



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

**INDEPENDENT
MONITORING BOARD
REPORT**

1st April 2013 – 31st March 2014

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

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Section 1: STATUTORY ROLE OF THE BOARD

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

The Board is specifically charged to:-

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

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

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

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

The Prisoners Escort Bill 2007 2(1) (2) (3) (4) directs the Independent Monitoring Board to:

- Keep prisoner escort arrangements under review and report them to the Department.
- Inspect conditions in which prisoners are transported and make recommendations to the Department.
- Investigate and report to the Department any allegations made against prison Custody officers by prisoners under escort.
- Investigate any alleged breaches of discipline on the parts of prisoners being escorted.

Section 2: DESCRIPTION OF THE PRISON

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

There are five Residential Wings and one Segregation Wing. Altogether, there is certified normal accommodation for 138 prisoners. Each wing provides single cell accommodation with integral sanitation, wash basin and cell power. There is no separate wing for prisoners on remand.

- 'A' and 'B' Wings house adult males; each wing can hold 42 prisoners.
- 'C' Wing houses vulnerable prisoners; it has a capacity of 26.
- 'D' Wing is able to house 16 adult and young female prisoners and has its own segregation cell.
- 'E' Wing, the male Segregation Unit, can hold 9 prisoners.
- 'F' Wing can house 16 young offenders.

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

Healthcare can be found adjacent to E Wing. The unit contains offices, treatment rooms, drug store, dental surgery, consulting room and other facilities including toilet and shower areas. There is no in-patient facility. The unit is managed by Primary Healthcare through the Department of Health & Social Care, Primary Care Directorate.

The Education area has six classrooms and each is capable of accommodating up to six prisoners per class. There are three offices and a library. One of these offices is now dedicated to the Resettlement Board. Education is delivered by a dedicated group of Isle of Man College staff under the leadership of an Education Manager.

This level also provides for areas associated with Staff Training, Legal Visits and the 'Live Link' to the Isle of Man Courts of Justice, and a Visits Hall for domestic or family visits. The Hall can seat 70 visitors and 24 prisoners 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 is a Dog Unit, Works Department and Training Workshops, Sports Pitches and a Horticultural area.

Section 3: EXECUTIVE SUMMARY

It would be a delight to open this year's summary with the familiar words:

"Once upon a time there was a small island in the middle of the Irish Sea which had no prison and everyone lived happily ever after."

Unfortunately for us all, the Isle of Man is no fantasy island and has to deal with complex social realities. There will always be a need to keep society safe, and some of its citizens must be securely locked away as they are a danger to the public. However, we must question if depriving people of their freedom is an appropriate punishment for all who break the law. Does imprisonment address the issues which led to offending behaviour and do prisoners leave prison improved by the experience and better equipped to be productive members of society? Does the penal system offer flexibility to best meet the widely ranging needs of prisoners? If not, the likelihood is that many prisoners will inevitably return, at considerable cost to the wider society. And, if we feel we have, at least for now, to accept prison as necessary, then to what extent is that more a reflection of our lack of imagination?

These questions have to be put to one side when monitoring the conditions of prisoners and detainees, the Independent Monitoring Board's principle task. It has become clear to the Board that the longer we monitor, the more the issues that rise to the surface remain with us. We are grateful for having the opportunity to undertake the role which raises so many questions; questions which it would be easy to ignore in a society which readily accepts that keeping people in custody is normal.

As monitors inside a secure setting, and not forgetting that the Board represents all members of the Island's society, we must continue to ask questions, to challenge, and to ask ourselves how much we have achieved and whether the goals of monitoring fairness, respect, decency and justice for those in custody can be achieved. It all sounds straightforward enough but it is often a demanding task as the needs of prisoners and detainees are varied and the rules under which they are held are diverse, ever-changing and developing.

There is still a disappointing vacuum of real work opportunities for prisoners. This is not helped by the lack of co-operation or interest from other government departments and by the resistance demonstrated by external Trade Union representatives. Prisoners need to develop a work ethic if they are to gain public acceptability, self-reliance and self esteem. The prison needs to be producing better neighbours – not worse; and rehabilitation is essential for public safety, or life will be just as chaotic on the outside for those released, as it was before. After all, a prison should be judged on its outcomes and it cannot be expected to achieve these in isolation.

The prison's outstanding strength is its very good staff-prisoner relationships. Prisoners are well treated from reception to release. The environment in which they are held, and the facilities available, are of a high standard. Most prisoners speak positively about staff and any criticisms can be qualified. The numbers of those held in custody is low in comparison with other prisons and it is this factor that helps to give a sense of community.

To the delight of many, HRH Princess Anne paid a visit to the prison in January and spent some time meeting members of staff, agencies, volunteers (including the IMB), and several prisoners. The Princess was highly informed and showed much interest, especially with regard to the work done in education and the successful Restorative Justice Programme.

A death in custody is always tragic for the family and friends of the deceased, fellow prisoners and staff. Sadly such an event occurred in March 2012. The Inquest took place earlier this year and under Rule 34 of the Coroners of Inquests Rules 1988, fifteen recommendations were issued to try to prevent a similar fatality occurring again. The Coroner noted that the prison had already written and introduced a policy for the Assessment & Management of Drug & Alcohol Dependent Prisoners (Nov 2013) and the Board can report that the other recommendations, referring to the prison in particular, are well in hand.

Extra staff training was introduced, one day a month in 2014, and eight days have been programmed for the year. It has been very much appreciated by prison staff, volunteers and agencies who were invited to attend. Some of the trainers who delivered the modules to date were selected from the prison staff, agencies who work within the prison, and mental health workers from the Department of Health & Social Care. This is a positive move, as it has to be appreciated by all that the prison is an ever developing and evolving institution that has to be prepared to meet the pressures and diverse needs of those who work within the custodial setting and those who are being held there. There will always come a point when no change is not an option if the prison and Criminal Justice System are to provide the best outcomes for the society they serve.

Issues for the Minister

- To see whether the Government Careers Service can be more proactive in providing assistance to prisoners looking for work prior to release.
- In our last report we raised the issue of providing support at a ministerial level so that prisoners could participate in varied and meaningful work. A departmental member was tasked with this responsibility. Again, we would ask the Minister and member to continue to work more closely with colleagues in other departments to overcome prejudice, external Trade Union opposition and other obstacles, so that prisoners are able to learn new skills and engage in a wider range of work opportunities.
- Although we have noted your response to our last report, we would ask that the Department of Home Affairs communicates with the relevant department to increase the social and medical services for prisoners with drug dependency, and to ensure that individuals working with the Drug & Alcohol Team maintain this contact if they are given a custodial sentence.

- We raised the matter of prisoners with mental health issues in custody in our last report and, whilst understanding the Minister's position, we would stress once again that neither is the prison equipped nor are its staff trained to deal with the resulting manifestations of behaviour. We strongly feel that where there are significant mental health difficulties, prison is not the proper placement for the sufferer. We do understand that proper places where treatment is accessible are notoriously hard to locate and fund but provision of these has to be a priority for the Department and Mental Health Services.
- In view of the forthcoming replacement for Grianagh Court now being under active consideration, we would urge the Minister to press for the inclusion of a secure unit within the new build so as to enable prisoners with severe mental health illnesses, who also have serious charges against them, to be held there and given appropriate treatment while waiting for transfer to a secure specialised unit in England.
- Whilst we appreciate that the Department of Home Affairs has made some in-roads with regard to greater co-operation with other government departments, prisoners who have extreme mental health issues should be identified without delay and given priority. We also feel there needs to be continued dialogue with the United Kingdom authorities in order to resolve differences in custody laws relating to prisoners with extreme mental illness and their transfer to specialised secure units.
- We note that, as part of the Criminal Justice Strategy, the Department of Home Affairs is looking at alternatives to custody. The Board stress that community sentences for men and women who pose no risk to the public should again be reconsidered. Community payback successfully marries punishment, reparation and rehabilitation and its use is to be valued and promoted. Responsibility for overseeing each Community Order should remain with the Probation Service who would be responsible for working in partnership with the Police, Health and local authorities. Community sentences have been proven to be more effective in reducing reoffending than costly short-term prison sentences.
- While the Board appreciates that the Island's Government must reduce its costs, we are concerned about the impact of the continuing need to find financial savings with regard to the prison and the effect this will eventually have on prisoners and staff.
- Lower numbers of prisoners entering prison is positive, however, the trends towards longer serving prisoners and crimes requiring specialised interventions are a concern when severe financial cuts are being imposed on the prison budget.
- Accommodation on release from prison is still reliant on the personal contacts of the prison's Resettlement Team. There is acute concern in the short term regarding the limited amount of accommodation available for young people, females, and vulnerable prisoners until the Bail Hostel replacement plans come into fruition.

- We urge the Minister to give the present re-drafting of the Custody Rules top priority. The watchdog role of the Board is being hampered by its work on adjudications – to adjudicate lessens the confidence of the prisoners. Confidence will be increased if prisoners do not see the Board as people who are responsible for imposing disciplinary punishments. The roles are incompatible.

Issues for the Governor

- To consider whether security considerations could be more flexible when prisoner work-related vacancies, in certain areas, are difficult to fill.
- To see whether job opportunities for female prisoners could be more varied and if more productive work plans can be created for vulnerable male prisoners.
- Elderly prisoners tend to make little fuss and can go unnoticed on a busy wing. Boredom is their enemy, and the provision of activities and projects would engage them, enhancing both their physical and mental health.
- To ensure that prisoners attend education classes on time and that every effort is made to fill classes and make the most of resources.
- The Board feels that a refusal by a prisoner to give a urine sample for a Mandatory Drug Test (MDT) should be classified as a failed MDT and be recorded as such in the data and in the prisoner's record.
- Reintroduce Voluntary Drug Testing at the earliest possible time that funding and resources allow.
- Continue to review the No Smoking Policy in relation to changing events, especially with regard to electronic cigarettes.
- With regard to the prison's No Smoking Policy, there are many inconsistencies in the investigation and apprehension of prisoners who breach the policy, and prisoners resent its inconsistent enforcement.
- Continue with the training of Prison Officers on the writing of reports and adjudications.
- As a result of behaviour associated with their poor mental health, some prisoners are more likely to be placed in a segregation environment, sometimes for prolonged periods. The Board feels that this is neither useful nor respectful.
- The Reception process incorporates a 1:1 Assessment Interview primarily based around an Assessment Interview Form. This is a hybrid version of an original verbal 1:1 questionnaire which has now been integrated with a computer based check listing process. There is a heavy reliance on the good questioning, listening, and recording skills of staff to identify the somewhat less obvious vulnerable prisoner at this first point of contact. Current trends indicate that about 3% of new prisoners in

the last twelve months have later been identified as vulnerable prisoners and transferred from their original wing to an appropriate wing for their safety and well-being.

Thought should be given to reviewing the Assessment Interviewing Form, together with any additional support that Officers may gain from extra training in this important area.

- New and, particularly 'first time' prisoners are faced with a plethora of information both in written and oral form. There needs to be a robust mechanism of tracking and cross-referencing of all documents with each other for relevance and consistency.
- Introduction of more methodology and consistency in promoting how new prisoners get to know and establish a rapport with their Personal Officers. Consideration needs to be given to some form of Officer identification as well as a guideline on the maximum expected time within which Personal Officers are to establish contact with the prisoners allocated to them.
- Ensure the status of prisoners on Altered Health Status, Folder 5, and Bullying Incident Reports is being reviewed and any with updated information is being effectively passed on at change of shift.
- Some uncertainty exists amongst staff regarding the Anti-Bullying policy process and procedures and understanding of what constitutes bullying. This may suggest a need for a refresher course on the Anti-Bullying policy process and procedures linked closely to the outline of the Violence Reduction Strategy. Training on 'Bullying in the Workplace' and/or 'Managing Conflict' may give a better overall understanding on the issues and identification of what constitutes bullying.
- In relation to prisoners' property, consideration should be given to the capture of images of items of value using a digital camera in order to safeguard against claims alleging items going 'missing' or challenges to an Officer's integrity.
- Disappointingly, there are still many outstanding Policy & Procedure documents and other documents which wait updating or completion and/or signing off. Some of these include: 'Incentives & Earned Privileges', 'Reception & Discharge', 'Foreign Nationals', 'Life Sentenced Prisoners', 'Women', 'Remand', 'Visits', 'Vulnerable Prisoners', 'A Rough Guide to the Isle of Man Prison'.
- The prison, by its very nature, is highly regimented and prisoners are mostly passive recipients of decisions made by management. In order to encourage personal responsibility, consideration could be given to setting up a Prisoner Council or Forum made up of prisoner representatives from each wing along with Officers where they could be consulted on a wide range of issues relating to their care and welfare.
- The Visits Centre is an important focus for those maintaining contact with prisoners. There is a need for information leaflets and reading material to be frequently

updated. Incoming property should be sealed in a clear bag and signed for by the visitor.

- Review and update more frequently items on the Facilities List.
- In order to incentivise Enhanced Level prisoners, consideration could be given to allowing them more minutes on the telephone than Basic and Standard Level prisoners, and giving them priority when the replacement of old TV's for newer models (similar to those on C and D Wings) is being considered.
- Prisoners of pensionable age, who are all usually on Enhanced Level should not have to pay a weekly rent for their TV's.
- Behaviour Compacts need to be available on PIMS so that all staff are aware of the terms and can contribute relevant information to a prisoner's record.
- Continue working with colleagues in the Department of Health & Social Care in order to rectify the shortage of essential information regarding a prisoner's treatment and medication, particularly when they attend Noble's Hospital A & E Department in the evening.
- Further opportunity exists for Personal Officers to have a more structured probationary support role with prisoners through more preparation, discussion and review of outcomes, particularly at the intermediate and pre-release stages of a sentence. A small number of Officers volunteer to become engaged in this, but the Board feels that such work should form part of the normal duties of a Personal Officer rather than be undertaken by the exceptional few who recognise the value to prisoners and themselves of such work.
- Poor communication lies at the heart of many prisoners' verbal and written applications to the Senior Management Team and the Board. Thought could be given to improving channels of communication.
- Prison staff should be more proactive with regard to the use of food probes and recording of results should be on a daily basis. It may be prudent that thought be given to a member of the Catering staff collecting and collating this information on a weekly basis so as to maintain an accurate overall record.
- Served staff should adhere to 'good practice' in not directly handling food with their un-gloved hands; tongs should be used, not bare hands. The Board feels this will only be implemented if staff take a more positive role whilst overseeing the serving of food.

Section 4: RECEPTION & INDUCTION

The manner in which prisoners 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 prisoner's well-being and to enhance, where possible, the safety and security of the prisoner.

Prisoners are transported 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 'Resource Group' staff from the Courts, Police custody, hospital, or other medical visits. Prisoners 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, assessments of health, safety, and vulnerability.

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

The Reception process is the responsibility of the Operations Group who carry out an extensive and thorough search of the new prisoner and of property brought in. Every reception is subject to a full search - a strip search which is conducted in such a manner as to endeavour to preserve the dignity of the prisoner. The full search is always undertaken by staff of the same gender as the prisoner.

The Board have witnessed staff carrying out all their responsibilities and dealings with prisoners in a dignified and respectful manner. All those monitored have been compliant with the procedures within the Reception area.

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

Alongside the Reception process there will be a 1:1 Assessment Interview which is carried out between the prisoner and a Reception Officer. The purpose of this is to gather a range of information to facilitate the safety and well-being of the prisoner as much as is possible and their integration into the prison environment, to identify any safety concerns, and to establish any security issues that may present themselves.

At this point, first indicators are assessed as to whether the prisoner should be considered to be a vulnerable person with concerns regarding well-being or safety, and their consequent location on the appropriate accommodation wing.

On the Assessment Interview Form:

Q.4 - *'Do you have any concerns about being in prison?'* is asked mainly to help determine whether the prisoner is considered a vulnerable prisoner who requires locating in an appropriate place for their own safety.

Q.6 - *'Have you ever tried to harm yourself?'* is also asked to establish the level of concern for the prisoner and possible location choice for their own safety.

The Assessment Interview is recorded on a computer based questionnaire format with 25 areas of questioning.

From observations made during Board visits, there is a high reliance on good questioning skills and recording as well as use of prior knowledge and experience of Officers to gain sufficient and useful information. The quality and amount of detail gathered can vary from Officer to Officer, particularly when under workload pressure.

Within the reporting period 2013/14, 18% of the 205 Receptions were identified as vulnerable prisoners. A further 3% were later identified and transferred to another wing which was more appropriate for their safety and well-being.

It is possible that the Assessment Interview Form may not sufficiently guide or enable any Officers who are not fully proficient in questioning, or who lack prior knowledge or experience to successfully identify less obvious vulnerable prisoners.

The Reception Assessment Interview is followed by a medical screening and interview with a member(s) of the Healthcare Team. This has been improved within the past twelve months by being carried out, when possible, concurrently with the Reception process rather than within the following 24 hours as was previous practice.

When prisoners arrive at the prison, any property accompanying them is checked and recorded with the prisoner present. Property is secured and placed into a storage container allocated to that prisoner. The majority of the administration process is completed by hand, in triplicate, and in various forms or ledgers. Any money or jewellery or other valuable items are transferred in a clear plastic pouch to the Administration Department for recording and safe keeping.

There have been no recorded complaints against Reception, or any demonstrated loss of property in the reporting period. Within this time only one Prisoner Application alleging a lost item of property has been received by the Board. This is being investigated by the prison.

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

A hygiene pack is provided to new prisoners which will see them through their first days.

