

IMB ANNUAL REPORT 1 April 2013 – 31 March 2014

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.

Governor's Response: The security arrangements have been amended in order that prisoner security levels are kept under regular and frequent review.

- 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.

Governor's Response: It is difficult to produce a regime for a minority population (female prisoners), which has over the reporting period been as low as one person.

We must also be aware that prisoners on the vulnerable wing have asked to be kept separately from the general population and so could not share work.

- 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.

Governor's Response: All prisoners have a Personal Officer whose responsibility it is to have at least one detailed interaction per week.

Any concerns they may have about deterioration in physical and mental health can be referred to the Healthcare Team.

A range of educational activities and PE activities including some that are less strenuous is available to all including the elderly.

- To ensure that prisoners attend education classes on time and that every effort is made to fill classes and make the most of resources.

Governor's Response: Staff have been reminded about the importance of getting prisoners to activity on time. There are sometimes challenges when the medication dispensing process over-runs the allotted time as this delays everything.

- 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.

Governor's Response: I disagree. Refusal to provide a sample for mandatory drug testing is just that and not a failed MDT test.

There is a specific disciplinary charge for a prisoner refusing to give a sample.

- Reintroduce Voluntary Drug Testing at the earliest possible time that funding and resources allow.

Governor's Response: there are currently no resources to support this scheme.

- Continue to review the No Smoking Policy in relation to changing events, especially with regard to electronic cigarettes.

Governor's Response: The Smoking Policy in respect of e-cigarettes has been reviewed and there will be no further review until revised guidelines are issued pursuant to e-cigarettes becoming more regulated.

- 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.

Governor's Response: I note your comments and continue to remind staff about the need for consistency.

- Continue with the training of Prison Officers on the writing of reports and adjudications.

Governor's Response: Training in this area will be included in the scheduled Training Days.

- 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.

Governor's Response: I agree that segregation is not the preferred location for prisoners with mental health issues, but there is no in-patient facility at the prison.

Where Mental Health Services determine that in-patient treatment is indicated we work hard with them to achieve that.

- 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.

Governor's Response: This will be achieved with the planned introduction of an Induction Unit, scheduled for Autumn 2014.

- 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.

Governor's Response: This will be achieved with the planned introduction of an Induction Unit, scheduled for Autumn 2014.

- 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.

Governor's Response: With the introduction of the Induction Wing there will be a greater emphasis on the role and function of the Personal Officer.

- 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.

Governor's Response: There are systems that provide for this at shift change over.

- 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.

Governor's Response: This is one of the topics that is under consideration for inclusion in the Staff Training Days. A policy and procedure document is available for all staff to access on the IT system.

- 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.

Governor's Response: There have been very few claims in regard to allegations of missing or lost property.

Two Officers check and search the property on reception and the prisoner signs the property card documentation as correct. To introduce a further system of photographing all personal property would create additional work and elongate the reception process without justification.

Photographing items of valuable property has been introduced.

- 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'.

Governor's Response: This has been a huge piece of work to be undertaken alongside usual and additional job roles and responsibilities.

It is fair to say that there has been some slippage in this programme, but a number of those listed above and others have been published since the period covered in this report and the work continues.

- 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.

Governor's Response: This is a piece of work that will be taken forward this year. A supporting policy and procedure document has been produced.

- 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.

Governor's Response: I have asked the Manager with responsibility for Visits to review the procedures in the Visits Centre, and information and reading material made available.

- Review and update more frequently items on the Facilities List.

Governor's Response: We have agreed that we will review and update the Facilities List on an annual basis. We have no plans to increase the frequency of review.

- 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.

Governor's Response: This is under active consideration but before implementation of such an idea we need to be sure that some prisoners would not miss out on telephone usage through those on Enhanced status with higher credit time monopolising the equipment.

- Prisoners of pensionable age, who are all usually on Enhanced Level should not have to pay a weekly rent for their TV's.

Governor's Response: I do not agree with this recommendation. Prisoners of pensionable age are not denied access to work and activity in the prison and if they do, they receive a wage. If they decide not to work they receive 'pensionable pay'.

TV rental is 20p per day.

- 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.

Governor's Response: Behaviour compacts where improvement in behaviour is expected are held in the wing and are accessible to all.

- 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.

Governor's Response: Enhanced arrangements have been put in place so that information regarding a prisoner's treatment plan can be shared between the Primary Care Team at the prison and health care providers outside the prison. This is undertaken by way of a 'Healthcare Passport' that documents prescribing, treatment and assessment.

- 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.

Governor's Response: There is no specific time allocated to this task nor resources available to undertake it. However, through the sensible use of staff available on the day we are able to have Personal Officer input and this is increasing through careful preparation.

- 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.

Governor's Response: Thank you for raising this and we will give it further consideration.

The introduction of a Prisoner Council could provide a useful vehicle for broader communication but it will not be able to manage individual complaints.

- 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.

Governor's Response: I take on board your suggestion and will ask the Residential Manager to review this suggestion with the Catering Manager.

- 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.

Governor's Response: I have made the Residential Manager aware of shortcomings in this area and he is paying close attention to it to ensure standards are maintained.

ALISON GOMME

Prison Governor & Head of Probation

1 August 2014