatives to face-to-face visits such as "Video Meeting Rooms" to try to maintain that all important family contact.

### **Chaplaincy:**

The Chaplaincy Team represents the Roman Catholic, Church of England, and Baptist Faiths. The team offers compassionate pastoral support to detainees and their families as well as assisting all faith groups to practise their religions. Normally, a member of the team visits the Prison daily and inter-denominational services are held weekly for those detainees who wish to attend. A member of the Chaplaincy Team attends the 'Jurby Advocates' meetings regularly and the team also provides input to other meetings whenever possible. Once again, the Chaplaincy Team had to suspend visits to the Prison during COVID-19 lockdown periods, but these were resumed as soon as possible once restrictions were lifted.

During the reporting year, the Board was made aware that a detainee held in CSU had been unable to take part in the weekly inter-denominational service even though he had been a regular attender whilst on the main wing. Whilst this is permissible under the Custody Rules and the Board has received assurances that each case is considered on an individual basis, the Board hopes, whenever possible, detainees wishing to attend religious services should be allowed to do so. Members of the Chaplaincy Team visit detainees in the CSU regularly to provide pastoral support to those who may be at their most vulnerable, but participation in a service of worship is an important part of practising one's faith.

## **SECTION 12: EDUCATION**

The Education Department at the Isle of Man Prison is run by staff from University College, Isle of Man (UCM) and all the tutors are employed by the College. Currently, 9 staff work in the Education Department as well as 3 volunteer Lecturers who teach Crochet, Spanish, Dress Making, one-to-one English, and one-to-one Mathematics.

The Department concentrates on trying to equip people with skills that will help them to obtain and keep a job and to succeed in the world outside prison. The subjects on offer include Art, Cookery, Craft, Creative Writing, English and Mathematics (from basic level to 'A' Level), a Poetry Club, Psychology, and Yoga.

A lot of the subjects offer the chance to sit examinations to obtain nationally recognised qualifications. Participation in Education is a vital part of rehabilitation. Students can engage in a variety of academic and creative activities which, in some cases, not only provide them with qualifications, but also introduce them to new areas of interest which can be pursued on release. These experiences can also contribute towards positive life choices in the future.

The Education Department experienced many closures this year as another Island lockdown from 3<sup>rd</sup> March to 16<sup>th</sup> April 2021 occurred. Unfortunately, due to Covid-19 outbreaks in the Prison further closures had to be enforced from 5<sup>th</sup> August to 8<sup>th</sup> September 2021, and again from 6<sup>th</sup> December 2021 until 9<sup>th</sup> January, 2022. Despite this disruption, the detainees continued to sit their examinations with marvellous results as follows:

<i>IGCSE Maths</i>	<b>2</b> detainees achieved <b>C</b> grade 4
	<b>3</b> detainees achieved <b>C</b> grade 5
<i>IGCSE English</i>	<b>1</b> detainee achieved <b>A</b> grade
	<b>6</b> detainees achieved <b>B</b> grade
	<b>4</b> detainees achieved <b>D</b> grade
	<b>1</b> detainee achieved <b>E</b> grade
<i>City &amp; Guilds Power Point 'assessment'</i>	<b>3</b> detainees achieved <b>Level 1</b>
<i>City &amp; Guilds Excel 'assessment'</i>	<b>4</b> detainees achieved <b>Level 1</b>
<i>City &amp; Guilds Bookkeeping Course</i>	<b>1</b> detainee achieved <b>Level 1 &amp; 2</b> ( <i>scoring 126 out of 130 which is a wonderful result</i> )

A detainee who continued studying at UCM after discharge from prison received an IGCSE Mathematics Certificate at C+ grade 5.

Three more detainees were successful in their applications for the Prison Education Trust courses in Nutrition and Health, the AAT Foundation Certificate in Accounting Level 2 and Understanding Substance Misuse.

The Education Department arranged an Awards Ceremony Day for the detainees, to show their work over the last year and provide them with certificates and awards. This was gratefully received by the detainees.

At the UCM Further Education Awards Ceremony at the Villa Marina in June 2021, a detainee who had been attending a Catering Course since September 2020, was selected to receive the award in Catering for outstanding work. This detainee secured work in Catering after release.