Another pack is given which contains an envelope, paper and pen for that important first link with home and family together with some useful information (17 documents) about the prison, outlining various procedures such as Visiting Orders, Application for Work, Spending Account, establishing a list of contacts for telephone calls, Prison Compacts & Rules. Within this pack there are also some canteen items including eating utensils.

A booklet, 'A Rough Guide to the Isle of Man Prison' is given to each prisoner. This aide-memoire is particularly helpful for those new and unfamiliar with the prison organisation. An updated 2014 version will soon be available and is currently waiting to be signed off.

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

New reception prisoners are dispersed onto wings that are appropriate for their safety, well being and security. When moving onto the allocated wing there will be a more formal Induction Interview between a Senior Officer and the new prisoner. Rules, routines and expectations will be discussed and explained. As part of the induction process, prisoners are advised that during their time in prison they will be allocated two Personal Officers.

Our experience from visits and speaking with new receptions is that prisoners will often forget this information or may not readily take it in given the situation in which they find themselves. Personal Officer (or other Officers) identification is sometimes an issue. Officers display no form of official identification.

The development of guidelines establishing consistency in promoting how a new prisoner gets to know and develop a rapport with their Personal Officer may have some value. For example, a standard on length of time taken for a Personal Officer to establish contact with the prisoner allocated to them could be included. It is noted that there is a range of information and resources available to Personal Officers in the 'Prison Information Management System (PIMS)'.

It can all be a daunting 'first experience' of prison for a new prisoner. Occasionally, there may be a need to provide 'buddying-up' cell allocation, where a new prisoner will share a cell with a more trusted prisoner for an induction period. In this reporting period, 2013/14, this has only happened on one occasion.

From various Board visits it is noted that the Reception staff are always considerate and understanding in their dealings with new arrivals.

The specific breakdown of those who are being held in custody for the first time and those who are recidivists is:

Has the person ever been in prison before?

Yes: 144 or just over 70%

No: 61 or nearly 30%

New receptions on the wings are seen by the Education Manager within 24 working hours. Other agencies such as the Chaplaincy, Samaritans, and Independent Monitoring Board members will see them on their next visit to the prison whenever possible and within the prisoner's first week.

Prisoners' Property

The processing and recording of property consumes a lot of time for Officers. Whilst this process is reasonably robust, it would perhaps be of benefit to have some form of modernisation introduced through use of electronic recording and tracking of items.

There is no digital recording of specific items such as jewellery or personal items of value. Digital capture of certain items placed in prisoners' storage boxes/lockers would assist in accuracy of records of what is kept in the Property Storage area.

The Property Storage area is suitably sized and a well organised facility. The area has clearly designated zones for stored property and incoming property, and a locked cupboard for valuables. The effectiveness of the current storage facility and the diligence of staff involved is evidenced by the small number of applications to the Board concerning missing property (<1 within the reporting period).

During the reporting period there were nine Prisoner Applications to the Board regarding property held by the prison or the Police.

Prisoners' access and retrieve their property through an application system. Each wing is allocated two days within the week on which they may request and receive their property. At each stage of this process, the Board have found that security measures and checks were in place giving a clear audit trail.

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

Section 5: REGIME

Social Visits

Visiting days remain unchanged from 2012. There are no visits Monday, Wednesday, Christmas Day, Boxing Day, and New Year's Day.

For those visiting the prison for the first time, procedures are explained and questions answered over the designated booking line. These calls are handled by the Operational Support Grade staff (OSGs). We have observed that visitors are treated very courteously and with respect by the OSG's both while booking visits and during the visits themselves. All visitors are photographed on their first visit.

The Visiting Order (VO) issued gives instructions as to procedures on arrival and during the visit. The VO has now been amended to reflect the fact that property can no longer be accepted at weekends and to provide information about the amount of money that can be taken in to purchase refreshments.

A VO for a convicted prisoner has no expiry date while a remand prisoner's VO expires weekly. Visits last for one hour with remand prisoners entitled to two visits per week and convicted prisoners permitted one visit per week.

The Drinks Machine in the Visits Centre has now been removed as it was very rarely used and mostly out of action.

The Visits Centre is bright but bare, although there is a television. There is a limited amount of somewhat outdated reading material available and a small selection of leaflets. No information about education courses run inside the prison is displayed even though such information could result in visitors encouraging prisoners to take advantage of the educational opportunities available.

There are ample lockers for storing property that is not required on the visit. Keys are distributed by the OSG on duty, and a note is kept of which locker a visitor is allocated. There is a small play area outside - the Board is pleased to note that some play equipment and toys have now been provided which will benefit those visiting with young children.

On weekdays, only one visit session is required and the average number of visitors is around ten. Weekend sessions tend to be far busier and, if necessary, two sessions are held. There is a bus service to the prison and the bus shelter is close by the Visits Centre; however the majority of visitors find the journey by public transport to be long and difficult, especially when young children are involved. Although true for weekdays, on Sundays there is no bus which calls at the prison. The nearest stop is about ten to fifteen minutes walk away. The only bus which could get a visitor to the prison for a Sunday visit arrives at the nearest stop at 12.20 hours, leaving the visitors with a long wait before the Visits Centre opens at 13.00 hours. While we recognise that bus timetabling is not the responsibility of the prison, we feel this is unacceptable. The Board raised this issue with the Minister in their previous report

who agreed to raise the matter with the appropriate department, but so far there have been no changes to the timetable.

Having arrived in the Visits Centre, visitors are taken over to the Gatehouse and search area in groups of roughly six, in order of arrival. We are disappointed to note that there is still inconsistency in the methods used to call groups of visitors through to this area. On some occasions, the OSG on duty notes the order of arrival and calls visitors to go to the Gatehouse by the name of the prisoner they are visiting. We feel that this is unacceptable as it offers visitors no anonymity. On other occasions, the OSG uses a colour coding system and uses the colours to call visitors. We feel that there should be an established policy for OSG's to follow which protects the privacy of visitors. The failure to address this issue is particularly disappointing when there are already OSG's using a more acceptable system, whose methods could easily be shared with and adopted by other staff. This would seem to confirm the perception expressed by OSG's that their views are rarely sought regarding change/improvement to the systems they operate. The Board has also noted that Senior Officers rarely visit the Visits Centre. We understand that a new policy for Visits is being developed, but has been delayed due to staff absence.

OSG's have now been given the responsibility for accepting property from visitors during weekday visits. The Board understands that there are now two OSG's profiled as being available to be in the Visits Centre at these times. We feel this is essential to allow one OSG to process visitors while the other accepts property thus preventing undue delays to processing. We feel it is essential that all property should be checked and sealed in the presence of the visitor to prevent any disputes about items brought in. It has been suggested that, if necessary, visitors bringing property could arrive early or stay after the visit to allow time to do this.

Having passed through the Gatehouse and search area, visitors are taken to the Visits Hall, where they are seated before the prisoners are brought in. This avoids any embarrassment for prisoners whose visitors do not arrive. There are 24 fixed tables and chairs, most of which can seat four people including the prisoner. Staff are sensitive to potential conflicts during visits, and takes these into account when planning the seating arrangements. This ensures a smooth and safe visit.

In order to accommodate visitors from off Island, extended visits lasting for an hour and a half are facilitated. Island life sentenced prisoners (excluding Category A prisoners) who are serving sentences in the UK are allowed to return for a three week period for 'family visits' twice a year. These visits take place on allocated visiting days. In 2013, two prisoners returned to the prison for this purpose.

Prisoners can apply for inter-wing visits. For these, Visiting Orders are needed by both parties. Security checks are made, but there is no delay in arranging the visit.

Closed Visits

During Closed Visits the prisoner and the visitor are separated by a clear, toughened glass screen so that no physical contact between the two is possible. Communication is conducted

via an intercom telephone. There are three Closed Visits booths and they are located at one end of the Visits Hall.

Prisoners are placed on Closed Visits as a result of disciplinary action, i.e. being found guilty of receiving an item such as drugs or illicit articles, or as a result of the visitor being suspected of carrying some illegal substance into the prison. It can also be as a result of unacceptable behaviour, i.e. inappropriate touching/kissing after being warned. In these situations, the visitor is asked if they wish to proceed with a Closed Visit or leave the prison immediately. If the visitor wishes to proceed they are placed in a Closed Visit booth. Prisoners can be placed on Closed Visits for a three month period during which time reviews of the decision will be made. Visitors caught trying to bring prohibited items into the prison can be banned for six months and will require the Governor's permission to return. Closed Visits take place at the same time as other visits.

There has been a marked decrease in the number of Closed Visits in the reporting period, with only three prisoners involved as opposed to seven the previous reporting year.

Canteen/Prison Shop

The Canteen/Shop is efficiently run by an experienced Stores Manager assisted by an Enhanced Level prisoner. A Canteen Sheet detailing everything available and the price of each item is distributed every Monday morning and returned to the Stores Manager on a Tuesday. Orders are delivered to the wings on a Thursday morning. Prices are reviewed and updated on a weekly basis. There has been an inevitable increase in the price of many items reflecting the effects of inflation. However, prices remain comparable with those of the High Street and the Stores Manager tries to ensure that as many goods as possible that are bought in (around 80%), are price marked.

The Board is pleased to note the recent inclusion of items which allow prisoners to mitigate the impact of recent cutbacks. For example, a prisoner's entitlement to free haircuts has been reduced from monthly to bi-monthly from January 2014, and so the Canteen is now offering male 'grooming kits' to allow prisoners to cut their own and/or each other's hair. Free newspapers are no longer provided to the wings (with the exception of E Wing) but papers can be ordered from the Canteen. Alarm clocks and radios have also been added to the list.

Each Canteen Sheet is personalised, using information from the Work Allocation Board to show how much each prisoner has earned, private cash and how much they have to spend. Prisoners must ensure they have sufficient funds to cover the items ordered. The average amount spent by each prisoner is around £10 a week.

We have evidenced a clearly traceable system for issuing and collecting orders, and a reliable system is in place for delivering orders correctly. There is a system for recording complaints which are dealt with quickly and reliably. New receptions are issued with an Emergency Canteen Form with the proviso that they cannot spend more than the cash they have in hand.

Prisoners have access to a limited range of Mail Order catalogues such as 'Sports Direct' and, for women, the 'Avon' catalogue. They are also able to request items from other catalogues or from online stores such as Amazon with the proviso that exact details of the item required is submitted and that they have sufficient cash in their accounts to pay for the item in full.

In addition to the goods on the Canteen Sheet, prisoners (excluding those in Segregation) can request additional items (subject to the Facilities List) in the section marked 'Privilege'. In 2011, the Board was given to understand that a review was to be carried out with regard to these items in relation to the Incentives & Earned Privileges Scheme (I.E.P.). This was to further incentivise prisoners to achieve and maintain Enhanced Status. Although this review has not materialised, the Board is pleased to note that prisoners on Basic Regime are no longer allowed to order these additional items.

Family Days

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

Family Days take place three times a year, usually during the Easter, summer and Christmas periods. Participation is now open to all Enhanced Level prisoners who have children of a suitable age and who have completed a course entitled 'Through the Eyes of a Child' delivered by the Isle of Man Children's Centre.

The Board is pleased to note that the number of prisoners allowed to participate in the Family Day sessions has been increased again during this reporting year with twelve prisoners taking part in the Christmas event.

Family Days are planned and organised by the Family Day Committee which consists of a Deputy Governor, Catering Manager, prison Probation Officer, PE staff, Mothers Union, Isle of Man Children's Centre, and the PrisonWorks Charity. The Board regards this as an excellent example of inter-agency working. The summer event was attended by twelve representatives of outside agencies.

Every effort is made to make Family Days as relaxed and comfortable as possible for those attending, i.e. Officers attending wear t-shirts and trousers. The Board has noted the enthusiasm and commitment shown by all the staff involved. The staff are assisted by the Mothers Union and the Isle of Man Children's Centre. The PE Department organises games and activities in the gym, and entertainment is provided for the children. Each family has a table at which to base themselves and eat together. Meals and refreshments are funded by the Rotary Club and PrisonWorks. This year it was decided that a buffet lunch should be served and it was recorded as having been a success. Photographs are taken on the day, and individualised albums are provided for prisoners and for their families by the charity PrisonWorks. At the Christmas event, gifts for the children were provided by the Salvation Army.

This year the decision was taken to increase the permitted age of attending children. Now any between 1 and 14 years of age can take part. However, if a prisoner has children within this age group and some older children, all would be invited. The Board is pleased to note a high degree of flexibility depending on the requirements of any given group of prisoners. There has been insufficient demand this year to hold an evening event for older children.

Questionnaires are distributed to elicit feedback from participants, and the response is overwhelmingly positive. The Board believes that Family Days are one of the greatest incentives for achieving and retaining Enhanced Level status for prisoners with children, and has received positive feedback from both prisoners and staff involved.

Telephone

Every prisoner has a telephone account and a personal ID. They are allowed ten numbers which are security checked. Prisoners on Enhanced Level status are allowed an additional five numbers.

Credit is purchased through the Canteen. The amount of credit a prisoner can have on their account is determined by the prisoner's I.E.P. status:

Enhanced £20.00	Standard £12.00	Basic £5.00
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The Board has noted that, for those prisoners calling friends and family on the Isle of Man, calls in the evening and at weekends are either free or charged at a very low rate. However, for calling England, especially if they are calling a mobile, the cost can be considerably higher. The outcome of this is that their credit can be consumed very quickly.

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

The Board believe that consideration should be given to allowing all prisoners the same amount of money for telephone calls, but those Enhanced Level prisoners should be granted more minutes than Standard and Basic Level prisoners. This would mitigate the disadvantage to prisoners with family in England while offering a realistic incentive to Enhanced Level prisoners.

As there is a more than adequate number of telephones on all wings (four on the larger wings and two on the smaller wings), the Board does not anticipate that the additional time given to Enhanced Level prisoners would result in others losing access.

All telephones carry a pre-recorded message advising both parties that the conversation is recorded and may be monitored. This is also clearly stated in the booklet 'A Rough Guide to the Isle of Man Prison'.

We have evidenced the telephone system working well, and faults being dealt with within an acceptable time frame. We are pleased to note the replacement of old and damaged privacy hoods. There are two specially adapted Samaritan mobile phones.

Televisions

Each prison cell is equipped with a television which receives a selection of Free View Channels. Enhanced Level prisoners receive an additional six channels, although they have no choice in what these channels are. In 2011, it was decided that the rental of televisions must be paid for out of the prisoner's wages and not from private funds. Televisions are removed from those on Basic Regime and can also be removed as part of an Adjudication Award.

The televisions in stock are now ageing, and they are often subject to damage, especially on the adult male A & B Wings. In order to provide funds to purchase new televisions, the decision was taken in 2013 to increase the weekly rental from 70p to £1.40. Such a substantial increase has inevitably caused some resentment among prisoners and resulted in a number of applications to the Board. The Board feels that this situation was not helped by the announcement of the increase being made without any explanation of the reasoning behind it. Further resentment has been caused by the replacement of all old televisions on C Wing (vulnerable prisoners) and D Wing (Female), but no replacements on the other wings. The Board has been unable to establish any plan for how and when the other televisions will be replaced. The Board feel that consideration could be given to prioritising the replacement of the old televisions of Enhanced Level prisoners.

The Board believe that the difficulty of introducing potentially unpopular management decisions could be lessened by the introduction of a Prisoner's Council with representatives from each wing. This could offer a constructive way of venting frustrations and promoting social behaviour and interactive communication. It would also demonstrate the positive attitude of senior staff prepared to listen to prisoners' concerns.

As a consequence of the substantial increase in television charges, the Board believes that the recommendation of the HMIP 2011 (4.25) Report which states that prisoners over retirement age should not pay for their televisions needs to be reconsidered. A prisoner over retirement age receives £8.50 per week (they do have an option to work if they so wish). The rise in the price of televisions now represents 16.47% of their income which the Board considers excessive.

Incentives & Earned Privileges (I.E.P.)

The I.E.P. Scheme is a system which allows inmates to obtain extra privileges during their sentence, through continued good behaviour. The main aims of the scheme are:

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

There are three levels: Basic, Standard and Enhanced. On reception, all new prisoners start on Standard Regime level. Prisoners can apply for Enhanced status after eight weeks. Prisoners who receive three warnings within two months are placed on Basic Regime - four weeks if they are adults, or two weeks if they are young offenders.

In March 2014, the breakdown of levels:

A Wing (Adult Males)	54% Enhanced
	43% Standard
	3% Basic
B Wing (Adult Males)	62% Enhanced
	38% Standard
C Wing (Vulnerable Prisoners)	62% Enhanced
	38% Standard
D Wing (Female)	80% Enhanced
	20% Standard
F Wing (Young Offenders)	19% Enhanced
	75% Standard
	6% Basic

I.E.P. Levels are reviewed at a weekly Review Panel. In order to ensure a consistent approach, the panel usually consists of the same core group of Officers. Applications and potential upgrades/downgrades in I.E.P. Levels are considered carefully. Prisoners can make written contributions, and the views of Senior, Personal and Wing Officers are taken into account. The panel also uses the entries on PIMS to gain a picture of a prisoner's recent behaviour. Prisoners are personally informed of the panel's decisions and are given clear indications of any necessary areas for improvement.

The Board is pleased to note that, in accordance with the 2011 HMIP Report, prisoners on Basic Regime are now being given written targets to achieve in order to regain Standard status. However, these Behaviour Compacts have not been reaching the I.E.P Panel, making detailed examination of the prisoner's behaviour in relation to these targets inadequate. The Board has been assured that from now on this will change and basic reviews will not proceed without sight of these important documents. The Board feels that they should also be available on PIMS so that all Officers in contact with the prisoner are aware of the terms of the Compact and can contribute relevant information. This would allow effective interim reviews to take place during the period spent on Basic Regime as recommended in the 2011 HMIP Report.

The 2011 HMIP Report, 7.35, stated:

"There were insufficient differences between the three levels of the scheme to motivate prisoners to achieve enhanced status..."

The Board is clear that this is still the case. Prisoners often comment that the only really valuable incentives to achieve or retain Enhanced Level Status are Family Days and additional gym sessions. If the I.E.P. system is to be a useful motivational tool to encourage self-discipline and co-operation and to reward it, then the incentives need to be perceived as valuable. The Board believes consideration needs to be given to any further incentives that could be provided for Enhanced Level prisoners.

At the end of the 2012 reporting period, the Board was informed that a review of the I.E.P. system had been undertaken, and a new policy developed, which was waiting to be given Senior Management approval. The policy was to contain some constructive measures for motivating prisoners on Basic Regime and some further incentives for Enhanced Level status. The Board is very disappointed to find that this important policy has still not been approved or taken forward.

Exercise, Association & Physical Education (PE)

There are two, 30 minute periods for exercise each day, morning and afternoon. Exercise is taken in the small yards attached to each wing. All wings have benches in the yards, kindly donated by the Samaritans.

If it is raining, exercise is taken inside the wing. No wet weather clothing is provided, although this matter has been raised on previous occasions by the Board and was raised as a housekeeping point by the 2011 HMIP Report. No record is kept of when exercise is cancelled due to the weather; it has therefore not been possible to ascertain how often this happens. The Board believes a record should be kept. All prisoners, including those on a basic regime, can take exercise; those who decline are locked in their cells.

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

The maximum time out of cell, on weekdays, has remained 10 hours & 20 minutes. The Board consider this to be generous compared with prisons in England. Those who decline exercise, or who do not work or attend education, have less time out of cell. The Board notes that activities can be withdrawn if there is a breach of discipline at any time for a period of up to 28 days.

There is a minimum entitlement to PE for all prisoners other than those who are held on E Wing. Additional sessions are available according to the individual prisoner's I.E.P. Level:

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

The duration of each session is 60 minutes, but sometimes lasts for longer.

Prisoners using the Sports Hall must undergo a full Induction Course and are also assessed by Healthcare. Those who are not regular gym attendees must undergo a Fitness Test before taking part in strenuous activities. The PE staff offer such games as football (Enhanced prisoners only), badminton, short tennis, indoor bowls, circuit training, and use of the cardio-vascular equipment. Some of the activities are devised to suit female prisoners and the elderly.

Staff can cater for a maximum of 20 prisoners per session. During an average day approximately 57 prisoners use the facilities. Induction levels remain very high - records viewed on 10th March 2014 showed 87 prisoners had been inducted, plus 18 vulnerable prisoners, and a further 2 occasionally make use of the indoor bowling activity.

In addition, the PE Department plays a vital role in Family Days and events such as the Healthy Living Day and the Board has noted the enthusiasm with which staff participate.

During the chlorination disinfection procedures which are held annually in the prison, the Sports Hall facilities are used for a full week. The PE staff work with a whole wing at a time whilst the procedure is carried out.

The Sports Hall and Gymnasium are managed by a Senior Officer and four other PEI's, assisted by a Gym Orderly who is a trusted prisoner. A new Officer was recruited in November 2013. However, the PE Department continues to struggle with understaffing due to health issues. This often results in the suspension of PE sessions on Fridays, and may cause one of the evening Enhanced Level sessions to be suspended. When only one PE Instructor (PEI) is on duty it will be necessary to close the Sports Hall and outside exercise area. The PE staff rely on assistance from other Officers to maintain the PE programme. The Board is pleased to note that all PE staff are now up to date with their training.

The PE Department has an annual budget of around £2,000 to cover maintenance and replacement of equipment. The extremely heavy usage of the equipment and the high cost of repair/replacement mean that this budget can be used up very quickly, and the Board notes that other funds have previously been made available to subsidise these expenses. The Board is concerned that, with the likely budget cuts facing the prison, this may be more difficult in future.

The Board recognises the work of the PE Department as vital to the well being of prisoners; and that the continued high level of provision, despite the staffing difficulties, is testament to the dedication and commitment of the PE staff.

Library

There is a small prison Library in the Education Department. It is run by one Enhanced Level status prison orderly and one volunteer. All wings have access to the Library except E Wing. There are two sessions per week - Wednesday afternoons and Sunday mornings. Each session lasts approximately two and a half hours. The Library is well used with around ten to twelve prisoners attending each session. Prisoners taking Education Classes can also use the Library during lesson time.

The current prison orderly has made great progress in cataloguing the stock onto a spread sheet and hopes to replace the card system with a computerised one. The Board hopes that there will be adequate opportunity for him to familiarise the next orderly with the system.

Progress has also been made in removing duplicate copies and old/damaged stock resulting in increased shelf space.

There have been continued improvements and enlargements to the Library stock which now numbers approximately 4,000 books. It contains a reasonably wide range of catalogued reading material which includes sections on Manx culture, history, fiction, non-fiction and reference, including legal reference. However, this last section could benefit from being enlarged. Jigsaws are also available and are gradually being checked for completeness.

There is a Mobile Library facility from which books can be requested. Because of the time it takes for requests to be met by this facility only the names of prisoners with at least six months to serve are added to the Request List. One common problem is that when a prisoner is released they leave the books in their cell and they are then taken by others making them difficult to trace.

Prisoners in the Segregation Unit do not visit the Library and rely on a Book Trolley. The books are currently changed approximately once a month, but could be changed more often if the wing is particularly busy or contains especially avid readers. It is important to ensure a sufficient variety of books to meet the needs of prisoners who are confined to their cells for long periods and who may rely heavily on reading to occupy themselves.

Section 6: FOOD & THE PRISON ENVIRONMENT

Food & Food Hygiene

The Kitchen is headed up by a Senior Catering Officer who has completed several courses, and is well versed in Dietetics and in Ethnic cookery. He is supported by four other Catering Officers and by trusted prisoners.

The Kitchen is a spacious, well designed area which is able to prepare meals, even under challenging weather/power failure conditions being equipped with both gas and electric units. Safety is paramount with a Powder Blanketing system should a fire inadvertently be caused. This is serviced every six months.

The walk-in fridges and dry goods stores are well designed with easily movable units allowing access for cleaning which is carried out on a regular basis.

The hobs of the main cooking units and the extractor hoods are cleaned on a regular basis. A deep clean of the whole kitchen including extractor fans and canopies is carried out under the direction of a Senior Officer and four volunteer, trusted Enhanced prisoners on a regular, quarterly basis. A recognised professional company comes in once a year to do an additional deep clean.

The Environmental Health Officer has a longstanding open invitation to visit at any time. There were two inspections in February 2012. The previous inspection prior to that time had been in 2009.

The Kitchen stores sufficient supplies on a rolling stock basis for a period of seven days. This is in case of non-delivery of produce due to inclement weather or for other reasons.

Guarantees from suppliers have been obtained confirming that all supplies are declared free of any contamination.

Pest control measures are taken seriously and a recognised Pest Control Company is contracted to visit on a regular basis or whenever required.

The Board understands that the ideal complement of prisoners working in the Kitchen should be ten due to split shifts being operated in order to cover other activities (Education and Gym). There has, at times, been a serious shortage of prisoners available due to a general reluctance by prisoners to work. The general shortfall has been made up by some prisoners offering to work double shifts for no extra remuneration. The Board would hope that the efforts of these prisoners are noted on their Custody Record.

Suitable protective clothing is supplied and worn by all Kitchen staff. All clothing is washed in the prison laundry after every session. First Aid equipment is available and kept in the Duty Office.

The Board understands that all the present prisoner workers have successfully passed the Chartered Institute of Environmental Health Level Two Food Handlers Certificate. In

addition, during this reporting period, one female and eight male prisoners have been instructed in and passed this course. With regard to higher education, three prisoners commenced NVQ training with two having to be withdrawn due to disciplinary reasons. The third is expected to complete the course in April 2014 and obtain a Certificate NVQ Level Two.

The Kitchen supplies both the prisoners on the wings and the Staff Canteen. Prisoners are able to pre-select their meals from a menu that changes every three weeks. For lunch, there is homemade soup, plus a choice of two mains with a vegetarian option. In the late afternoon/early evening, there is a choice for dinner from three mains and a dessert, again with a vegetarian option included. Vegetables from the prison garden continue to supplement the fresh produce.

The Duty Governor regularly inspects the Kitchen and carries out food tasting. This is recorded in the Daily Kitchen Journal. This journal is viewed on a regular basis by Board members.

All meals are delivered to the accommodation wings for service using heated trolleys. There are food probes on each wing which are used sporadically prior to serving to ensure that the correct temperature has been maintained. These results are recorded. The Board feels it would be prudent to use these probes on a more frequent/daily basis and record the results on the Probe Sheet which should be available on each accommodation wing and reviewed by management.

After leaving the Kitchen, the food is checked whilst in the area between the Hub and the actual wing. This is to clarify the number of portions of each menu choice. The food is served from a Servery by entrusted prisoners who should wear the correct clothing including hat, t-shirt, and trousers. They are supervised in the Servery area by an Officer. The Board has noted, with disappointment, that the correct attire is generally not consistently adhered to across all the wings.

The Board understands that disposable gloves are not a legal requirement, but considers that tongs or other kitchen implements should be used rather than Servery workers or prisoners using their hands when touching unsealed food items. This is still not being done on all wings and was noted in our last report; the Board feels this should be implemented, for basic hygiene reasons, without delay.

The Board understands that, since our last report, there has been one written complaint to the Catering Manager concerning an item found in the food. This was investigated, and the conclusion reached that the item concerned did not originate in the kitchen.

The Board has received four written applications from prisoners during this reporting period all of which have been reviewed and replied to in writing.

Under Rule 79 (2) the Board has a duty to regularly sample the food on the wing. This is done on a regular basis and the Board can confirm that the quantity and quality of the meals produced is to a good standard.

Legal Visits

During the period 1 April 2013 to 31 March 2014, visits to detainees and prisoners including those of Advocates, Children's Services, Coroner's Office, David Gray House, Education, Housing, Police Interviews, Probation Services and Special Visits totalled 369. The breakdown by month is as follows:

Apr 2013:	47	May 2013:	44	Jun 2013:	18
Jul 2013:	26	Aug 2013:	15	Sep 2013:	34
Oct 2013:	26	Nov 2013:	35	Dec 2013:	24
Jan 2014:	34	Feb 2014:	32	Mar 2014:	34

'Live Link'

There are two 'Live Link' booths within the Legal Visits area. Bookings for the use of the 'Live Link' are made through the prison's Administration Department.

Prisoners are taken from their wings to holding cells in the Visits area and, when required, to the booths. They are all fully soundproofed.

A Senior Officer is responsible for the organisational needs within the Legal Visits area. Instructions for the use of the system are given to the prisoner by staff. There is currently no video induction/information given in advance to the prisoner as to how to use the 'Live Link'. However, we have noted that the instructions are simple and the prisoner is not expected to operate any equipment.

The 'Live Link' can be used for remand renewal, bail application, and consultation with Advocates, David Gray House, Probation and Social Services.

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

During the period 1 April 2013 to 31 March 2014, the facility was utilised 337 times. Breakdown is as follows:

Advocates:	274
Courts:	27
Probation:	13
Social/Administration/David Gray House:	23

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

It is anticipated that changes to legislation in the near future via the Criminal Justice Bill will see the default position becoming by 'Live Link' rather than the prisoner appearing in Court.

Physical Welfare

On arrival, prisoners are allowed to wear their own clothes; should it be necessary or required, clothing can be issued from a central store, in a variety of different sizes to suit. Prisoners can buy additional items from the Canteen Stores. Toilet paper is provided by the establishment.

Prisoners are allowed to wear their own clothes when they are going to Court. They are also allowed to wear them on the wing provided the prisoner is of a Standard or Enhanced Level. All prisoners, on arrival, are placed on 'Standard'.

There is a central laundry to cater for the washing of bed linen which may be changed on a regular basis (every week); there are washing machines on each wing so that prisoners can wash their own clothes.

Towards the end of this reporting period, A and B Wings were issued with new mattresses and pillows which meet 'Source Seven Fire Retardancy and Breathability' criteria, which exceed Health & Safety Department regulations. All bedding and towels were also renewed. C, D, and F Wings will be issued the same during 2014.

All mattresses are inspected yearly. This includes the use of a set of callipers which measure the density of the mattress to ensure its suitability. Each mattress is marked with an audit number which shows its cell location in the prison. The audit documentation shows the last date of inspection, the new date, and whether there have been any recommendations to change due to wear and tear/deterioration or authorisation by Healthcare or another department.

Prisoners may shower in the morning, afternoon and/or evenings at their discretion and there is a good supply of hot water available during the day. Prisoners are encouraged by their Personal and Wing Officers to ensure that personal hygiene is given a high priority.

Environmental Health

On arrival, each prisoner is allocated a single cell. There is the provision for doubling up, utilising the 'buddy system', should a new prisoner be considered to be at serious risk and request this facility. Each cell is adequately furnished with a built-in bed, table, TV, electric socket, and storage area for clothes and personal belongings. The cells have hot and cold running water and its own toilet. The prison is a no-smoking establishment so there are no smoking cells. There are single showers available and these are adequate. The areas are kept clean and tidy, although there have been problems with the decoration and some of the wooden privacy doors are showing fatigue due to water damage.

The prison has a contract with a recognised Pest Control Company and regular inspections are made with a minimum of eight visits per year.

Prisoners are able to switch out their own lights (although this can be over-ridden should it be necessary), and there is in-cell electricity. There is a cell call bell system if the prisoners require assistance after lock up.

The communal areas of the prison are cleaned by prisoners to a reasonable standard. There is a system of redecoration and this appears to be implemented on a regular basis.

General Health & Safety Matters

There is a policy statement which is accessible via any member of staff should a prisoner request to see it. The Health & Safety Committee meet on a regular basis, at least quarterly. The minutes of the meeting are circulated to the members of the Committee, and are available for other interested parties.

Risk assessments are ongoing and the Head of Works keeps a Register. They cover the manual handling of any hazardous material or dangerous equipment, and processes are explained to prisoners who may have cause to come into contact with them. Prisoners sign a Compact as part of their work process confirming that procedures have been explained.

At present there are no formal Health & Safety inspections of the prison, however, all Line Managers are expected to monitor correct procedures and the use of equipment. Health & Safety at Work Inspectors and Environmental Health Inspectors can visit at any time they wish.

Currently, there are three Accident Report Books - in the Central Hub Office, Gate Lodge, and the Works Department. Should an accident be reported then a form is completed, forwarded to the Duty Governor for investigation, and then kept by the Head of Works Department. During this reporting period there have been 42 filed reports.

First Aid

The Board have noticed that whereas there used to be a list of those with First Aid training displayed in the Central Hub Office, this is no longer the case. However, we understand that this list is now available on the computer system. At the end of the reporting period, it was noted that there was an Active Training programme in place to enhance the number of Officers trained in First Aid and the deployment of A E D (defibrillation equipment). 24 Officers took part in the former course and 21 in the latter. There are seven working Automated External Defibrillators of which six are deployed strategically around the prison with a spare and a non-operative machine used only for training purposes.

It is noted that there is First Aid equipment in all Wing Offices and deployed in all departments accessed by prisoners.

Works

All jobs (Works) are prioritised on receipt, with the aim to complete 'urgent' requests that day and 'important' jobs within 24 hours. During the last reporting period, there were 799 jobs reported. The number of completed jobs for this period was 739. There were no major works carried out during this period.

The prison has taken a proactive approach to minimise the impact of its activities on the environment by phasing in a recycling system handling waste from the wings and all other

departments. It is unfortunate that there does not currently appear to be a way of measuring the savings incurred or the tonnage of waste saved.

The prison has a computerised Building Management System to monitor central heating, lighting and ventilation in order to obtain maximum performance and efficiency. External lighting is reduced by 50% after the prison is secured (lockdown) in the evening. There is low level 'Lux' lighting used on all wings after the prisoners are locked in their cells for the evening/night.

The prison is working with an acknowledged external Energy Consumption Company to identify potential areas where energy costs may be conserved and reduced.

Section 7: HEALTH

Healthcare

The Isle of Man Department of Health & Social Care (DH&SC) continues to provide Healthcare services to the prison. The Department has a contract with Ramsey Group Practice to provide General Practitioner (GP) sessions for prisoners through a dedicated Primary Care Team based at the prison. There is neither an inpatient facility nor 24 hour cover.

The Healthcare Department is staffed from 07:30 - 20:30hrs Monday to Friday; and 08:30 – 17:30hrs Saturdays & Sundays.

The Healthcare Team includes a Clinical Manager assisted by a Deputy Clinical Manager. Other members of the team comprises three Registered General Nurses (RGN), with one also having the Registered Mental Nurse qualification (RMN), and a registered Paramedic. During the reporting period, the Clinical Manager has had to rely heavily on bank staff and staff seconded on short-term contracts from other medical disciplines due to long term sickness of permanent staff. Up to 60% absence has been recorded in this reporting period.

One of the team is a qualified non-medical (Nurse) prescriber. Specific responsibility is held by each member of the team i.e. chronic disease management, mental health, sexual health, and minor injuries and illnesses. Care Plans are implemented by the dedicated nurse who has overall responsibility for the disabled, prisoners with chronic diseases, and older prisoners (anyone over the age of sixty), as it is known that people age more quickly in prison.

The Paramedic is the link Nurse for infection control and cascades the relevant information to the rest of the team.