The Education Manager has been successful with an application to the Seized Assets Fund for funding for the Prison Construction Workshop Project. The current workshops, which have not been fully utilised for some time will be converted to enable the detainees to learn Carpentry and Joinery, Plastering and Tiling. With this in mind, Education staff met with the director of 'Build a Skill,' a new organisation offering NVQ's in various trades. It is hoped that this will mean that detainees will be able to complete Level 1 Joinery, Plastering and Tiling whilst in Prison and then progress to a Level 2 NVQ in the same trade on their release. These detainees will require work placements and it is hoped that an open evening for construction companies to tour the training facilities may generate suitable opportunities. The NVQ's can also be offered to detainees on day release. A course for tradesmen to obtain their CSCS Health & Safety Card is also on offer.

The UCM Learning Support Team attends the Prison regularly to offer support by screening detainees for Dyslexia and other learning needs.

The Koestler Awards for Arts in Criminal Justice started in 1962. Each year, over 3500 people in custody and in the community share their creative work by taking part. The Koestler Awards provide feedback and encouragement to entrants of all abilities in visual art, design, writing and music. The Education Department encourages and supports detainees who enter the Koestler Awards each year. During this reporting year, the work of 4 detainees was selected

out of 6500 entries to be exhibited at 'HOME' in Manchester as part of the 'Ripples of Hope' Festival.

Detainees work was also displayed at the UCM Exhibition of Work achieved within the College. Items exhibited by detainees included artwork, cushions, crochet, quilting and a wall-hanging displaying a Manx Celtic design. There was also a Christmas tree made up of keys where each item was handmade by a group of seven detainees. They had to work collaboratively, because they could not all be in the room at the same time, and were only able to spend a limited amount of time working on the tree. One of the poems exhibited was also selected for the 'HOME' exhibition in Manchester, called 'Please' and was written by a mother for her daughter.

The annual Bake-off Competition in December was a great success. There was one overall winner and three runners up. As always, the detainees enjoyed the competition.

Ukulele lessons were introduced to the Education Programme from February 2022. Education staff are keen for detainees to learn a musical instrument as research shows this is good for their wellbeing and self-worth.

The Education Department organised an Astronomy Lecture during the year which was a great success with the detainees.

The Education Department intends to enter the "Big Splash" programme to decorate a dolphin sculpture; a fundraising event.

A six weeks Employment Skills Course is due to commence for those detainees close to release to help them plan ahead. The Careers Advisor continues to visit the Prison to support detainees and assist with putting plans in place to obtain work on their release.

The Education Manager and the team should be congratulated on their achievements this year. The number of detainees attending Education is at full capacity and the examination entries and excellent results have more than doubled from previous years.

There are many new classes available and these are enjoyed by the detainees. The Education Manager has only been able to offer these new interesting classes due to her contact with volunteers, who enjoy giving their time and experience.

It is hoped that the Trade Workshops will offer a major boost to Rehabilitation Programmes within the Prison, offering detainees a new direction, supporting further education and a career with good job prospects.

The Education Department has worked extremely hard to achieve all of the above, but unfortunately in late January 2022, all education staff working in the Prison were instructed to cease visiting the residential wings to talk to detainees. The restrictions were put in place by the newly-appointed UCM Principal following a visit to the Prison. The Board has witnessed the great care taken by Wing Officers to ensure the safety and security of both visitors and detainees, so this decision was unexpected and regrettable. Since the introduction of the restrictions there has been a reduction in the number of detainees attending education; this is particularly worrying. Initially, many detainees are reluctant to attend education classes,



possibly due to unfortunate experiences in the past and sometimes through embarrassment about literacy levels or other issues. The presence of the Education Manager, tutors and volunteers on the wings, encouraging detainees to attend classes and supporting them in their studies is vital for detainees' well-being and efforts to build a more productive future for themselves on release. Education is a key part of the Rehabilitation Programme and anything which might discourage detainees from striving to become responsible members of society is of concern to the Board.

The Board understands that risk assessments and a new policy have been submitted for approval and hopes that this worrying issue will be resolved in the near future.

### **The Library:**

Unfortunately, due to ongoing COVID-19 restrictions the Library was closed for much of the reporting year. However, boxes of books were delivered to all the wings and the detainees were able to access them daily. The books were changed on a weekly basis to give the detainees plenty of new reading material. As the Prison returned to a normal regime, the Library was made more accessible to detainees.

### **Storybook Parents:**

Due to staff changes at the Children's Centre who organise the recordings for the Prison, this resource was not available this year. The Children's Centre is looking into training other staff members so they can take over the recording equipment and the process.

## **SECTION 13: ADJUDICATIONS**

Adjudications are carried out by the Prison Governor or a Deputy Governor when a detainee has allegedly committed a breach of the Disciplinary Code of the Prison. If an offence is deemed serious the matter will be referred to an Independent Adjudicator. Where there is an alleged breach of Isle of Man Law it will also be referred to the Police.