All Healthcare staff have access to continuing professional development and mandatory training. The Board is pleased to note that a member of staff has gained Level 3 Misuse of Drugs & Alcohol. This is a Drug & Alcohol Occupational (DANOS) Course.

General Medical Services continue to be provided by Ramsey Group Practice with three named GP's holding surgeries on Monday & Friday mornings and Wednesday afternoons. These run for two hours and cater for around six prisoners per session. Access to a female GP can be arranged for female prisoners (who require routine cervical smear tests, mammograms or other procedures). Telephone support is also available during the day from this Practice. In line with the general community, the out-of-hours service is covered by the Medical Emergency Doctors Service (MEDS).

The prison's Clinical Records are computerized on the Egerton Medical Information System (EMIS), in line with all the Island's Group Practices thus enabling Ramsey Group Practice and the prisoner's own GP to input relevant medical information ensuring continuity of care.

Mental Health and Drug and Alcohol (DAT) notes can also be accessed to confirm any illnesses or medication. Noble's Hospital, however, is on a different information system which can cause problems with continuity of care when a prisoner attends the hospital.

Many new initiatives have been implemented over the past year by the Healthcare Team. A very comprehensive Patient Reception Interview is carried out within two hours of a prisoner being received. This interview now includes multi-dip urine tests which comply with one of the recommendations laid down in March 2014 by the Coroner of Inquests under Rule 34.

The interview establishes if the prisoner is currently being seen by DAT or Mental Health Services, and takes a full history of their general and mental health and what medication, if any, they are being prescribed. Based on the information gained from this assessment, referrals can be made for DAT, Mental Health Services, Elderly assessments, chronic health monitoring, dentist, optician or any other relevant agency. During the Reception Interview the prisoner, if needing prescription drugs, is required to sign an agreement covering the supply of medication.

The Healthcare Team has introduced a Transfer Medical Treatment Form. This Form fulfils another of the recommendations laid down in March 2014 by the Coroner of Inquests under Rule 34. This Form must accompany a prisoner on transfer to Hospital, Police Headquarters or any location of proposed medical services. An examination record will be completed and any medication given will be recorded. It must be noted that the Form requires the professional to state whether the prisoner is fit to return to prison. This is particularly relevant at night when there is no Healthcare staff on duty at the prison and no medication can be given.

The information on the Form is to help manage the health and welfare of people in custody. Any confidential information should be placed in a sealed envelope and opened only on a 'need to know' basis. Use of the Form enables continuity of medical care.

The Transfer Medical Treatment Form is in line with the Police PPP/9/M.

The Healthcare Team do have concerns regarding information about any treatment and medication given at Noble's Hospital as there is rarely any feedback provided. The team has to pursue the matter by telephone to ensure that the ongoing treatment of the prisoner is not compromised.

The Prison Governor is currently working with her colleagues in the Department of Health & Social Care to rectify the situation in order to ensure continuity of care for the prisoner.

Apart from those prisoners who are allowed in-possession medication, other prisoners continue to be observed whilst taking all medication with the exception of those on any night medication. Night sedation is no longer prescribed at the prison. On average around ten prisoners are in-possession of their own medication provided a documented risk assessment has been carried out assessing both the prisoner and the medication to be taken.

Problems can occur at night if a prisoner is in pain or generally ill, as Officers do not believe that they have the knowledge to administer medication. A comprehensive pack has been compiled by the Healthcare Team giving guidelines on when to call a Doctor, Ambulance etc.

In line with the recommendations of Her Majesty's Inspectorate of Prisons Report (HMIP Report March 2011), all Healthcare Policies and Procedures have been brought up to date

and in line with the Primary Care equivalents in the community. Standard Operating Procedures (SOP) are in place where these need to be adapted for the prison. Emergency equipment, including Automated External Defibrillators, is kept in the Healthcare Department and in strategic places around the prison.

Four members of staff are trained in Venipuncture (the taking of blood) and, currently, two members of staff are trained to carry out Electrocardiograms (ECG's).

An Optician continues to visit the prison every six weeks, but will come more often if there is an increased need.

A Dentist from the Douglas Community Practice holds weekly surgeries at the prison and sees an average of six prisoners each session. Prisoners are now being recalled and checked as often as they would be in the community. The Board is pleased to note that some health promotion is carried out and prisoners are given toothpaste and alcohol-free mouthwash.

Prisoners needing Chiropody, Physiotherapy, and Dietary services continue to be referred to Ramsey Cottage Hospital, in line with the Community Services Directive.

When other treatments are unavailable on the Island, prisoners are escorted to England for specialized treatment and care. This service was called upon seven times over the past year.

The HMIP report in March 2011 recommended that there should be an Emergency Childbirth kit available in the prison. Due to the short shelf life of the Childbirth kit and the ease and timely access to obtain one, this recommendation would only be implemented if a pregnant woman was brought in to prison.

The approximate number of prisoners, at any one time, suffering with chronic conditions:

	2012/13	2013/14
Epileptics:	5	3
Suffering with heart conditions:	2	2
Diabetics:	4	4
Hearing impaired, needing hearing aids:	2	3

The number of asthmatics over the past year has been 24 ranging from mildly asthmatic to very severe.

The Influenza Vaccine was again offered to all prisoners, and it is pleasing to note that the uptake of prisoners who had the vaccine has increased from 25 prisoners in 2012/2013 to 40 prisoners during 2013/2014.

National Health Guidelines recommend that people living in communal environments such as prisons should be offered protection from the Hepatitis A and B viruses. 46 prisoners have either started or completed a course of this vaccine. It is unfortunate that some GP's will not

complete the course once prisoners return to the community unless they are paid for the service.

Prisoners suffering from chest complaints and those over 65 years of age were all offered the pneumonia vaccine of which two prisoners availed themselves. It must be noted, however, that this is a one-off vaccination, so it is possible that some prisoners had already had the vaccine.

The No-Smoking Policy continues to be problematic due to the high number of prisoners who are smokers. At any one time, about 65% of the prison population will be using Nicotine Patches. A Patient Smoking-Status Declaration Form is incorporated in the Reception Interview with the aim of helping to cut out the abuse of nicotine patches.

Pharmacy Drug Control checks continue to be carried out on a regular basis every three or four months by an external Pharmacist.

It is important that prisoners receive similar opportunities to the rest of the community in accessing health information to improve their wellbeing. With this in mind, a very successful 'Healthy Living Day' was organised at the prison in November by a Deputy Governor and the Training Officer. It was attended by 30 prisoners.

Agencies that attended:

- Nurses from the prison Healthcare Team together with many visiting guests.
- Lloyds Pharmacy carried out health checks on prisoners, weighing and measuring them, taking their blood pressure and discussing healthy lifestyle choices before they went on the gym equipment.
- The instructors from the Physical Education Department carried out fitness testing and also offered advice and information on exercise and sports activities.
- Healthy eating advice was given by the prison Catering Manager and the Isle of Man College Cookery Tutor at the prison.
- The Dietician from Noble's Hospital.
- The Optician, who visits the prison every six weeks or when needed, was on hand to answer any questions.
- The Podiatrist and the Sexual Health Worker from the Department of Health & Social Care.
- The Social Worker, who is the Criminal Justice Mental Health Liaison Officer from the Mental Health Team.
- The Charity, Motiv8, which offers counselling, support and advice on quitting, cutting down and staying safe to prisoners who have drug, alcohol, or gambling problems.
- Brahma Kumaris IOM, a registered Charity, runs many classes in Positive Thinking, Self Esteem, Yoga and Meditation, and was available for consultation.

- Spiritual Health matters were covered by the prison Chaplaincy Team.

The Board is pleased that a Healthy Living Day has been arranged for November 2014.

Due to staff shortages over the year, the quarterly Health Promotion magazine for the prisoners has not been compiled.

A CRUSE Bereavement Counsellor attends the prison when needed, and does valuable work supporting prisoners. Community Health Visitors continue to take over the healthcare of discharged prisoners where required.

All prisoners on discharge from prison receive 'Healthy Living' packs provided by Lloyds Pharmacy. These contain a limited selection of toiletries for their general use and leaflets on drug advice.

Mental Health

The Board had concerns at the beginning of the reporting year with regard to the healthcare services provided to prisoners with mental health problems. A meeting was arranged with representatives from the Department of Health & Social Care, Department of Home Affairs, Police, Prison Healthcare, Prison Management and the Mental Health Team from the Department of Health & Social Care. This proved to be non-productive. A further meeting was arranged with Mr Bill Henderson, MHK, and members of the Mental Health Team. There followed a full and very frank discussion between the parties, and an amicable way forward was found, with clear lines of communication established.

The Board is pleased to report that in September 2013 a joint policy, Care and Treatment of Acutely Mentally Ill Prisoners, between prison and the Isle of Man Health Service was implemented. The aim of the policy is:

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

There is a data-sharing agreement between Mental Health and the Prison & Probation Service ensuring important relevant information is shared in order to manage the risk and health of prisoners without compromising the Data Protection Act.

Lord Bradley, in his report of April 2009, states:

"... evidence suggests that there are now more people with mental health problems in prison than ever before."

Clinical indicators at the prison suggest that 70% of prisoners have low-grade mental health issues; the majority of these being stress, depression, and anxiety which can be reactions to the situation in which they find themselves.

The Psychiatrist, who has dual expertise in Forensic Psychiatry and treatment of drug and alcohol abuse, continues to attend the prison weekly; seeing a maximum of four prisoners a week - two prisoners with mental health problems, and two with drug and alcohol problems. Some prisoners seen have dual problems. Unfortunately, the Board has found that there is no audit trail and so exact numbers seen cannot be quoted for the reporting period.

A Clinical Psychologist attends the prison once a fortnight, and has carried out 32 consultations over the reporting year, with each prisoner requiring between 6 and 8 sessions. It is pleasing to note that there is no waiting list to see this professional.

A Registered Mental Health Nurse (RMN) should be a part of the Healthcare Team but, currently, this is not the case. However, the Board understands that talks are in place to employ an RMN on a sessional basis.

In January 2014, two members from the Mental Health Team carried out much-needed training for Officers. 37 Officers took part and further training sessions are to be carried out during the current year.

The small population of the Island and the cost implications do not justify an Adult Secure Unit and so there are no in-patient facilities on Island. On rare occasions, prisoners are received into custody for their own safety, before being transferred to a UK facility for secure, forensic, inpatient treatment. Unfortunately, delays can occur in securing a placement due to the regional population the UK clinics serve. This delay, which can be many months, puts a strain on Officers caring for such prisoners. Since April 2013, two prisoners have been sent off Island to Adult Secure Psychiatric Units.

Outside agencies, which include CRUSE and Samaritans, carry out valuable counselling work with prisoners. Samaritans visit the prison every Saturday morning, and there are two dedicated mobile phones which can be given to prisoners by staff should they wish to contact the Charity at any other time.

Substance Abuse

A policy for the Assessment and Management of Drug and Alcohol Dependent Prisoners came into operation in November 2013. Prisoners with drug and alcohol needs are identified by the Healthcare Team using the new Patient Reception Interview. If a female prisoner with drug and alcohol problems is found to be pregnant she will be referred to the Community Midwife and managed in prison by the local DAT Pregnancy Support Clinic.

Statistics were gathered for a 6 month period to 31 December 2013, and showed 95 receptions. This highlighted that 64 of the receptions in that period had, at some stage, engaged in illicit drug use. Of those, 26 had a history of precarious drinking habits. 33 receptions had their urine analysed and showed Benzodiazepines as being the drug of choice. Abuse of illicitly obtained prescription drugs remains a major problem in the prison.

The prison has a policy of detoxification, and any prisoner who is in contact with DAT will be offered a Detox Programme. When a prisoner commences a detox with Methadone, monitoring procedures are in place and a photograph of the prisoner is attached to his or her Medical Record. The prisoner is also assessed and monitored over a five day period. Since December 2013, the number of prisoners on Methadone has decreased to around 7 or 8.

The Psychiatrist sees, on average, two prisoners a week with related drug and alcohol problems. The RGN, who has ten years experience working for DAT, had 831 contacts during her working period.

The Isle of Man Department of Health & Social Care has developed a three year contract with Motiv8 Addiction Services. A Drugs Counsellor from Motiv8 attends the prison every 2 weeks for 6 hours. For prisoners who have a short sentence or who are coming to the end of a longer sentence, a referral is made to Motiv8 for counselling and relapse prevention. This will also be offered on release.

Drug Awareness training, which gave a brief overview of drugs and their abuse, was delivered by Motiv8 to 28 Officers. Prison Healthcare also called on the services of Gamcare which helps those with a gambling addiction.

On release, prisoners are given helpful leaflets about drug abuse including 'Don't Risk It' which warns them about lower drug tolerance levels when they re-enter society.

Section 8: SAFER CUSTODY

Safer Custody

Various actions within the prison form a part of a safer custody strategy which helps recognise and identify various risks to a prisoner's well-being and safety.

From first point of contact with the prison, it is important to identify any concerns, conditions or issues with the prisoner including any expression or intention to self-harm or of suicide. Details of these are reported in Section 4 Reception & Induction.

Prisoners are asked:

- To consider if they are aware of any threats to themselves of violence or bullying from other prisoners.
- Are there any likely changes in their medical condition or mental state due to distress or stress?

This protocol continues throughout the prisoner's sentence. In addition, protection or concerns with regard to conflict with others may be raised at any time by either the prisoner or any Officer. Alongside all Healthcare assessments which take place, all information is recorded and used to develop and establish an individual Care & Support Plan.

This information is used to highlight if the prisoner is considered to be a vulnerable prisoner, given Folder 5 status (enhanced observation and monitoring process), or a prisoner needing protection.

During the reporting period, the number of new arrivals totalled 205 of which 37 prisoners were considered as vulnerable prisoners, or prisoners with conflict and/or protection issues, and were allocated accommodation on C Wing. A further 6 from the new reception cohort were subsequently transferred from wings to C Wing as vulnerable prisoners.

Pro rata, the number of vulnerable prisoners entering custody from April 2013 to April 2014 is well down on the previous reporting period - 21% in 2013/14 and 42% in 2012/13. However, it must be remembered that the last reporting period was longer by 3 months.

Self-Harm & Suicide

Using information gathered from external sources i.e. Probation and Court reports, previous custodial sentences, prior knowledge, medical referrals, or from information voluntarily provided by the prisoner, an assessment is made as to the level of risk regarding any likelihood of suicidal intent or risk of self-harm.

An objective assessment can result in a prisoner being put on a process known as a 'Folder 5' document which allows for regular and/or continuous observation as well as reporting on a prisoner's demeanour.

The number of separate occasions Folder 5's were opened in the previous 12 months of the reporting period totalled 31, of which 33% involved more than one episode with the same individual.

The length of time for each prisoner on 'Folder 5' varies within the range of 2 to 35 days and is comparable to the previous reporting year (2012/2013 period). An exception to this was one prisoner who remained on Folder 5 from the beginning of March 2013 and remained on until part way through May 2013 when he moved to the 'Altered Health Status Folder' (see below). Eventually, in March 2014, he was transferred to a UK place of safety in a Secure Psychiatric Hospital.

In addition, while still on Folder 5, one prisoner was transferred to a UK Secure Unit and another prisoner completed their sentence and was released.

The level of issues related to self-harm is high, with 78% of Folder 5 episodes being attributed to this reason. Very few, however, are results of actual self-harm and are more concerned with prisoners having thoughts or making threats of self-harm. The remaining 22% of recorded episodes in the reporting period include reasons of bereavement, suicidal thoughts, marital issues, dependency on alcohol or drugs, withdrawal, precautionary measures, mental instability, change in behaviour, psychotic thoughts, and are mainly one-off episodes related to particular individual circumstances. Only one prisoner was recorded on Folder 5 as being concerned with suicidal thoughts.

Regular observation and communication with a prisoner by Officers appears to be the main response to managing the Folder 5 with continuing good staff/prisoner interaction being observed by visiting Board members. While all status records of Folder 5 are kept updated in PIMS, there are sometimes difficulties for Officers knowing and keeping informed as to who is on Folder 5 as the circumstances change. There was one occasion when the status of a prisoner on Folder 5 had changed without Wing Officers being aware.

Excellent support continues to be offered to prisoners by the local branch of the Samaritans. Although involving a small number of prisoners, the prison Multi-Faith Chaplaincy Service provides a strong pastoral role.

'Altered Health Status'

The 'Altered Health Status' (AHS) procedure continues to add an additional safeguard for the safety and well-being of prisoners in custody.

The AHS aims to provide safer custody for a patient/prisoner who may be at risk through a progressive deterioration in their state of health. This can be observed and recorded on a regular basis by the prison Healthcare Team, staff, and through consultation with the patient/prisoner.

AHS enables Healthcare and staff to be mindful of a patient/prisoner with long or short-term health issues and when health may deteriorate. It also results in the positive outcome of

improved communications as well as increasing the understanding of each other's various roles through mutual sharing of information.

The plan is patient/prisoner centred. Two allocated members of the Healthcare Team are kept up-to-date, with the individual's Treatment Plan being reviewed on a regular basis by the General Practitioner.

Death in Custody

A Death in Custody Inquest was held in the latter stages of this reporting period with the Coroner delivering an outcome and a verdict of 'Accident contributed to by way of neglect'. Recommendations with various implications from the Coroner have been presented within the reporting period to a number of services including the prison. Many of these have already been implemented.

The use of PPP9/M (the Green Medical Passport), and particularly its use in relation to the Prisoner Escort Record (PER), has been introduced and is now well established as good practice.

The Board conveys its regret and sympathy to the bereaved family, friends, prison staff and prisoners, in respect of the length of time taken to conduct the thorough investigations and to conclude the Inquest. The Death in Custody took place in March 2012.

The Board suggests that further follow-up support for staff or prisoners, and particularly those who attended the Inquest should continue.

Bullying

The Prison Anti-Bullying Policy (25.01.13 Ver.1.1) which complements the Violence Reduction Strategy (and is not to be taken on its own as a separate entity) has the purpose of creating a safe environment of:

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

This policy clearly outlines bullying descriptions, procedures, how to raise a complaint, reporting and providing support for victim and perpetrator. If an Officer is made aware of or has concerns or knowledge of specific instances of bullying then he/she should record these on the prisoner's computer record and then submit a Security Information Report (SIR). Through liaison with the Wing Senior Officer, an Anti-Bullying Monitoring & Support Folder should be opened. There are five distinct stages of monitoring for a prisoner suspected of bullying. Reports are generated for each complaint and observation as bullying recorded – Bullying Incident Reports (BIR's).

There were no BIR's opened within the first five months of the reporting period. Within the rest of the reporting period a total of 14 prisoners were named as perpetrators of bullying and were subject to 13 recorded BIR's being opened. However, within the total number of

BIR's recorded, there were 3 events which involved others as perpetrators, where they were not, or could not, be identified. In one particular event, it was even thought to involve the whole wing.

When an event involves more than one perpetrator it is often the same small group of perpetrators who appear to be involved when bullying occurs. There is a practice amongst staff to group perpetrators together for recording events onto the one BIR and manage the process as a collective.

In total, five prisoners were recorded as victims, in BIR's opened. 3 of these victims were subject to bullying on 2 or more occasions. The information reported here follows similar indicators from previous years with the exception of the first 5 months. To provide a consistent approach to creating and providing an environment of zero tolerance to bullying, procedures are in place outlining stages through which the BIR will progress. Unfortunately, Board members have observed some misunderstandings of application of what to do during these stages.

The understanding of the varying degrees and subtleties of bullying can be difficult. One prisoner who was being monitored during a BIR period was taken off the BIR even though during this time they had been observed as 'verbally deriding' another prisoner.

It is recognised that bullying can be quite covert and many prisoners endure in silence when this happens; often until they have completed their sentence. The only information in print available to prisoners about expectations regarding bullying is found in the Reception Information Pack which states:

"The Isle of Man Prison & Probation Service has a strict anti bullying policy. Inmates suspected of bullying or intimidating behaviour towards others will be removed from normal location and placed in segregation. If you feel threatened at any time then tell a member of staff so that action can be taken."

Useful feedback, or reporting, on perceived bullying within the prison and being evidenced currently, can be gleaned from the Exit Surveys. These are completed by prisoners when they finish their sentence and are about to be released.

It has been difficult in the past to receive a sufficient number of Exit Surveys to make any collective information meaningful. However, with a more concerted effort to gather completed Exit Surveys from most prisoners, and reported through to management as a performance indicator, the target of at least 50% has been achieved.

In the period May 2013 to March 2014, an average of 53% Exit Surveys has been returned from prisoners being released (an 11 month total of 157 returns). There had been a suggestion that Personal Officers should be more involved to support prisoners to complete the Exit Surveys and that a follow-up to any responses could be made before release. The number of Exit Surveys that indicated any concerns of bullying was less than 5 and these responses were followed up by a Senior Officer for additional information.

Safer Custody Meetings

Monthly Safer Custody meetings provide an opportunity to identify and review prisoners who particularly require regular monitoring and to consider suitable safeguarding options within the prison environment. These meetings are attended by designated Officers with responsibilities for maintaining a safe environment and personal welfare, together with Healthcare staff and other agencies such as Probation, Chaplaincy, and Samaritans. At least one member of the Board attends as an observer.

Amongst reviewing open Folder 5's and new or on-going BIR's, the Safer Custody meetings do give an opportunity for new receptions giving cause for concerns to be considered. If this information is taken alongside any review of vulnerable persons, then the prison is meeting their aims of safety and well-being in the prison environment for a significant proportion of prisoners identified as being at risk to themselves or from others.

Faith & Worship

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

The team has at least three Ministers (Roman Catholic, Free Church, and Anglican) who fulfil a crucial pastoral/welfare role to prisoners or their families who may be experiencing a particularly low point in their lives. A member of the Chaplaincy Team can be seen in the prison mediating between the prisoner, their families, and/or the prison when issues arise.

Almost daily at least one member of the Chaplaincy Team will attend the prison and will aim to visit every new reception within 24 hours of arrival. All discussions that are held during prison visits with prisoners (or with families of prisoners in their homes) are confidential. Confidence in sharing concerns or worries is based on this trust.

Weekly inter-denominational services are held on Saturdays. For operational reasons they are repeated four times. Other faith groups such as Jehovah's Witness, Jewish, Muslim, Quaker or Pagan etc, can be represented as and when required through various contacts and volunteers. Invited ministers, speakers or music groups may form part of one of these services. All services may be attended by any prisoner. Individual sessions can be low (usually less than 6). Collectively, overall numbers for the weekly services can be as high as 20% of the prison population. In the reporting period three Memorial Services have been held.

A Chaplaincy Team member is present at the monthly Safer Custody meetings in the prison and any member of the Chaplaincy Team may be invited to other meetings when required.

The prison's Chaplaincy Service also extends to all prison staff and Officers.

Section 9: SPECIAL CATEGORIES

Women Prisoners

Women prisoners are held on D Wing which is separate and secluded from the other male normal accommodation wings. The wing consists of 15 single occupancy cells, in addition to a Segregation Cell which is mostly used by those women who are either considered at risk to themselves or others. Officers will monitor such prisoners on a regular basis. There is a Segregation Policy in operation specifically for women prisoners. The population of the wing can change at any given moment but over the reporting period the average per month was 4 with a range between 2 and 6. This figure is slightly down from the last reporting year.

As previous years' reports suggest, we are pleased to say that there are few applications to the Board which come from the Female Wing.

The state of the garden area is dependent on the number of women in custody and the level of their interest in gardening. It can be of benefit to those who have never been inclined to participate in such a hobby. Perhaps, the addition of a small polycarbonate greenhouse would further encourage the prisoners to cultivate produce during and after release.

This reporting year has been somewhat demanding for the Officers. During certain periods various personalities on the wing have presented challenging behaviours. However, Officers have demonstrated their skills and the status quo has been maintained. Women at the end of their sentences are known to personally thank the staff for their help and input which is testament to the care and fairness they provide. There is an appropriate ratio of male to female Officers. The Board remains disappointed that there is still no specific training for Officers working with women prisoners.

Some women coming into prison have little or no family support or have come from an abusive background which in itself deems them as potentially vulnerable. These issues are highlighted on reception. Pregnancy tests are now offered to the women when they first arrive. Anyone found to be pregnant would be offered the same midwifery care as women in the community along with input from other outside agencies. During the reporting period, one pregnant woman was sentenced and received into custody. The birth took place in the maternity unit at Noble's Hospital. Maternity care was provided by professional agencies from the wider community alongside a well structured support framework from the prison's Healthcare Team.

The Board is pleased to report that, during the reporting period, escort vehicles used for the transportation of women to and from Court have been replaced with updated vehicles, making travel more comfortable and private.

Various catalogues are available for females to purchase products should their budget allow and there is usually a good supply of magazines. There has been an occasion during the year when magazines in a native language have kindly been supplied by the Chaplaincy Team.

The Mothers Union runs fortnightly Arts & Crafts Classes on the wing and they are well attended and enjoyed. There are various Education Classes available in the Education Centre and also gym sessions. However, it remains a concern of the Board that women are not offered sufficient activities and work to address their identified needs and interests.

Disabled Prisoners

Any specific needs are identified during the reception process with the co-operation of Healthcare. A policy addresses the needs of disabled prisoners and those with impairments. There are 6 Disability Liaison Officers and prisoners are assigned accordingly. Similarly, all disabled prisoners are allocated a named health professional who will liaise with the Officers. There is one cell on each wing which is arranged for a physically disabled prisoner and large enough for wheelchair use if required. However, the Board have previously highlighted that there are various deficiencies but it has been difficult for the Management Team to justify any remedial work due to budget constraints and the number of prisoners it would actually impact. In this reporting period, one female prisoner required a wheelchair and three other male prisoners had hearing related problems which required specialist interventions.

Foreign National Prisoners (FNP)

As the Island becomes more multi-cultural, then so does the increase of FNP's into custody. Most, but not all, will speak a certain amount of English and certainly enough to cope. A prisoner who struggles with the language will be helped by Officers who, if they don't speak the required language themselves, can take advantage of Language Line or Google Translate.

Cultural differences may also bring a need for specific dietary requirements. The Board has noted that the Catering Manager is quick to respond to these needs and will speak to the prisoner to assess what their dietary needs are. In addition to this, it is possible to acquire reading and DVD material in a specific language. The prisoner is made aware of this on reception. Their requirements can be included on their Canteen Form and every effort will be made to supply the requested items by the Stores Manager.

Few FNP's will have any family visits during their time in prison and to compensate for this they are permitted free telephone calls for a 5 minute period each day.

The Board is disappointed to note that there is still no approved policy in place even though it was expected to be operational in 2012.

Older Prisoners

Anyone held within the prison who is over the age of 60 years is classed as an older or elderly prisoner. Being locked up in custody can have a profound effect on older people and adaptation to prison life can be difficult. On reception a Care Plan will be put in place and an in-depth Needs Analysis carried out by a member of the Healthcare Team. They are allocated a named health professional who will liaise with the prisoner's Personal Officer, thus ensuring a multi-disciplinary approach.

Older prisoners can also be deemed vulnerable due to the added physical or mental stress of imprisonment. Staff are aware of this and, where possible, an older prisoner will be given the option of being allocated on the ground floor close to the Officers' Station if mobility or stairs are a problem.

Prisoners over 65 yrs of age who choose not to work are paid a weekly retirement pension of £8.50. During the reporting period, their numbers have been as high as 4 and as low as 2. Consideration should be given to allowing this group free TV's as recommended in the HMIP Report 2011.

Unfortunately, there continues to be a deficiency of accessible and appropriate activities with which to occupy older prisoners. The Board continue to make contact with and closely monitor this category of prisoner. Such prisoners will usually make few complaints about the establishment or other prisoners and are usually content with the routines. This, however, may lead to their needs being forgotten or neglected. We have noted that there is a high degree of boredom amongst this group due to a lack of available and age appropriate activities.

Veterans

It is also to be highlighted that, in line with the general Island community, the prison has a Veterans Support Team who are available to any prisoner who has served within Her Majesty's Armed Forces. It also extends to those prisoners who have been in the Merchant Navy or, indeed, a Fisherman whose vessel has been involved in military operations. Veterans need not have served overseas or in conflict.

They are identified during the reception process and will be spoken to by a member of the Veterans Support Team as soon as practicable. All ex-service personnel prisoners will have an entry made in order to identify them on PIMS. In addition, a Veterans Policy is operational and is sensitive to this fragment of the prison population; it features guidelines for a smooth return to the community following a prison sentence. In this reporting period 5 male ex-service men were received into custody. 3 declined any assistance but a meeting with The Soldiers, Sailors, Airmen and Families Association was arranged for 1 prisoner and 2 requested to be put in touch with the Service Personnel & Veterans Agency and Combat Stress.

Life Sentenced Prisoners

There are 7 life sentence prisoners but none are held in the Isle of Man Prison. Lifers are held in UK prisons - 2 in a Category A, 4 in Category B, and 1 in Category D. 1 of these prisoners received their life sentence for the attempted wounding of a Prison Officer.

The Life Sentence system is explained in some detail to both the prisoner and family members. A grant is made available of £400 maximum a year to help families with travel and accommodation expenses if they visit. Those held in Category A prisons (High Security) are not allowed to return to the Island for visits as the Isle of Man Prison is Category B.

However, those held under other categories may return for accumulated visits. A 3 week stay period is allowed every 6 months and social visits are permitted every visits day.

A life sentenced prisoner must sign a Compact agreeing to the accommodation and travel conditions before they are allowed to come to the Island. The policy for this group is, disappointingly, still not signed off and in operation.

Young Offenders (YO's)

Males aged between 18 and 21 years are accommodated on a wing of their own (F Wing). Females who come into prison within this age group are located on D Wing, the designated women's wing, which is permitted under the Custody Act.

During this reporting period the number of male YO's ranged from 3 to 10 whereas there were no female YO's in custody.

The various behaviours of YO's often are influenced by peers, and Officers are competent in dealing with the issues and challenges which can arise.

Any YO's who are appointed to work in the Kitchen usually do so with the other male prisoners from A and B Wings. There has been a period during the year when the YO's have worked diligently in the Kitchen as a group with their own peers.

The carefully planned gym sessions are well attended and they give the YO's something to focus their energies on. Education Classes are enjoyed and usually full, especially the Cookery Class.

Remand

Remand prisoners are un-convicted - they have not been tried and are presumed to be innocent. They are accommodated on the same wings as appropriate for age and gender as those who are convicted and sentenced or convicted and un-sentenced. The Board is pleased to note that the number on remand has dropped, the highest being 20.83% in December 2013 and the lowest figure being 10.10% in October 2013. Even though time on remand has reduced, the Board continue to stress to the Minister of Home Affairs the need for the introduction of a Custody Limit and/or a Bail Act.

Prisoners held on remand can take advantage of various elements not available to other prisoners e.g. an individual may enjoy two social visits per week. They can also send and receive as many letters as they wish.

At the Governor's discretion and in consultation with the Primary Healthcare Team, remand prisoners may see their own GP or Dentist providing they meet the costs incurred of any appointments. A prison Dentist is available, however, this is only for emergency treatment which would include extraction, fillings and pain relief.

Officers are aware that this section of the prison population is to be treated accordingly; they will be offered assistance to preserve their outside accommodation and employment, prepare for trial and obtain help with any personal problems.

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

Vulnerable Prisoners (VP's)

The vulnerable prisoners are located on C Wing and there has been a very slight increase in numbers during the reporting period ranging from 17 – 24.

The wing houses sex offenders and prisoners who are unable to cope on the main adult wings for a variety of reasons. Just over a third on this wing makes up the former group. Sex Offender Therapy Programmes are delivered in the prison by the two prison based Probation Officers. The decision to place prisoners on C Wing is made during the reception process. The Board continues to have concerns in respect of the mixture of prisoners on the wing. We have evidenced that a very vulnerable prisoner can be intimidated by the more aggressive prisoners who, for a variety of reasons, have issues with those on the main wings. The result of this aggression and bullying results in the weaker prisoners withdrawing into their cells and they are unable to take advantage of association periods.

Aside from the general cleaning jobs which take place on the wing, there is little opportunity for work, either within Horticulture or the Kitchen. The Board views this as a disadvantage for prisoners. However, prisoners are now being encouraged to grow produce in the garden area of the wing and a small poly-tunnel has been erected to develop this positive initiative.

Prisoners have been generally concerned that their food is being contaminated. Board members have raised the matter directly with the Catering Manager who is confident that no contamination is occurring and nor have we found any evidence that this is the case. Prisoners have been asked to report any contaminated item of food to Officers on duty so that it can be returned to the Kitchen for analysis. Board members have monitored the loading of heated/cold trolleys in the kitchen and followed them through to delivery on the wing at the designated time. The Board have eaten food on C Wing at regular intervals throughout the report period.

Section 10: SECURITY, ORDER & CONTROL

Drug Testing

Drug testing in prison potentially falls into three categories: Mandatory Drug Tests (MDT), Target Testing ('Reasonable Suspicion') and Voluntary Testing.

The MDT system selects 10% of prisoners each month using a random number generator. Those selected have to provide a urine specimen which is sent away for analysis. A second sample is retained in case of a dispute following the return of the result. The target level for the prison is for a maximum failure rate of 10%. If there is a refusal another prisoner is picked, at random, until 10% of the population are tested.

The Target Testing is in addition to MDT testing prisoners for whom there is reasonable suspicion that they are using controlled drugs.

These two areas of testing were disrupted when stopped in July 2013. This was due to the discovery that the invasive procedure of demanding and taking urine samples was not covered within the legal rights of the prison. This problem was not resolved until February 2014, after which testing was reintroduced. Legislation for MDT allowed a short amendment to be made to the Custody Act so that Officers have the specific approval to take a urine sample for the purpose of drug testing. Records of failure prior to July 2013 were removed from the prisoner's records. It is pleasing to note that in the first 3 months of the reporting year, prior to its suspension, there was only 1MDT failure.

In February 2014, the first month after MDT was reintroduced, it was disappointing that there were 3 failures and 1 refusal to give a sample. This compared with a total of only 3 failures in the 9 months prior to MDT suspension. The drug in the 3 cases was Benzodiazepine. Historically, this had been discovered frequently in failed MDT, but in the previous 15 months of the last reporting period, it had only been discovered once. In March 2014, the last month of the reporting year, there were no failures but 2 prisoners did not provide samples and 1 test was terminated for medical reasons.

We find it difficult to understand why failure to provide a sample is not treated as a MDT failure and recorded as such in their record. It is not the role of the Board to promote more adjudications for disobedience of Custody Rules. However, in relation to controlled drugs, it is in the best interest of prisoners if there is a strong and consistent deterrent to their use. The failures and refusals to provide samples since the reintroduction of MDT, emphasises what may occur if the deterrent is removed. It is hoped that the number of failures will now reduce to previous levels as prisoners realise that the system has been reintroduced.