During periods of lockdown the Prison policy was amended, and Adjudications were routinely opened and adjourned. This was to prevent unnecessary movements and reduce the risk to the detainees throughout the Prison. Whilst not ideal, the Board fully supported this change. The process restarted once lockdown restrictions had been lifted.

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 the detainee's previous behaviour. The award may also include being detained in the CSU 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 of monitoring the treatment of detainees.

Board members attended several Governors' Adjudications this year with the consent of the detainee. In all cases, members were satisfied that the Adjudications were administered professionally, and the detainees treated fairly in both the process and the

award. Adjudication paperwork was also reviewed on a regular basis to ensure correct procedures were being followed.

#### **SECTION 14: DRUG TESTING**

Dealing with detainees who have taken controlled drugs or other substances is important within the Prison. Testing for this is a demanding role.

Testing for drugs is through a Mandatory Drug Test (MDT) and more predominantly, suspicion testing. It determines those who have or have not taken controlled drugs. Additionally, New Psychoactive Substances (NPS) now must be considered.

The use of intelligence-led drug testing has increased with a reduction in the number of MDTs for the general population.

The Board has witnessed intelligence-led testing being used effectively to maintain good order and discipline and to stem the use of drugs in the prison. Historically, Random Testing also had the role of monitoring the monthly percentage of the numbers who had passed or failed Controlled Drugs Tests. However, changes of policy by the Prison led to Suspicion Testing becoming the central focus. This was based on most testing being directed to those more likely to fail the MDT. This is a demanding role and reflects 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 drugs tests.

Throughout the reporting year, there was a reduced volume of drug testing due to the constant changes in the Prison regime which led to long periods of no visitors and no inter-wing contact between prisoners. The Board was still concerned to see no drug testing taking place for seven of the months of the reporting year.

Several previous IMB Annual Reports have 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.

To date, Voluntary Testing has not been introduced due to insufficient staff and equipment. However, the Board remains 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: THE CLOSE SUPERVISION UNIT (CSU)**

The CSU is used to closely monitor and support detainees for their safety and for the safety of others. Staff on the CSU have worked hard to introduce and develop a more structured regime on the wing to give detainees goals to work towards and better prepare them for a return to the main residential wings.

Predominantly, detainees are removed from their normal residential wing and placed in the CSU to separate them from other detainees. Most detainees are sent to the CSU having breached Prison Custody Rules. 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 is a similar single cell within the Female Wing for female detainees who require close support. However, there has been minimal use of this cell for behavioural issues throughout the reporting year but an increase in its use as a support tool, for example, to monitor Folder 5 detainees or isolate detainees prior to medical procedures.

The CSU is also used for a variety of other reasons including security, medical reasons, and periods of observation or detainee support.

The Board did note that the use of the CSU decreased during the reporting year, however the CSU was closed for prolonged periods whilst the general population was under COVID-19 restrictions. Any general statistics on the use of CSU during the reporting year would be inconclusive as a comparator.

The Board believes there is still room for improvement in the frequency with which Custody Support Officers visit detainees in the CSU. Although they have a responsibility to maintain contact with the detainee, the Board has evidenced that, on occasions, there is limited written evidence from a Custody Support Officer of the support given to a detainee once they are moved to the CSU. This is not helped by the absence of a suitable venue in the CSU where the meeting with the Custody Support Officer can 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.

During the reporting year, the Board has been concerned about certain detainees who have been segregated for long periods. In the current reporting year, several detainees have spent lengthy periods in the CSU for diverse reasons and Officers have worked tirelessly to return them to the normal prison regime. Finding a solution to deal with this problem is difficult and the many challenges faced by the Officers have been witnessed by the Board. The Board feels that, on occasions, the CSU is being used to house detainees who would benefit from access to a Secure Mental Health facility. In the absence of such a facility on the Island the Board feels that the Prison is still, on occasions, being used as 'the safest place we have' to house those suffering from serious mental health issues. The Board believes these detainees would be treated differently if they were in a Secure Mental Health facility.

The Board is impressed by the work of the Officers on the CSU. They are exposed to many risks and episodes of challenging behaviour and their work is highly demanding. The support they give to the Board when on the wing is very much appreciated.

## **SECTION 16: OFFENDER MANAGEMENT/ RESETTLEMENT**

It has been another challenging reporting period for the Resettlement Team due to further lockdown periods and falling staffing levels within the Prison. On a positive note, most of the dedicated key personnel continue in their roles. However, the promised ring-fencing of roles was patchy. Limited access to detainees during the Autumn and Winter quarters, combined with a mid-year sea change, the abandonment of Intervention Hub (IH) Modules and the introduction of the Level of Service/Case Management Inventory (LSCMI; a comprehensive General Offending Risk/Need Assessment and Case Management Planning Method), all contributed to a difficult and morale impacting year within this close knit team.

Unsurprisingly, this led to low numbers of interventions and slow progress in replacement Custody Planning Methodology. Whilst the Board acknowledges the lack of its accreditation, the speed with which the IH was abandoned (despite assurance of continued funding in 2021) led to an inevitable gap in Custody Planning. This particularly affected medium sentence length and serious offence detainees in need of interventions to prepare for parole applications. Despite the hope for the re-introduction of a more normal regime in April 2021, the chronic staff shortages, late recruitment cycle, and priority given to other areas of the regime continued to blight the resettlement operation. The team carried out their resettlement duties as and when the opportunity arose, but often in addition to operational Wing Officer functions.

The central core of rehabilitation being essential to protect the wider community is acknowledged by all at the Prison. Since February 2022, two part-time Psychologists have been recruited and although mostly conducted online, the sessions have been carried out regularly, particularly with complex offenders. There has been a long gap in provision since April 2021. Work that was set for offenders by the previous incumbent over a year ago was never collected, which was dispiriting for those longer sentence detainees. Efforts are now being made to catch up to achieve the required conditions for parole applications. Overall, detainees have been exceedingly patient in the circumstances. The effect upon detainees of not obtaining timely interventions, job opportunities, and being insufficiently prepared for re-integration into society remains of deep concern to the Board.

Three years on from the expansion of the Resettlement Team to include a Horticulture Officer and two Intervention Hub Officers, there have been no long periods of stability to benefit detainees although the outdoor horticulture spaces have been largely maintained. This is a credit to those involved, particularly in C Wing where the quantity of fruit and vegetables supplied to the Kitchen has continued to be impressive. The remaining Interventions Officer has shown determination and resilience in a time of change, as has the whole team.

The Resettlement Team has continued to build upon team working with both Probation and Education. The permanent in-house Probation appointment was short-lived. Probation now

takes the lead at Custody Planning meetings, which have a genuine multi-agency approach with wider and more regular representation.

Detainees seem to have adjusted to the video conference style of meetings, but widespread clear understanding of the LSCMI approach by detainees is not yet evident, despite a significant number of sentenced prisoners having been through the process and Officer training in LSCMI completion being achieved. The inclusion of third-party agencies such as the 'Job Centre' and 'Housing Matters' is welcome, but maintenance of that seems very difficult. Healthcare staff attendance has improved.

A wider range of overnight and extended home visits with thorough and well communicated Risk Assessments continues, with a focus on detainees retaining employment through extended release during multiple COVID-19 lockdown periods being very helpful. The range of individually paid work placements and in particular, work party activity in a wider range of settings has expanded further since March 2022, assisted by the Prison Governor's final sign off in decision-making about security levels. The team continues to seek new work opportunities in the community.

As reported elsewhere in this document, there is still no Voluntary Drugs Testing available for those detainees building evidence for their Parole Hearing. Custody Support Officer entries have been more consistent, although there is still room for greater participation by Officers in the Resettlement Meetings.

Timely Parole Committee decisions continue to be problematical. Short-notice and immediate release place strain on the Resettlement Team and in some cases, create added stress for the detainee. This has a knock-on impact upon an already overstretched Resettlement Team who have shown great determination and flexibility to support detainees within the Prison and improve their chances for a successful release into the community.

## **SECTION 17: PROBATION**

The Probation Service has had another difficult year with ongoing recruitment and retention issues and management turnover. A lengthy Prison & Probation Cultural Review Report was issued in May 2021 and made for uncomfortable reading. Measures to grow and train qualified staff on-Island in collaboration with a UK University continue. The Board hopes that this initiative, combined with required improvements outlined in the Cultural Review will combat long-standing issues, and improve Succession Planning.

Staffing difficulties were exacerbated by the restrictions arising from the November 2021 and March 2022 Covid-19 lockdowns. All these factors compound to bring challenges to the Probation Service and the detainees and offenders it serves. The expected Her Majesty's Inspector of Prisons Inspection in 2023 will add further pressures to an already challenging situation and the focus on detainees' rehabilitation should remain paramount.