The Board supports the testing regime. Given the addiction problems that many prisoners had before entering prison, the testing system does provide an incentive for prisoners to try and control the habit. Also, testing negative in a MDT can have a positive impact on applications for Parole. Similar benefits could be derived from Voluntary Testing, along with the further incentive to stay off such substances, as the tests are carried out at regular

intervals. It is therefore disappointing that there is no Voluntary Testing Programme. The Board has previously requested that the system should be reintroduced, possibly on a limited trial basis. These included suggestions last year that it could be available just for prisoners in the period running up to release or that prisoners could be charged for the testing kits. As volunteering a urine sample is not an invasive procedure, the 6 month period, when no MDT or Target Testing was taking place, could have been used to trial the system. Unfortunately, this did not occur and, as a result, the Voluntary Testing Packs, which had been purchased to enable the system, reached their use by date in March 2014 and have to be destroyed.

The introduction of greater controls within the way medicines are dispensed has had a positive impact in reducing MDT failures. It has also been a factor in the number of adjudications for being in possession of unauthorised medicines having fallen by 60%. There is support for those with drug related problems through the prison Healthcare Service and through regular visits by a Drug and Alcohol Team (DAT) Clinician. This has had a positive impact, but in relation to the potential size of the problem in the prison, it can only scratch at the surface. Also of concern is that a person who is receiving support from the DAT Team when in the community, immediately loses that link if given a custodial sentence by the Courts. Additionally, the difficulties in staffing within the prison Healthcare service have reduced the scope for support. As the prison population contains the largest group of people with drug dependency, reassessment of these issues may be cost effective in the long term, by reducing the level of reoffending.

Governor's Adjudications

Adjudications are conducted by the Governor or Deputy Governors when a prisoner is alleged to have acted against the disciplinary code of the prison. They are carried out in relation to the Custody Rules. Prisoners have the right to request legal assistance for adjudication or can be supported by a friend or associate. It is very rare for either of these options to be used although prisoners are often allowed the option of consulting with a legal representative if their adjudication is adjourned for any reason. Prisoners can cross examine any witnesses, but in the majority of cases they plead guilty to the offence.

It is pleasing to relate that only 2 applications were made to the Board concerning either the result of adjudications or the way in which they were conducted. Similarly, the rate of appeal against the decisions is minimal. This reflects the way in which the adjudications are carried out. The evidence from observation by the Board is that they are conducted in a professional manner, strictly following the required procedures. Additionally, the consistency of the 'Award' (the punishment given when a prisoner is found guilty) has maintained the improvement noted last year. The use of award guidelines, in calculating the range of offences and consideration of previous offences has had an impact within this area.

During the course of the year there were 198 planned adjudications which is half the number recorded in the previous reporting period. The percentage of cases dismissed was

similar at 10.5%. However, nearly half of these adjudications were withdrawn due to the prisoner being medically unfit, and all but one of these related to one prisoner (for further detail on this situation see 'Segregation'). There was a fall in the number of cases in which the evidence presented was deemed insufficient, or the wrong charge had been made. This is beneficial in that prisoners do not have to face adjudication for an offence that cannot be proved, but the Board would like to see further training for staff within the area of report presentation as further improvement, we feel, is still required.

The No-Smoking Policy of the prison results in the largest numbers of offences. Although there was a reduction in the numbers of such offences, they did represent 32% of all adjudications, which is the largest proportion for 3 years. A number of the offences, such as using electric wiring to produce a spark to light a 'cigarette', are also a danger to both the perpetrator and others on the wing. It is also difficult to explain, given the numbers, why only 9 of these adjudications were for prisoners caught in the act of smoking. This inconsistency needs to be investigated. The Non-Smoking Policy does create danger for the prisoner, both for the reason above and because the materials that they smoke at times, in the absence of tobacco, could have serious effects on health. Although the Board has consistently questioned the No-Smoking Policy, we would wish that as it does exist, it should be policed firmly, for the safety of all. We would also reinforce the request, included in our last report, that consideration should be given to the use of Electronic Cigarettes as soon as the current UK evaluation into their use is completed.

February 2014 recorded the highest number of adjudications in the reporting year, with 30 adjudications. It was noted 70% of these were for young offenders, even though this wing held the lowest number of male prisoners. One of the prisoners from this wing was subject to 8 adjudications in this time. The figure for the following month for this group fell significantly and hopefully the spike in February was an isolated event. However, there is a need to monitor the situation and to consider any action necessary to mitigate the problem if it were to persist. The Female Wing, which had small numbers throughout the year, had only 5 adjudications in the year.

The proportion of adjudications for physical or verbal assaults and threats to staff remained constant, although the number of such events was halved. It does reflect the continuation of a generally calmer atmosphere that has been noted within the prison. During the year, 5 of the adjudications were referred to the Police due to the severity of the offences, which were mainly assaults on staff. This compares with 17 offences that were referred to Police or the Board in the previous reporting period. The Custody Rules still include the reference of cases to the Board in such situations. Due to the potential conflicts of interest within the Board's role that this creates, we are pleased to see that significant progress has been made to change the law to remove this obligation. Also, a policy of referral of such assaults to the Police, has meant that there has been only 2 such adjudications within the reporting year. We welcome the role of the Governor in understanding and assisting in removing this historical anomaly in the role of the Board.

The Board believes that the Adjudications System is administered fairly and efficiently. We also recognise that the significant fall in the number of breaches of the disciplinary code reflect the management of the prison and is of benefit to the prisoners.

Segregation

The Segregation Unit is planned to be used primarily for prisoners who have been adjudicated as being in serious breach of the disciplinary code of the prison. It is an isolation unit consisting of 9 cells, 3 of which are dry cells to house prisoners in special circumstances. The unit is within a discrete wing, E Wing. Additionally, within the Female Wing - D Wing, there is a special cell to isolate female prisoners. During the year, this cell was occupied on 4 occasions. Only 1 of these was for disciplinary reasons, the others being to support prisoners with temporary difficulties.

Normally, the unit houses only a small number of prisoners at any time and there have been significant periods when the wing has been empty. This is a positive factor which reflects the level of discipline within the prison. During the reporting year, there were 44 different prisoners in the unit which was a reduction in numbers from last year. However, the total number of days cells were occupied rose to 620 days. 3 prisoners were responsible for an aggregate of 384 days for reasons explained below. Even deducting this figure from the total this was a significant increase on figures for the previous 15 months. Nearly half the prisoners who were placed in the unit had multiple periods of time there, with 3 prisoners having been placed in the unit on 5 or more occasions. The mode is that a prisoner is in segregation for a period of 3 days or less, however on 13 occasions the number of days was in excess of 10.

The most common reason that prisoners are placed in the Segregation Unit is for breach of Good Order and Discipline (GOAD) and most of these offences are also awarded Cellular Confinement (CC) with bedding withdrawn during the day. Although on an increasing number of occasions the CC award states that they can keep bedding, the majority of prisoners do face withdrawal. The stated aim of this is to try to reduce the amount of time prisoners remain in their beds. However, as there are very few alternative activities that can be undertaken in Segregation, the Board feels that this appears to the prisoner as an unnecessary penalty given as an additional punishment. Additionally, in the winter months, the ventilation system is subject to cold air blowing into the cells and the temperature can become uncomfortable.

Prisoners can be placed in the Segregation Unit for reasons other than indiscipline. This occurred on 20 occasions within the year. This was for a variety of reasons which include medical observation, self-harming, for their own interest, or on their own request, and security issues on reception to the prison. It is pleasing to report that the number of such prisoners in the unit, for these reasons, and the total days they were in Segregation, was far lower than last year, after deducting from the data the time spent by 3 particular prisoners.

There was a significant problem in relation to these 3 prisoners who were located in the unit for considerable periods of time during the year. 1 of the prisoners, who had been charged with attempting wounding of an Officer whilst there, had been transferred back to the prison from a Manchester Prison for a Court Hearing. Unfortunately, the period stretched to 62 days before he was transferred back to Manchester. His behaviour proved to be exceptionally challenging and put great pressure on the staff.

The other 2 prisoners had mental health problems and both were eventually transferred to secure hospitals in England. However, the process took a substantial time period. 1 of the prisoners was in Segregation for 52 days in this reporting year, despite it being accepted that he needed specialist treatment. The prison did all it could to speed up the transfer, but formalities kept postponing it which added to the distress of the prisoner. The other prisoner created massive problems during the 270 days he was in the Segregation Unit in this year. His behaviour was extreme at times and he was subject to several adjudications for violence towards staff, or was referred to the Board or to Police. On most of these occasions he refused to attend or was deemed to be medically unfit. He was also involved in 'Dirty Protests' in both the prison and in the Custody Suite at the Isle of Man Courts of Justice. It took a great deal of time before he was referred for medical investigation to determine if he needed specialist treatment in the UK and eventually he was transferred to a Secure Unit in England.

The Board is concerned about the difficulties caused by and for prisoners with extreme mental illness who cannot be maintained on a normal accommodation wing. Placement in Segregation is not an acceptable alternative, but is the only one open to the prison management. There is acceptance that the small numbers and economies of scale make it unlikely that the Isle of Man could sustain a secure facility for prisoners with such severe mental health problems. Therefore the relevant government departments should ensure that the need is recognised quickly and actions taken to transfer the prisoner to a suitable secure hospital in the UK. The Board feel they must also work with the UK to remove difficulties created by differences in the custodial legislation jurisdictions. This is a significant problem which has disproportionate impact on the prisoner, the prison staff, and the community in general.

In the cases above, the members of staff operating the unit were put under enormous pressure and should be commended on the way in which they managed the situation. Their professionalism, in these circumstances, is also reflected in the way in which the unit is run. Not only are there very few complaints and Applications to the Board from prisoners, but they often praise the work of the staff and several have said how their mentoring has had a positive impact on their behaviour. The Board are pleased to acknowledge the work of the Officers on the wing.

Section 11: PROBATION & RESETTLEMENT

Strategy

The Criminal Justice Act has been amended, and the Criminal Justice Board (CJB) convened as a result has set strategic direction for 'Joined up Justice' during 2013, with 1 of its 4 core approaches being rehabilitation. Its role includes engaging in partnerships with other departments responsible for social policies: to prevent entry and re-entry into the Criminal Justice System (CJS), to monitor and review Key Performance Indicators (KPI's) and benchmarking, and to agree and define corporate targets for the CJS. It reports quarterly to the Department of Home Affairs, Council of Ministers and Social Policy Committee (SPC). The Board had previously been critical of the lack of a National Action Plan for reducing offending despite high reoffending rates on the Island, and welcomes the progress made in target setting. The CJB specifically does not preclude external inspections; although an HMIP inspection was held in 2011, the last Probation inspection was 2006.

Although the Board was pleased to see plans passed for a replacement Bail Hostel on the Cronk Grianagh site, the short term position remains difficult especially for females, young offenders and those with mental health issues. Only a few outside agencies, such as Motiv8, 'Housing Matters' and David Gray House, actively provide any practical support to prisoners after release. Relevant government departments, such as Social Services or the Job Centre, do not visit the prison. Nevertheless, the Prison Probation and Resettlement Teams do their best to improve outcomes for prisoners on their release. Whilst intentions to provide a seamless end-to-end service delivery were reiterated in November 2013 at the SPC, government focus seems to be on streamlining justice for cost savings, with limited funds for innovation. Future DHA capital projects include the long overdue Police Custody Suite replacement, now expected in March 2015, and a replacement for David Gray House estimated in 2016. Improvements in prisoner welfare from these projects are much anticipated by the Board.

Probation

Probation has consolidated after two years of staff changes. In its third year of external and prison-based probation being combined under the Prison Governor's control, communications regarding prisoners' release seem more effective. A more co-ordinated approach linking Sentence Planning to Resettlement Plans is being further refined. Probation, under prison management, has been in place since April 2011, with budgets fully integrated from April 2012. A merged IT system between internal and external Probation Services has suffered further delay. Despite the Minister's expressed desire to achieve this at SPC, the systems remain separate although each has visual access.

The prison-based probation staff are proactive in seeking intervention opportunities, although large numbers of Social Enquiry Reports (SER) still dominate the workload. External Probation attendance/teleconferencing within prison improves opportunities for prisoners to move more easily from internal to external services via weekly Resettlement Board meetings. Custody Planning mostly processes prisoners' resettlement issues in a

timelier manner, but the Board has evidenced some Pre-Release Plans being discussed less than 10 working days prior to release.

The Board will be mindful of upcoming privatisation of UK Probation for low and medium risk prisoners and possible communication difficulties that may result for prisoners transferred to commercial Probation operations in the UK.

Offender Management & Planning

The Custody Planning procedure to quantify prisoner needs to external agencies is now 3 years old. Informal arrangements have been fully replaced by a well maintained system. The Resettlement Team of Deputy Governor, Principal Officer, and Resettlement Officer continue to refine the 4 stage Custody Planning procedure commenced in February 2011. The ability, via regular reviews, to track interactions with convicted and remand prisoners, from reception through to a planned 6 month countdown to release, has been consolidated in 2013. Input of external agency information into the model, especially healthcare issues and accommodation needs are essential to build an overall picture to facilitate an individual plan. A copy of the updated plan is now consistently offered to every prisoner after each meeting. Attendance of a Personal Officer (or at least a Wing Officer) at Resettlement meetings is much improved. In the absence of the Personal Officer, a recent comprehensive prisoner computer record entry ensures the prisoner feels that an up to date assessment, from someone in regular contact, is being discussed. The Board has noted elsewhere that quality and frequency of computer entries can be highly variable.

Wide ranging sentence lengths, large variation in category of prisoner risk and mixture of remand and convicted prisoners further complicate an already complex picture. The number of longer sentence prisoners makes for more difficulty in setting mid-term goals, and some innovation in incentives or training would be helpful. Some informality is apparent. Giving the prisoner space to speak is difficult under time constraints. With an underpinning Custody Planning framework being built, it is hoped that in future it will be easier to assess the effectiveness of the Resettlement provision, and reframe strategies accordingly. The necessity of identifying specific needs of female, younger and older offenders and addiction support in Resettlement Plans is essential. Pre-meeting liaison is also important. However, it is difficult to envisage how multiple issues, from accommodation, education and training, mental and physical health, drugs and alcohol to finance and benefits, family issues, and attitudes, thinking and behaviour, can be successfully integrated into a 15 minute review.

All offenders participate in Custody Planning. Stage One, a Reception Questionnaire, is completed as part of first night screening, enabling the prisoner to raise any immediate concerns. This is followed by a Second Stage. Thereafter, Stage Three is a 6 month review which should take place for every prisoner and leads to Stage Four, a Pre Release Plan. These 4 stages are progressed through the medium of weekly Resettlement meetings, attended by members of the Resettlement Team, Education and Healthcare and internal and external Probation on an ad hoc basis. They discuss prisoner's progress, educational needs, and they anticipate external Probation needs. Whilst it is good to see agencies co-ordinating knowledge and agreeing strategy prior to the prisoner's appearance, prisoner involvement is

essential. Evidenced by multiple Board attendances in 2013, some prisoners attending are now participating more actively, especially when a Personal Officer also attends. Prisoners are disappointed that Voluntary Drug Testing (VDT) continues to be unavailable, with long term prisoners viewing VDT's as vital elements towards a successful Parole Application.

A copy of the Custody Plan, once updated, is offered to the prisoner, but the Personal Officer appears not to be the central delivery mechanism for any follow up. We believe that the prisoner felt more involved in the process in 2013 rather than being subject to a process. Refusals to attend the Resettlement meeting were negligible and, in our experience of attendance, prisoners felt free to contribute, although closed question styles did make for some monosyllabic responses and time constraints made time for reflection a difficult mechanism to incorporate into the procedure.

Numbers of remand prisoners have continued to fall (up to 34% prison population during 2011), but averaged around 13.6% 2013. However, those on long remands remain disadvantaged in access to interventions and education.

Intervention Programmes to Address Offending Behaviour

More interventions have been held in 2013/14, due to prison based Probation having time for a proactive approach and, in particular, the continued interest by a small number of Officers in individual interventions. Programmes include Drug Trafficking, Cannabis and Alcohol Usage, Victim Awareness and Anger Management. Prison Officers, who volunteer, assist Probation in the delivery of individual interventions and this is most welcome but numbers doing this have not increased in 2013.

'PrisonWorks' has received positive publicity and a well promoted 'Robin Corbett Award' over the Restorative Justice Programme. Prisoners seemed to find the programme content quite a personal challenge. It requires them to acknowledge the effects of their crimes on themselves, their family and friends, and, importantly, their victims. The success of the programme continues and over 30 Certificates have been awarded in 2013. Other training ideas have not yet come to fruition but not for the want of persistent efforts by the Resettlement Team to source options. Although appreciating that poor money management is not always a cause, in the light of regular imprisonment for fines, it is disappointing that advice on money management and on preparing job applications are yet to be delivered on a widespread or regular basis.

Seeking Parties to Provide Opportunities in the Workshop

Courses in Literacy and Numeracy have their place but the resounding request from prisoners who talk to the Board, is the need for practical skills training such as Painting, Decorating, Building and Joinery. These, sadly, continue to be unavailable for both practical and financial reasons. Prisoner opportunities to add to their skills remain limited.

Despite active attempts by the Resettlement Team, no progress has been made in expanding off wing work positions. Recycling facilities started in July 2012 continue for wing rubbish to be sorted for separate collection rather than added to current weekly chargeable

general waste collections. This has saved money, but significant amounts of wet food waste from in cell meal eating makes this job very challenging and deservedly better paid.