In December 2020, external Probation Services based at Tromode House opened fully to parole, other discharged detainees, and those bailed from Court. Usage, activity, and routines

have stabilised during the last 6 months after a hiatus in senior management. It is now renamed Community Rehabilitation Centre Accommodation (CRCA) to reflect its range of activities. It has 12 bedrooms and includes accommodation for up to three females and one disabled room. Occupancy has been variable throughout the reporting period but has been between 50% and 75% most months, albeit with a complex case mix. Although issues with security and absconds remain, the procedures have been continually refined.

Having reported since 2012 about new “bail hostel” facilities being imminent, the Board was pleased to see that this important section of the offender journey has further matured, and notes the hard work is starting to benefit those that reside in this accommodation, preparing them for a safe release into the community. Thorough planning and ongoing review of procedures is evident.

The delivery of some face-to-face and hub-based interventions, as well as classes in Cookery were in place, but the recent deterioration in offerings is a concern. Gym equipment and a pool table were installed in December 2021. Partnership visits such as ‘Housing Matters’ and the Job Centre all add to the improvement in opportunities for rehabilitation. Property repairs and rectifications are also ongoing, following formal inspections and as part of the cultural review recommendations.

However, the use of CRCA as a bailee base can leave detainees from the UK very isolated if it extends into many months’ duration, due to the lack of local support from family and friends.

The regular attendance of Probation Officers at Court twice weekly has resumed. Even so, report writing and face-to-face engagement with detainees and those released under bail conditions is a difficult balance for an under-resourced team; a fixed-term boost to meet pent up demand for Social Enquiry Reports for Criminal Courts is welcomed.

Modernisation through the Criminal Justice Reform Act has finally been passed and is long overdue. Plans for regulations are in place but seem to be progressing at a glacial pace.

Probation within the custodial setting presents a mixed picture. A daily dedicated presence has not been available consistently, even prior to the start of the Pandemic. After a brief period of improved continuity in attendance last year, 2021 - 2022 has seen a patchy service with much of it falling to dedicated Officers in Resettlement and Interventions.

A rise in community sentences and a high average prison population, plus the Pandemic restrictions has led to less than perfect conditions for the more challenging Sexual and Violent Offender work.

The absence of a full time Prison Probation Officer can make prompt assessment of new receptions difficult. The Probation and the Resettlement Team continues to work together to support detainees throughout their sentence and beyond the gate, although Probation initiated moving away from the Intervention Hub and the establishment of LSCMI Methodology and an Interventions Flowchart has caused some confusion for detainees.

Probation meetings at local Police Stations have also continued; these promote offender attendance and encourage positive behaviours.

In conclusion, overall staffing pressures as well as specific Probation recruitment and retention issues have impacted upon day-to-day activity to the detriment of detainees at all stages of the offender journey. The timely notification of parole decisions and conditions is a particular ongoing concern, although some increased communication and engagement to resolve issues is evident.

Probation's working relationship with the Resettlement Team has undergone a sea change this year. Detainees and those bailed from Court need to be included in the development of the more targeted approach to Custody Planning and planned return to the community. Many detainees are re-offenders and therefore the system changes and the reasoning behind them, need to be inclusive, if expected outcomes are to be achieved.

### **SECTION 18: DISCHARGES**

Under the normal operating regime, female detainees are discharged from the Female Wing and male detainees are moved to F Wing the day before release but are kept separate from new receptions and RDR detainees. This is done to enable them to complete any necessary discharge paperwork and remove the temptation for general "ribbing" or celebration on the wing prior to discharge.

During the reporting year, the Board has witnessed numerous changes to the discharge regime including:

- Release directly from the Residential Wings.
- Release directly from the Isolation Wing.
- Release and transport to a designated isolation address.
- Release directly to the ferry, with an Exclusion Order and COVID-19 Isolation Order.
- Release of detainees when COVID-related travel restrictions and car sharing options did not allow detainees to be collected by a friend or family member upon release.

The Board witnessed the Resettlement Team going above and beyond what was expected of them to make sure all detainees had as safe a transition as possible when being released, no matter what the circumstances. The Board attempts to speak to all detainees who are about to be discharged and has found that many can be apprehensive about release. The Resettlement Team works hard to counteract this, but lengthy periods in custody in a controlled environment with limited or no contact with the outside world are bound to take their toll.

The Board has witnessed the release of detainees who have had the opportunity for RDR and ROR and has found that they are much more settled and better prepared for integration back into society.

**SECTION 19: THE WORK OF THE BOARD**

Minimum complement of members (as per Custody Rules)	10
Number at start of reporting period	13
Number at end of reporting period	09
Number of new members during period	0
Number of members leaving during period	04
Number of 'in person' rota visits to the Prison	43
Average hours per visit	05
Number of 'virtual' rota visits to the Prison	24
Average hours per visit	1.5
Number of visits to attend additional meetings (Safer Custody, 'Jurby Advocates', Escort Contractor, Healthcare).	13
Average hours per visit	2.25
Number of Board Meetings	12
Number of meetings with the Minister	02
Number of meetings with the Police Custody Inspector	04
OPCAT meetings	02
Number of Significant Incidents – advisory	35
Number of Significant Incidents – attendance	02

**Applications to the Board:**

Accommodation	06
Adjudications/Prison Rules	05
Equality/Diversity including Religion	01
Education, Employment, Training & Incentive Earned Privileges'	03
Finance, Pay & Funds Received	08
Food/Kitchen related	0
Family, Visits, Mail & Telephone	07
Health related	12
Property - Prison	01
Property - Police	0
Canteen, Facilities, Catalogues	05
Sentence Related, RDR (Day Release), Parole, ROCG (Release on Compassionate Grounds)	01
Transfers to Other Establishments	0
Staff/Detainee concerns re Bullying	02
Prison Regime	05
Confidential access to the Chairperson	01
Miscellaneous	06
<b>Total No of Applications:</b>	<b>63</b>



The number of applications has increased by approximately 12% during the reporting period.

The number of detainees has remained high throughout much of the reporting period. Health matters still account for the largest number of applications, but have decreased by nearly 50% since the last reporting year.

Many detainees have serious health and/or addiction issues and share their concerns frequently. It has also been a challenging year for the Healthcare Team who have had to deal with the Pandemic and staff shortages and changes.

As always, we thank our Clerk for her continued unfailing support and efficiency.

#### **SECTION 20: OPCAT**

Involvement in the National Preventative Mechanism (NPM)/OPCAT has created a greatly increased workload for both the Chairperson and Vice-Chairperson of the Prison's Independent Monitoring Board (IMB). This has been as a direct result of the COVID-19 Pandemic. An ongoing problem was the lack of representation from the IMB for the Juvenile Secure Care Home and poor attendance from representatives of the Mental Health Commission which left a greatly reduced membership.

Whilst currently the NPM comprises representatives from three Monitoring Boards, it is felt by the members that a more practical solution would be to appoint a Committee independent of these Boards comprising suitably qualified individuals.

#### **SECTION 21: POLICE CUSTODY SUITE**

Members of the Board act to safeguard the interests of detainees prior to any custodial sentence.

The premises monitored are 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 to those detained and to 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 Police Authority. These take place at the Isle of Man Prison three times a year or more frequently if thought to be necessary.

As the IMB is not represented on the various policy making committees the Board relies on the Custody Inspector to disseminate relevant information.

**Statistics:**

During the 1<sup>st</sup> April 2021 – 31<sup>st</sup> March 2022 reporting period there were 1769 arrests. The breakdown follows:

(Year)	(Month)	< 24	>24 hours	>48 hours	Grand Total
<b>2021</b>	Apr	129			129
	May	161	4		165
	Jun	162	1	1	164
	Jul	159	1		160
	Aug	188	2		190
	Sep	132	2	1	135
	Oct	132	1		133
	Nov	130	1		131
	Dec	138	1		139
<b>2022</b>	Jan	150	1	1	152
	Feb	134			134
	Mar	134	3		137
<b>Grand Total:</b>		<b>1749</b>	<b>17</b>	<b>3</b>	<b>1769</b>

For reference, these figures are always calculated (by the Police) based on cumulative time in custody, and it is *possible* that a few 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 contacted by the Custody Sergeant when it is thought that a detainee is likely to be held for up to or beyond 48 hours before appearing before the Courts. 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 the Board was called 17 times and attended in person on 16 occasions with one detainee offered a meeting electronically (via in-cell telephony) due to the late notification to the IMB.

It is disappointing that the new CONNECT computer system only highlights that a detainee is approaching 48 hours in custody one hour before 48 hours detention is reached, however, measures are now in place through the Calendar Reminder system which means that duty members are generally called promptly, giving enough time to arrange a visit.

During this reporting period there were nine unscheduled rota visits. Due to COVID three months were excluded, although 48 hour visits were still conducted using PPE equipment or via in-cell telephony.

The average visit duration was approximately 50 minutes. Visits were undertaken at a variety of times during the day. Routine visiting was suspended during several periods in the reporting

year due to the Coronavirus restrictions, but members remained available to monitor detainees held for up to 48 hours.

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

**Treatment of Detainees:**

Detainees in the Police Custody Suite can be volatile, unpredictable, and demanding. 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 IMB members and offer the opportunity 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 was 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 and Function:**

The Suite is bright, fresh and appears to be easy to clean and maintained to a high standard. Its freshness and cleanliness are often commented on in IMB Visit Reports.