Public Relations & Prisoner Working Parties

The practicalities of operating low risk prisoner work parties safely, and maintaining visible supervision outside prison has proved insurmountable. This reality check throws the emphasis back upon the need for a flexible space within prison grounds where ad hoc work can be carried out. Publicity regarding the recycling and poly-tunnels and Restorative Justice Programmes is welcome, but, in truth, none are recent innovations. Much grown produce is wasted due to gluts and reluctance in the Kitchen to prepare it. Perhaps a prisoner role could be created to assemble and sell produce to Officers or a 'Seed for Produce' Exchange Programme could be enacted.

Conclusion

Overall, it remains difficult to monitor the quality and outcomes of Resettlement and Probation, but there are further positive changes apparent within this reporting period. The Custody Planning procedure continues to be refined. There appears to be a wider understanding by prisoners and their Personal Officers of what the Custody Planning procedure can do for them and what they can/should contribute to it. The role of Probation and Personal Officers, in contributing to the Custody Planning System, is vital but, in reality, this varies. Personal Officers are still often not making a significant contribution to a prisoner's Resettlement Needs Analysis. If done, this could relieve the Probation workload in certain areas. The Officer's exposure and understanding to integral parts of Probation paperwork, such as the Risk of Reoffending document, is limited. The Probation Team is working hard to increase the 1 to 1 interventions, as falling prison numbers make it harder to organise group programmes.

Weekly Resettlement Boards are held (training days excepted), and more prisoners seem to understand how to contribute. They are now consistently offered a copy of any agreed objectives and timescales but Personal Officers are not always involved in assisting the prisoner to achieve named goals in a timely manner. Healthcare's inability to attend leaves a significant gap in the overall prisoner assessment at meetings. Other departments, such as Physical Education, do now make written input to the Resettlement process.

Learning & Skills

The reporting period has presented various challenges to the Education Department which was given a reduced budget for the 2013-2014 academic year. The Education Manager is the only permanent member of staff. 2 tutors resigned during the reporting period and there was no Art Teacher for almost 12 months due to Work Permit problems. As at 31st March 2014, the Education Team comprised the Manager, 8 sessional Tutors and 7 Volunteers. 2 sessional tutors are due to start work shortly. Sessional tutors are limited to 300 hours per year.

All prisoners apart from fine defaulters are encouraged to take part in induction for Education when they arrive at the prison. They are given a colourful leaflet with details of the courses and qualifications available. Prisoners are assessed and then interviewed to complete an Individual Learning Plan (ILP). The specialist assessor who screened prisoners who might have dyslexia or other learning difficulties retired at the end of 2013 but it is hoped that a replacement will start soon.

Student records and work are stored so that those returning to prison can resume their studies if they want to. Those who decline to take part in Education are gently reminded about the opportunities at Resettlement and Review meetings. Provision of Education within the prison is governed by a policy and procedures document and all prisoners attending classes have to attend for at least 6 weeks and sign and abide by written classroom rules. The Board understands that there have been some problems with attendance and prisoners arriving late for classes; it is hoped that these can be addressed.

Statistics given to the Board by the Education Manager show that on average, a total of 53.8% of the prison population took part in education, a slight improvement on the figure reported last year (48.09%). The transient nature of the prison population does affect class numbers and turnover is high with prisoners leaving Education due to release, personal problems, job changes etc. The Board would still welcome any measures that can be introduced to ensure that classes are full and prisoners attend regularly to make the best use of precious resources.

The subjects prisoners are able to study have not changed. They include Mathematics, English, Information Technology (IT), Personal, Social and Health Education (PSHE), Cookery and Art/Crafts. Prisoners are encouraged to study for formal qualifications in the first 4 subjects and ability levels from Entry Level 1 to Level 2 are catered for. Mathematics and English can also be offered at AS' or A' Level. Budget restrictions make it difficult to broaden the range of subjects on offer but prisoners who have sufficient funds to pay for Correspondence Courses or who can obtain funding from organisations such as the Manx Court Mission are given support and encouragement. The success rate in formal examinations remains high and failure is rare.

Art, Crafts and Cookery continue to be very popular. Prisoners who attend these classes must also study Mathematics, English, IT or PSHE. The Board observed a number of classes during the reporting period and the enthusiasm of those taking part was evident. The entries for the national Koestler Awards remain of a high standard with two prisoners receiving Bronze Awards and one prisoner achieving a 'Commended' classification. 2 entries have been selected for the Koestler North West Exhibition which opens in May 2014. 2 of the Craft Classes work on charity projects and students also undertake individual projects such as gifts for family members; an important part of maintaining those vital links with loved ones. The Cookery Classes aim to teach practical skills and healthy eating. The produce grown in the horticulture area is used where possible and entries submitted to the Horticultural Shows during the summer months did very well.

The Level 2 NVQ in Catering is available for prisoners working in the Kitchen and 1 prisoner has completed his portfolio recently. All the prisoners who took the Level 2 Chartered Institute of Environmental Health (CIEH) Food Safety qualification passed.

The talks and activities provided during the four two week periods when the Education Department is closed were discontinued from Easter 2013 and have not resumed, although talks on various topics are arranged on an 'ad hoc' basis. The Education Manager is constantly seeking volunteers to run additional classes and has met with some success (e.g. guitar lessons and Spanish conversation) but much depends upon finding suitable volunteers and filling the classes to make them worthwhile.

The Education Manager works closely with 'PrisonWorks' and the volunteers use the education facilities for their activities. The visit of HRH Princess Anne and the recognition given to 'PrisonWorks' when they received the 'Robin Corbett Award for Prisoner Rehabilitation' have been a real boost to all those involved.

The prison continues to receive Vacancy Lists from the Careers Service but Careers Advisors do not visit the prison. The meetings by video link trialled in March 2013 have not continued and outside help with finding a job remains a problem area (see section on Work). There is 1 Recruitment Agency which is prepared to help prisoners but the government Careers Service does very little. The use of KUDOS skills matching software did not continue because this is no longer available on a CD-ROM.

The Education Manager liaises with the Isle of Man College to help prisoners to apply for suitable courses prior to their release and this has met with some success with 1 prisoner studying for a Level 3 BTEC qualification and another following a Bricklaying Course. Prisoners have the opportunity to take an Aptitude Test for Construction Apprenticeships and the success rate remains constant with about two thirds passing. Interviews for these courses are conducted at the prison. This should be encouraged because former prisoners who have completed BTEC and other vocational courses at the College successfully have done well and not returned to prison.

The Board acknowledges the difficult economic climate and the impact of budget reductions but wishes to continue to emphasise the importance of prisoners having the opportunity to obtain transferable vocational and life skills as well as basic Literacy/Numeracy to equip them for a more productive life after custody and reduce the likelihood of a return to offending behaviour.

Work

The 2013/14 reporting period has been one of little change but the team responsible for this area of the prison has continued to search for new opportunities for detainees and worked hard to maintain employment levels. The Work Allocation Board (WAB) circulates a list of vacancies and meets weekly to fill vacant posts. All activities are governed by a written policy and procedure.

All convicted prisoners are required to work and un-convicted prisoners may apply for jobs if they wish to. Prisoners over the age of 65 who choose not to work and those unable to work through ill health or disability are eligible for an allowance of £8.50 per week. Convicted prisoners who refuse to work or fail to carry out their duties in a satisfactory manner are liable to be placed on report. There is an unemployment allowance of £5.00 per week but this is not payable to those prisoners who have refused to work or carried out their duties unsatisfactorily. These allowances have not changed for some years but wages for the various jobs in the prison were last reviewed in March 2013.

The reporting period saw an average of 94.69% of convicted prisoners working with individual months ranging from a high of 100% in July 2013 to a low of 89% in April 2013. The fact that there is virtually full employment brings its own set of problems particularly when certain jobs require a particular level of security clearance, making them more difficult to fill. The Kitchen has certainly suffered because of this and it has also proved difficult to fill jobs in areas such as horticulture. The situation is under constant review and the Board hopes that it will be possible to find a satisfactory solution.

Board members have observed prisoners carrying out various activities including painting the wings, growing produce in the poly-tunnels, working in the prison grounds, Library, Education Department, gym, stores, kitchen and laundry, producing Morsbags, carrying out Wing Servery duties, and cleaning. The Re-cycling Project is well-established and continues to provide meaningful work as well as significant cost savings. A group of prisoners went out to paint the Church at Jurby and the detainees involved worked to a high standard. Jobs for female prisoners remain limited and, sadly, this is likely to continue.

The close-knit nature of the Island community can make it difficult for trusted prisoners to work for outside employers but one prisoner has been able to do this during the reporting period and another has just been taken on by a commercial company. Those responsible for work in the prison do try to develop any opportunities when they arise, but the Board is sorry to report that there is little support for their efforts both in the wider community and, more worryingly, from other government departments.

The meeting scheduled for April 2013 to discuss re-starting the Sawmill Project did not bear fruit and various approaches to other Government departments have met with a less than helpful response. It is most regrettable that other departments are not receptive to approaches from the Department of Home Affairs, especially when budgets are tight and Ministers are saying that they don't have the money to carry out certain important tasks.

The Chief Minister has indicated that we should all pull together in the current economic crisis and it is a shame that other government departments appear unwilling to take a more enlightened view. Providing meaningful work for prisoners and allowing them to re-integrate themselves into society by working outside the prison is an important part of the resettlement process. The Board acknowledges the considerable efforts made by the WAB during the reporting year and hopes that they will receive greater support from Ministers of other departments, the Trade Unions and the wider community in the future.

Parole

The Parole Committee independently assesses long term prisoners who are eligible and apply for parole and makes recommendations to the Minister for Home Affairs. Prisoners who are granted parole are released on licence and their progress during the period of their licence is closely monitored. Failure to comply with licence conditions can lead to a recall to prison.

The Committee meets at least once a quarter but meetings take place more frequently if the caseload requires this. The Committee Members look at a detailed dossier on each prisoner applying for parole and consider factors such as degree of risk to the public, likelihood of re-offending, progress during the sentence, accommodation and employment available on release, and family and other support networks. The Committee also considers cases when prisoners have failed to comply with the conditions of their licence and may have to be recalled to prison.

13 cases were considered by the Parole Committee during the reporting period. 3 interim meetings were held to supplement the quarterly meetings held in March, June, September and December.

The Board is very pleased to report that the measures put in place by the Minister in the last quarter of 2012 have led to a significant improvement in the system used to notify prisoners of the outcome of their application to the Parole Committee. All prisoners are notified within a couple of weeks of the Parole Committee meeting and the language used in the letter informing detainees of the outcome of their application is clearer and easier to understand. The Board hopes that this situation will continue because any deterioration in the service would have serious implications for the physical and psychological well-being of the prisoners, decrease the chance of successful resettlement, add to the workload of prison staff, and impact upon good order and discipline within the prison.

Release on Temporary Licence (ROTL)

Paragraph 16 of the Custody Rules allows the Governor to release a prisoner temporarily for any period or periods and subject to any conditions. There are certain exceptions to this rule but release on ROTL is used regularly and for a variety of reasons. The Deputy Governor and the team responsible for security carry out a risk assessment whenever temporary release is to be considered so that the Governor is in possession of all the relevant facts before making a decision and signing the Warrant. During the reporting period, prisoners were released on a temporary licence to attend appointments with the Probation Service, attend David Gray House, meet Alcohol/Drug Counsellors and visit Employment Agencies.

ROTL is also required for those prisoners who help to maintain the grounds surrounding the prison because they are supervised by a person who is not an Officer. Board members were pleased to observe various prisoners engaged in this activity during the reporting period.

ROTL was also granted to a prisoner working for an employer outside the prison and to prisoners attending courses at the Isle of Man College.

ROTL is used when prisoners attend funerals or make short local trips in preparation for their release.

Early Release on Compassionate Grounds

There is provision for a prisoner to be released early on compassionate grounds. This is an extremely rare occurrence but the facility was used in October 2013 for a prisoner serving a short sentence to enable him to see his mother before she died. This prisoner was treated with great sensitivity and kindness by prison staff and was very grateful for the help he received.

Final Preparation for Release & Discharge

The Resettlement Team is now well-established and continues to meet every Wednesday afternoon with input from Probation, Education, Healthcare and various agencies. The aim is to ensure that each prisoner has accommodation and is aware of the support systems available before they are released.

Discharge procedures have changed very little since the last Board report and, overall, the system runs very smoothly. Checklists are used to make sure nothing is missed. In addition, one of the Officers working in the reception area has produced a very useful guide for colleagues involved in discharge procedures which is user-friendly and includes 'screen shots' of tasks which require use of the prison database. Unfortunately, the policy on Reception & Discharge Procedures which was drafted during the 2012/2013 reporting period has yet to be approved. The Board understands that this is partly due to the fact that prison management wished to take into account any recommendations from the recent Inquest into the death in custody when producing a definite policy and procedure document for this area.

Attempts have been made to improve the response rate to the Exit Questionnaire. The Reception Officers dealing with discharges encourage detainees who are leaving to spend a few moments with them to complete the questionnaire together, and the Officers save the response on the prison database.

The Board is sorry to report that in July 2013 the facility for prisoners to open a bank account was withdrawn because the bank concerned considered that it was not possible for prisoners to comply fully with their 'Know Your Customer' requirements. The facility was finally re-instated in November 2013, following intervention by the Financial Supervision Commission and a lot of hard work by the prison staff responsible for this aspect of the resettlement procedure.

Valuable property is still stored securely in the administration area and is brought to reception immediately before the prisoner's release. If a prisoner is unexpectedly released at the weekend the Reception Officers try to contact the Duty Governor to access the valuable property. If this is not possible, they liaise with the prisoner to make arrangements for their valuables to be returned to them as soon as possible on the Monday following their release.

Overall, the discharge procedure runs smoothly and is handled sensitively, although Officers still report that it can be difficult to obtain a reliable discharge address in some cases.

Section 12: CUSTODY SUITES & HOLDING CELLS

Background & Context

Members of the Independent Monitoring Board act to safeguard the interests of detainees prior to any custodial sentence; in these circumstances the role is known as Independent Custody Visitors (ICV). The premises inspected are Isle of Man Constabulary Custody Suites at Police Headquarters, Lord Street, Douglas and Port Erin and, for the Isle of Man Courts of Justice Custody Suite, Douglas Courthouse.

The ICV visit unannounced and in pairs, throughout the year within a minimum visit frequency of monthly. All matters affecting the care and treatment of detainees are monitored, offering a level of protection both for those detained and for the staff entrusted with that responsibility.

The ICV write reports on each visit, which are circulated within the Board and the prison's Senior Management Team in relation to the Court cells and, to the Inspector in charge of the Custody Suite in relation to the Police holding cells.

There are regular reporting meetings between the ICV and, with respect to the Police cells, a Senior Officer appointed by the Police Authority, and with respect to the Douglas Courthouse cells, by ad hoc meetings between the ICV, 'Resource' management, and the prison's Senior Management Team.

[The contract to operate the Custody facility at the Courthouse changed from 'G4S' to 'Resource' 1st July 2013].

Custody Suites: ISLE OF MAN POLICE STATIONS

Statistics

For the period of this report there were 1635 arrests [details by month below] which represent 1172 individuals.

Detention periods varied: for 115 arrests detention exceeded 24 hours, of which 19 arrests exceeded 48 hours.

Apr'13	128	Aug	143	Dec	124
May	141	Sep	131	Jan'14	143
Jun	174	Oct	118	Feb	122
Jul	156	Nov	138	Mar	117

The Custody Suite at Police Headquarters was visited 17 times between 1 April 2013 and 31 March 2014. The average visit duration was 50 minutes (range 20 to 90 minutes). Visits were undertaken at a variety of times including evenings. A visit was undertaken to the Port Erin facility in March 2014.

Staffing was always appropriate: staff members were invariably co-operative despite their sometimes heavy workload.

Treatment of Detainees

In general detainees were very well treated and most commented positively on their treatment. During visits, unless specifically advised to the contrary, an Officer will introduce the ICV visitors and offer a chance to speak in private. Negative comments often pertained to matters outside the remit of ICV.

ICV observed that the provision of drinks, food, blankets, and reading materials were adequate to good; the variety of reading material improved during the period. Critical materials i.e. First Aid kits, anti-ligature knives, anti-suicide blankets etc, were in positions known to staff. Food stocks were satisfactory and meals were provided to detainees as required.

During the period it was noted that:

- There was improvement to ventilation and heating systems in the suite.
- Anti-ligature work had been carried on ventilation grills.
- Intoxiliser software was updated and training provided.
- A survey of 'user' comments was commenced in March 2014.
- A Department of Home Affairs political member accompanied ICV on one occasion.

Cleanliness

Considering the age and decorative state of the Custody Suite, the cleanliness level was good. A number of comments were made on defects, which were subsequently observed to have been repaired. On 2 occasions a high level of cleanliness was observed.

Space

The Office is small and occasionally very crowded. The improved conditions reported previously have been maintained. The conditions are accepted by Officers, and their conduct is unaffected by the overcrowding.

There are 10 cells; during the period improvements have been made to the Medical and Advocates' Rooms. Other cells are available at Lord Street, Port Erin and the Douglas Courthouse for use during times of high demand. Use of the overflow premises was recorded during the TT period and a weekend prior to Christmas.

The scheduled upgrade to facilities at Douglas Police Headquarters is anticipated to be implemented and operational in March 2015.

The difficulty in obtaining an Advocate, reported previously, has been rectified and the improvement has been maintained up to the end of this reporting period; also the availability of Forensic Medical Examiners is reported to have improved.

Working relationships between Police Headquarters staff and the ICV continue to be cordial and co-operative and the ICV are appreciative of the sustained level of understanding and responsiveness shown, even at times of high workload.

Long Term Detainees

In the last report, the following statement was made "*At the request of the present Custody Inspector, ICV members can now be called to visit long term detainees who are being kept in custody for over 24 hours.*" Since the detention periods of 115 individuals exceeded 24 hours in the report period, we consider a change in practice and policy be agreed, as soon as possible.