The Suite works on an open plan system for "booking in" detainees.

It is noted that generally, the temperature problems commented on in the last report have been rectified. There have been a few problems during the reporting period, but these appear to have been handled by staff moving detainees to different cells when necessary.

Generally, the cells are in good condition and are fit for purpose. Occasionally, a cell is reported as being "out of service" When this has happened it has been rectified promptly.

It was drawn to the Board's attention during the February 2022 visit that a new Faith Room had been designated for people of different religions to use for prayers. There was a plastic box containing prayer books (Bible and Koran) and Prayer Mats all enclosed in separate plastic bags to prevent handling by non-believers. There was also a container that could contain water for cleansing purposes.

The Suite has endeavoured to go "paperless", and a computer system known as CONNECT was introduced in June 2019. The system continues to appear problematical on occasions. During this reporting period the Board has been made aware of its failings on several occasions. The Board understands that when the system "goes down" Officers revert to a paper system which is later scanned into the CONNECT system once it is running again. However, the Board has concerns regarding the accurate recording of medication for

detainees when switching from computerised to paper records. This has been drawn to the attention of our Liaison Inspector and safeguards put in place.

Established Board members have received a demonstration of CONNECT. The system is not without its problems, but it is a credit to the Police Authority that it has implemented new technology to try to conserve resources.

### **Mental Health & Other Services:**

The Custody Suite is regularly a temporary home to many detainees with Mental Health issues, which is a concern to both the Board and the Police Authority. The lack of a suitable Secure Mental Health facility on the Island where vulnerable and potentially violent detainees can be held in a place of safety remains a major concern. The number of Police attendances to people with Mental Health issues remains at a high level, and a great deal of Police time is taken up dealing with these issues to the detriment of other policing work. The fact that there are now Rapid Assessment Service (RAS) personnel (previously called the CRISIS Referral Team) with responsibility to visit the Custody Suite and provide 24 hours coverage helps

In the past, there were "Appropriate Adults" trained by the Police and available to help both the very vulnerable and younger detainees. The system had been running smoothly for many years. However, this function appears to have been taken away from the Police Authority and is now run by Manx Care with input by DHSS and the Department of Safety & Quality, resulting in a very poor service with the Police left to try a member of the family, or a family friend to stand in and act as an Appropriate Adult.

The Police are now asked to endeavour to secure the services firstly of an immediate family member (but invariably they can be either a victim or a witness and therefore unsuitable), then extended family, then friends, and if that fails then they can contact Adult Services. If they could not supply someone then it was for Adult Services to provide a Social Worker - a long-winded process which can be to the detriment of the detainees. This is totally unsatisfactory, and places additional responsibility on Custody staff. This situation has repeatedly been drawn to the attention of Board members on rota visits and they, in turn, have endeavoured to escalate the issue.

The Board would like to take this opportunity to compliment the Custody staff on their ability to deal with vulnerable and "high maintenance" detainees in a calm, professional and compassionate manner. There appears to be good support from the RAS (Mental Health Team).

### **Legal Visits:**

During the period 1 April 2021 to 31 March 2022, visits to detainees including Advocates, Children's Services, the Coroner's Office, Tromode House, Education, Housing, Police Interviews and Probation Services totalled 202; visiting a total number of 377 detainees.

**Live Link:**

During the period 1 April 2021 to 31 March 2022, the facility was utilised 524 times, a dramatic decrease compared to the last reporting period of 718.

The breakdown shows that the Courts utilised the system a total of 235 times over the reporting period as opposed to 354 over the previous reporting period, whilst others (Advocates, Tromode House /Probation and the Police) totalled 289 times, compared to 364 over the last reporting period.

The Board is disappointed to see the drop in usage of such a valuable commodity, especially from the Courts. It is hoped that this facility can and will be utilised more frequently thus hopefully reducing the number of detainees who need to travel from Jurby to the Courts, which in turn would make a considerable saving on escort time and overall costs.

The Board understands that the default position has been changed so that it is now the Court's decision as to whether a detainee is called to appear in person before them. The Board can understand the importance of a presence in person for sentencing but would hope that the Courts would consider dealing with other matters via Video Court.

**SECTION 22: COURT CUSTODY SUITES & HOLDING CELLS**

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 Prison's SMT and the company holding the Escort Contract.

During the April 2021 to March 2022 reporting period there were twelve visits made during various times of the working day. The average visit duration was approximately 52 minutes. One visit was accompanied by a senior member of the Department of Home Affairs. Two visits were cancelled due to COVID-19.

During visits, members are introduced to detainees who can talk to them in private. The majority are happy to discuss their treatment which has generally reflected well on the staff; occasionally detainees have declined.

**Juveniles:**

There is a dedicated Juvenile area close to the main Custody Suite which was refurbished during the reporting period. However, this was not utilised because there was no CCTV coverage. The Board understands that new CCTV will be installed shortly, so that this area can be better utilised.

On occasions, Juveniles have been held in the Suite. This was brought to the attention of the Chief Executive Officer of the Department of Home Affairs and the Prison Governor.

Towards the end of this reporting period, great efforts were made to improve the Juvenile Room. The generosity of the Prison Governor provided a comfortable sofa, and the Escort

Contractor provided a TV and coffee table. Staff have also offered to provide games and basic entertainment. It is expected that this room will help to reduce the anxiety that Juveniles can feel in a Court environment. It will also mean that they are no longer held in the main Court Custody Suite which has been both a reported cause for concern for many years and is contrary to the Custody Rules.

The Board understands that there are six fully qualified Officers who can look after detained Juveniles.

#### **Maintenance of the Suite & Fittings:**

The Department of Infrastructure (DOI) is the landlord of the Court Custody Suite.

There is still no "privacy" film on the office windows which may allow detainees to see files on the office desk (in breach of GDPR regulations). The Board understands that the Suite will now be operating a "clear desk" policy so it is unlikely that any open files will be left on the desk.

The Advocates' Room and additional Interview Room are fit for use.

The firm holding the Escort Contract continues to take responsibility for the cleanliness of the Suite and the Board is pleased to note that the Suite is cleaned to a good standard and is generally fresh smelling.

The COVID-19 Pandemic has presented considerable difficulties, with the need to utilise Video Courts, meaning that Court Custody staff have had to man Video Courts at Police Headquarters, in addition to their other duties. The change to endemic status at the end of the reporting period should help to alleviate the situation.

Communication between the Suite and the Prison appears to have improved over the reporting period.

The Suite is to benefit from the old Prison CCTV equipment that is being removed as the Prison system is to be upgraded. The Suite will soon have a total of 36 basic cameras which should cover all the cells in addition to the Juvenile Suite.

Critical materials (first-aid kits, anti-ligature knives, anti-suicide blankets, cuffs, etc.) were in positions known to staff and were easily accessible.

#### **Detainees:**

Most detainees volunteered that they were satisfied with the way they had been treated by the staff. No detainees reported adverse treatment. The Board's visit reports consistently comment on the helpfulness and courtesy of staff in the Suite and on reception, both towards the detainees, and the Board. The staff are frequently very busy but are always happy to help.

The Board has noted that there is an adequate supply of First Aid equipment, spare clothing, toiletries, blankets and reading materials.

**Detainee Transport:**

Generally, the vehicles used have been specialised vans and cars. The vans contain a secure room facility for specific detainees who require separated transport. All the vehicles have been fitted with updated CCTV and Defibrillators, and staff have been trained in the use of such equipment. There is a vehicle used primarily for Juveniles and medical escorts; this is also equipped with CCTV.

**Staff:**

The management of detainees in the Custody Suite and their transport to and from the Prison and hospital, including some bed watch duties, were the responsibility of the same Escort Contractor throughout this reporting period. The Board's visit reports consistently comment on the sensitivity and professionalism of the staff and Managers.

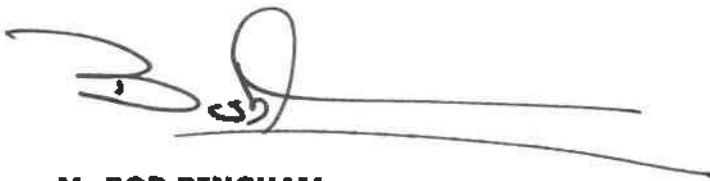
The Board was very pleased to see how the staff faced the challenges presented by the Pandemic with a very positive approach. Their continued efforts are to be applauded. They have had to deal with COVID-19 positive and potentially positive detainees often in difficult circumstances

**Prisoner Escort Bill:**

Under the Prisoner Escort Bill dated 2007 the IMB is tasked with reviewing escort arrangements, and the handling of detainees whilst being escorted to and from appointments. These have been noted to be of a satisfactory level.

**Fire Alarm / Evacuation:**

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

A handwritten signature in black ink, appearing to read 'Bob Ringham', with a long horizontal line extending to the right.

**Mr BOB RINGHAM**

Chairperson

15 September 2022