Serious Incident

Whilst it was noted in the last report that "*Paperwork and Procedures to improve healthcare monitoring were introduced*", prior to the period of this report a death in custody occurred (at the Isle of Man Prison) which has been the subject of a Coroner's Inquest. A number of recommendations have been made (applicable to Police and other authorities) and these are in the public domain. It will be the responsibility of ICV to monitor such recommendations, particularly the speedy implementation by the Police of the 'Green Passport' (PPP9). Full details are in the Coroner's recommendations.

Mental Health & Other Services

The Custody Suite is regularly a temporary home to many with mental issues; often detainees remain in custody for prolonged periods as the 'Crisis Management Team' is only available 9am to 5pm Monday to Friday.

Similarly, during the period, it was reported that a juvenile was 'refused' by Social Services as it would place 'undue strain' on their resources. However, since these issues were reported, the Board has had several meetings with Mental Health Managers and the situation has, hopefully, been resolved.

Custody Suite: ISLE OF MAN COURTS OF JUSTICE

Statistics

The Custody Suite at the Isle of Man Courts of Justice was visited 13 times between 1 April 2013 and 31 March 2014. Visits were unannounced and took place at differing hours. In the reporting period, many prisoners/detainees were spoken to by the ICV; occasionally detainees declined the opportunity to interact.

On one occasion, a Department of Home Affairs political member was in attendance. The main visit duration was 72 minutes (range 55 to 115 minutes).

The greatest number of detainees in the Suite at one time was 14; the facility is not suitable for such a large number of persons.

Staffing

The management of detainees in the Isle of Man Courts of Justice holding cells and the vehicular escort of detainees and prisoners was the responsibility of 'G4S' up to 30th June 2013; subsequently 'Resource' was appointed as the contractors.

Regular supervisory and 'trouble-shooting' visits by 'Resource' management from other non-Isle of Man operations were noted and the handover did not encounter many of the problems that the previous contractor had briefed ICV were likely to occur.

Following the change of contractor, ICV monthly reports indicated an initial uncertainty as to how members should be introduced to detainees. This situation has been remedied.

Treatment of Detainees

ICV observed that provision of tinned food, spare clothing, toiletries, blankets, and reading material was adequate on some occasions, good on most. Critical materials (First Aid kits, anti-ligature knives, anti-suicide blankets, cuffs etc) were in positions known to staff.

ICV reports indicate courtesy on the part of staff towards the ICV and the detainees. No detainees reported adverse treatment; the vast majority commented positively on the treatment received at the facility.

There is no provision for showering for detainees at the Court House.

Vehicles

Throughout the period, there has been monitoring of the vehicles used; previously concerns had been noted as to their suitability. The new contractor uses new vehicles that are appropriate and have secure storage for property, which was not always the case previously.

Some vehicles have facilities for disabled, and 'Resource' have tried and tested plans to enable ease of entry for the disabled to the suite.

They also have, as a part of their fleet of vehicles, an estate car whose windows are fitted with privacy glass. This vehicle is used to transport female detainees, and the ICV members are pleased that its passengers are no longer on view to the general public.

THE CUSTODY SUITE

Cleanliness

Reports have been generally satisfactory throughout the year. The cleaning store has been a regular point of concern, but, a significant improvement occurred (and was maintained) during the period when it became solely the concern of the Department of Infrastructure. On occasions, cleaning has not been possible as certain cells have been deemed crime scenes.

Space

The Office has to house the control desk, kitchen and staff accommodation for a mixed staff. It is rather too small to allow safe and effective work of the required number of Officers.

There are 6 cells, one Advocate's Room and an Interview Room. Number 6 is large and used as a multi-occupancy cell. Each cell has a lavatory. There is no separate lavatory provision, hence, with the multi occupancy cell, 1 other cell has to be kept for this function, reducing available capacity.

There are 4 basic categories of detainee arriving from the prison: adult male, female, young offender (usually male), and vulnerable prisoners. 17 year olds are also held, accompanied by an appropriate adult. Further, those arriving from the Police Cells are required to be housed apart from detainees arriving from the prison. These needs can often present problems.

Storage of detainee property had been a previous issue. A new storage facility was installed by the new contractor at the start of their contract.

It was noted that the new 'management' was able to improve the office working environment by making the air conditioning/ventilation system work effectively. Previously, there was neither the ability nor willingness to make improvements.

Matters Noted from Reports/Minutes

In the last period it was noted, 'There appears to be no action plan in the event of a power failure'; we can report there is an emergency generator which activates immediately when there is a power cut.

It was noted that the new contractor suffered some initial frustrations as some papers and the working diary had 'disappeared' from the Suite. A number of keys were labelled incorrectly which required extra work to resolve.

Defibrillator: it was noted that 'Resource' staff members are trained in its use. However, there is no equipment available except in the main body of the Court section.

Advocates Room: new chairs were acquired during the period. However, neither tables nor chairs are secured and this is now the subject of risk assessment, the result of which is awaited.

E-mails: there has been an improved system operational for a number of months with the Suite now linked to the Government network.

C & R Training: for all 'Resource' staff has now been completed.

Fire Panel: the Display Board in the Office has been non-operational for a long period. However, it is a 'repeater' screen, and the screen will be removed. Any incident will either be announced over the tannoy or by activation of the fire alarm.

Juveniles: this situation has been monitored throughout the period. 'Social Care' has not yet

produced a specification.

Serious Incidents

The Coroner's recommendations following a death in custody (see Police Holding Cells report section) have been made (applicable to Police and other premises). As stated previously it will be the responsibility of ICV to monitor such recommendations during future visits.

Section 13: WORK OF THE BOARD

Members

This reporting period sees us returning to the usual 12 month span and with the number of members remaining consistent. At the end of the period we were operating fairly efficiently with 10 members, albeit being 5 less than the optimum requirement. 1 member began a sabbatical year at the end of 2013.

Due to the impending retirement of some members, a recruitment drive began in March with a view to increasing numbers to the ideal 15. The Board is made up of a diverse group of people from various backgrounds, offering the individual skill sets which are required for the role. As part of the interview process, selected individuals are invited to take an orientation visit to the prison when the wings are in a state of lock down. This is followed at a later date by a more formal interview.

	2011	2012	2013
Number of Board members at the start of the reporting period	11	12	11
Number of Board members at the end of the reporting period	12	11	10
Number of new members joining within the reporting period	3	4	0
Number of members beginning a sabbatical period within the reporting period	-	-	1
Number of members leaving within reporting period	2	5	0

In addition to the Chairperson, a Vice-Chairperson, and Vice-Chair Designate have been nominated and elected. During the year, the Board also appointed a Board Development Officer from within the current membership. This Officer will provide training for members and liaise with the various training elements available within the prison which may be of benefit to the Board.

Visits

The Board are committed to giving of their time and knowledge during visits to the prison. This is done on an unpaid, volunteer basis. Members visit twice weekly, when numbers allow, on a rota basis and always in pairs. Healthcare, Kitchen and the Segregation Unit are

required to be visited every week. At the end of each visit a report is written and a copy given to the Governor and Duty Governor.

Written and Oral Applications from prisoners are collected or received, and considered during a visit and dealt with accordingly. In addition, any new receptions are visited by the next members on rota. Each member is encouraged to take an active interest in a specific area of prison life. There are also focused areas of monitoring and members report their findings at the monthly meetings. Members attend various internal meetings acting as observers, namely: Safer Custody, Issues, Security, Drug & Alcohol Strategy Group, Resettlement, WAB, Clinical Governance, Joint Custody Strategic Group, and 'Resource'. The latter group provide escorts for the transport of prisoners and operate the Court Custody Suite.

Throughout the reporting period, a total of approximately 859 hours has been spent by members on the prison premises during planned rota visits, observing internal meetings and attending significant incidents when required. This equates to 108 working days. Members have twice made late night visits during the reporting period.

The First Response Contact/Call Out Rota System, which was initiated during the last reporting period, has proved to work well for any significant incidents which have occurred. 2 members are on call each week. Of course, this necessitates the requirement for 24 hour a day provision, 365 days a year, with members giving their time freely. During the course of the reporting period, the Board members were advised of 20 significant or notifiable incidents. 2 of these required the presence of the Board. We are pleased to report staff have indicated that having a Call Out System is an easier procedure to follow when attempting to contact members at short notice. However, not all staff have followed the procedure and the number of incidents should probably have been much higher.

Applications to the Board

A varied range of Applications are received from prisoners which are dealt with by visiting members on each rota visit. These are categorised below showing comparisons to previous years. There is a significant decrease in the number of Applications, which we believe is because Personal Officers are taking a more active role and staff in general appear to be answering questions more efficiently. Another reason could be that the prison population has many long term prisoners within it who are aware of how the Board operates. This, in turn, has seen the average rota visit duration time decrease by an average of 35 minutes.

Subject	2011	2012/13	2013/14
Accommodation	0	2	1
Adjudications at Governor Grade	5	4	2
Allegations	-	1	1
Bedding	-	-	4
Compassionate Issues	-	-	2
Computer Records	-	1	-
C & R (Use of Control and Restraint)	-	3	-
Custody Rules	-	5	2
Diversity	-	-	-
DVD's	-	1	2
Education / Employment / Training	8	1	4
Electronic Cigarettes	-	1	1
Equality	-	1	-
Exercise	-	1	-
Fabric of Establishment	-	3	2
Facilities List / Canteen	11	2	7
Family Days Visits	19	3	-
Food / Kitchen	1	11	4
Gym Related	1	1	-
Health Related	23	26	15
Hobbies	-	7	2
I E P Scheme	8	1	2
Kettles (In cell)	-	6	2
Legal Issue	-	1	-

Subject	2011	2012/13	2013/14
MDT	N/A	1	-
Miscellaneous	18	9	11
PAT Testing (Portable Appliance Testing)	-	3	-
Police	-	1	1
Parole Matters	-	12	-
Personal Cleanliness Products (free supply offered by the prison)	-	1	-
Personal Safety	7	0	-
Personal Search	-	1	-
Prison Clothing	-	4	-
Prisoner Wages	-	1	-
Property (including police related)	5	13	9
Punishments	-	1	2
Reading Material	-	3	-
Regime	-	1	4
Religion	-	-	2
Resettlement	1	0	1
Samaritans Phone	-	2	-
Smoking/Nicotine Patches	1	2	1
Sentence Related	14	8	6
Staff / Prisoner Related	8	5	-
Telephone / Mail	5	3	-
Television	-	5	3
Transfers to Other Prisons	4	0	-
Transport by Resource (previously G4S)	2	1	-

Subject	2011	2012/13	2013/14
Visits	N/A	1	1
Total Number of Applications:	141	159	94

Monthly Meetings

During this reporting period, the Board held its 12 statutory monthly meetings. On each occasion, either the Governor or her Deputy join us for a part of the meeting and give a detailed report of the previous month's activity along with various statistics which have been collated with regard to the status of the prison.

The average attendance at Board meetings within the period was 81% of the total membership. Two meetings with the Minister of Home Affairs and/or his representative were held, and there were opportunities for the Chairperson and Vice-Chairperson to meet informally as and when necessary.

The Independent Custody Visitor Scheme meetings take place 3 times a year at the prison. We are joined by the Police Inspector in charge of the Custody Suite at Police Headquarters. The latter meetings are held before normal Board meetings in order to reduce expenses for the Department. However, the meetings are usually a 4 to 5 hour marathon for members and Clerk alike.

Subject	2011	2012/13	2013/14
Total number of Board meetings during reporting period	12	15	12
Total number of attendees at Board meetings	110	146	106
Total number of Board meetings with Minister and/or his representative	6	3	2
Total number of Board meetings with Police Custody Inspector (ICV responsibilities)	4	5	4
Total number of attendances at Ministerial meetings	19	31	21
Chair/Vice-Chair meetings with Minister DHA	2	4	2
Number of visits to prison (excluding meetings)	242	193	177
Total number of IMB Adjudications	2	6	2
Total number of attendances at other prison meetings	47	44	38
Total number of Prisoner Applications dealt with	141	159	94
Total number of Significant incidents – attended	9	7	2

Subject	2011	2012/13	2013/14
Total number of Significant Incidents – notification only	N/A	21	18
Total number of training days attended	0	2	5
Average time spent on a rota visit (in hours)	4.2	4.2	3.45

Training

The appointment of a Board Development Officer has highlighted areas where further training is required on a range of subjects relating to prison life. Some training has periodically been given at the start of the monthly meetings e.g. Significant Incidents and the Role of The Board. In addition, there have been 2 short talks delivered by personnel from other sectors including Mental Health and Probation.

The Board attended a 2 day more formal training session in October 2013. This provided a vital insight to the newer members as well as being a refresher course for the experienced members. The course was run by recognised IMB National Trainers who had travelled to the Island specifically. The content of the modules was fine-tuned to reflect the unique establishment in which we operate. In addition, we had the benefit of a day's training by the Police National Trainer in our role as Independent Custody Visitors (ICV).

Additional Responsibilities

Further to our role as the IMB, we are assigned as ICV which involves monitoring and observing the operation and function of all the Custody Cells (Police and Court cells) on the Island. Visits to all establishments are carried out on a rota system with members visiting in pairs, monthly, on an unannounced basis. Reports are written after each visit. Any issues at Police Headquarters are discussed with the serving Custody Inspector who meets with us every 3 months. Issues from Court Cells visits are raised with the Prison Governor and the Department of Home Affairs. Visits to both establishments as ICV tend to be shorter in duration than prison visits, but members still gave approximately 53 hours of their time during the reporting year.

On 1st July 2013, 'Resource' took over the running of the operations at the Isle of Man Court's Custody Suite. The transition to the new company ran smoothly and we have found the staff to be professional and conscientious in their approach. They are also responsible for the transfer of prisoners to and from the prison and from the Police Custody Suite. New vehicles have been purchased which have high specifications making for more comfortable, secure travel for both prisoners and the escort employees.

Visitors

HRH Princess Anne visited during January this year at her own request whilst on an official visit to the Island. Members of the Board, Governors, Officers, and other prison personnel along with a small group of prisoners, were presented to her highlighting her interest in the Restorative Justice Programme and Education.

Other visits facilitated:

Jersey Senator, Ian Le Marquand.

The British Virgin Islands Governor Designate, John Duncan.

The Victims' Commissioner, Baroness Newlove.

They also met the Chairperson of the Board.

Mr Michael Coleman, MLC, was given responsibility for the Prison & Probation Service for the Department of Home Affairs during the reporting period. He visited the prison for a familiarisation tour and also attended the Board's Monthly Meeting on the 10th June 2013 representing the Minister.

The Judging Panel for the 'Robin Corbett Award for Prisoner Rehabilitation' visited the prison in January and we are delighted to say that 'PrisonWorks' won the award for their work at the Isle of Man Prison which was subsequently presented at the House of Lords.

Adjudications

Although the number of IMB Adjudications has dropped significantly we cannot stress enough the importance and urgency to appoint an Independent Adjudicator to carry out this role. The Board have been pressing the Department of Home Affairs for changes to the Custody Rules since 2002. We understand that our English IMB counterparts were relieved of this disciplinary role as long ago as 1991. The most recent HMIP Report of 2011 stated that:

"I agree with the Board that this important and independent scrutiny role is compromised by its involvement in awarding punishments and segregating prisoners"

The Custody Rules are under review and implementation should take place by October 2014. In the meantime the Board are duty bound to conduct adjudications in accordance with the following Custody Rules: Rule 46 (6) (a) and (b), in particular 46 (6) (b), assaulting an Officer. We stress that they are in direct conflict with the independence of our role.

During the reporting period, the Board carried out 2 adjudications, 4 less than in the previous year. The Board are pleased to note that the Appeals process for adjudication at Governor level has seen the Board precluded from any active role.

General

Aside from rota visits and attending the various internal meetings as observers, the Board has also attended the highly successful Family Days and have had a presence at the annual Volunteers Day. The Samaritans invited the Board to attend their Annual General Meeting and 2 members did so. Restorative Justice Programmes were run during the course of the year and the Board were represented at the Awards Day when successful participants were presented with Certificates by the Island's Lieutenant Governor. On the same day, some

members were fortunate enough to witness the presentations of Long Service and Good Conduct Awards to various members of staff.

From the hours spent within the prison, the Board believes that the Isle of Man Prison is a successful establishment as it has both a good environment and positive staff/prisoner relationships. There are, of course, issues which need to be addressed, but the foundations for this are in place. We have evidenced prisoners being treated humanely and decently with many of the staff putting in extra time to help distressed individuals. We have also witnessed many of the brave and unselfish acts of Officers who would, no doubt, tell us that they were only doing their job. We greatly value the support and courtesy of these Officers and, particularly the support, patience and understanding of the Governor, her Deputies and the Senior Management Team. We thank our Clerk for her continued infinite commitment and dedication to the Board and without whom we would be most deficient. Her organisational skills are remarkable and appreciated by all.

The reporting period has, again, been a busy one and it should be remembered that it is made up of lay people who are unpaid volunteers sharing a passion for prisons! I am grateful and appreciate the way they have risen to the challenges and would like to thank them for the time, effort and commitment they bring to a voluntary role and for their support to me in the role of Chairperson. They come from a wide and varied background and as such contribute a great range of skills, knowledge and experience to the Board.

The role of the Board will continue to monitor whether prisoners held in custody are treated fairly, justly and decently, and the range and adequacy of the programmes offered prepare them for release back into the community.

For and on behalf of the Independent Monitoring Board

Mrs AILEEN GELLING

Chairperson

9th June 2014