



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

**INDEPENDENT
MONITORING BOARD
REPORT**

1st April 2014 – 31st March 2015

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.

ANNUAL REPORT – CONTENTS PAGE

Section 1:	STATUTORY ROLE	2
Section 2:	DESCRIPTION OF THE PRISON	3
Section 3:	EXECUTIVE SUMMARY – ISSUES FOR THE MINISTER & GOVERNOR:	4
	THE MINISTER	6
	THE GOVERNOR	7
Section 4:	PRISON ENVIRONMENT	10
Section 5:	HEALTH	11
Section 6:	WELFARE & SAFETY	15
Section 7:	OFFENDER MANAGEMENT	21
Section 8:	SECURITY, ORDER & CONTROL	27
Section 9:	REGIME	35
Section 10:	BACKGROUND INFORMATION:	40
	1- PRISON ENVIRONMENT	40
	2- HEALTH	41
	3- WELFARE & SAFETY	44
	4- OFFENDER MANAGEMENT	49
	5- SECURITY, ORDER & CONTROL	55
	6- REGIME	59
Section 11:	CUSTODY SUITES & HOLDING CELLS:	65
	COURT CELLS	65
	POLICE CELLS	68
Section 12:	WORK OF THE BOARD	70

Section 1: STATUTORY ROLE OF THE BOARD

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

The Board is specifically charged to:

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

To enable the Board to carry out these duties effectively its members have right of access to every 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 Act 2008 2(1) (a) (b), (2) (a) (b) directs the Independent Monitoring Board to:

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

Section 2: DESCRIPTION OF THE PRISON

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

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

- A & B Wings house adult and young male prisoners; 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 reception and pre-release prisoners.

A, B, C, D & 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 and Adjudication Room. This area does not form part of the certified normal accommodation.

Healthcare can be found adjacent to E Wing. The unit contains offices, treatment rooms, a drug store, dental surgery, consulting room and other facilities including toilet and shower areas. There is no in-patient facility or 24 hour health cover. The unit is managed by Primary Healthcare, through the Department of Health and 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, Training Workshops, sports pitches, and a horticultural area.

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

The Isle of Man Prison has to fulfil the functions of a complete custody system which includes men, women and young adults, who are on remand, awaiting trial, convicted, and awaiting sentence. There are those who are serving sentences of a few weeks to over 10 years. The facility has been operational since 2008, and although there may well be shortcomings, its greatest strength is its very good staff–prisoner relationships. Officers, during their careers, will be exposed to endless trauma, sadness, human disaster, and personal disappointments. The relations between ‘our’ staff and ‘our’ prisoners are healthy and remarkably respectful. A good environment and good relationships significantly mitigate potential harm.

The use of imprisonment must always be the very last resort and should not be a preferred option. The idea of prison is to make people better and not worse. The majority of prisoners will be in a better physical and psychological shape when they leave prison than they were before. However, they are quite likely to be stigmatised and ill-regarded by the rest of society when released. Not many will be happy with their situation. It may be that only a few accept their need to change; but it is unlikely that many can convincingly argue that they do not need to do so.

In the Board’s opinion there is always potential for change. It is satisfying to the Board and staff when this is witnessed. Every day in prison must be made to count, as the window of opportunity for change in most prisoners’ lives is short. A prison should be preparing prisoners for release from the first day of custody to the last.

Most of the means to effective resettlement do not lie behind bars. They involve work and co-operation across government departments and local authorities in putting in place housing, employment, health and care and, very importantly, support from family and friends. All are pivotal to successful rehabilitation. Responsibility needs to be placed on prisoners to make positive use of their sentence. They also need to be enabled to take responsibility for their own resettlement if they are to address the challenges they will face on release and reduce their risk of reoffending. The prison’s Resettlement Team works hard with the limited resources they have. However, the whole of government needs to acknowledge the problems which are not being fully addressed, notably by having targets which are too easily achievable.

There has been a recognised need for the Government to respond to the challenging demands made upon it by mental health problems which affect more than a quarter of the Island’s population and over 60% of the prison population. The Board continually express concerns to the Minister with regard to the increasing numbers of prisoners being received into custody with these issues. There is no in-patient facility in the prison and training for officers has been minimal and needs to be progressed. Officers increasingly face disturbed

mentally disordered prisoners who tend to have to be managed in the Segregation Unit. For purposes of compulsory care, the prison is not recognised as a “hospital” under the Manx Mental Health Act 1998 and as a result, section powers, including compulsory treatment, cannot be applied.

In past annual reports, the Board have stressed the urgent need for a secure facility and we again request that with the proposed new adult acute mental health facility on the horizon urgent consideration be given to the inclusion of a facility of sufficient security to care for all acutely mentally ill prisoners.

Emerging evidence suggests that New Psychoactive Substances (NPS) are being used in the prison. These are a range of drugs which are designed to mimic cannabis, cocaine, ecstasy and LSD and which are taken for intoxicant use. There have been recent cases of prisoners needing emergency treatment as a result of NPS use. The wide range of NPS, their relative cheapness and their high potency makes them attractive to prisoners. Most NPS currently evade urine testing. Prison Healthcare staff and officers need to be trained and supported in recognising and managing the effects of a NPS, whether on their own or when combined with other drugs or prescribed medication.

Perhaps, awareness and training sessions should be delivered to prisoners including safer use, NPS interaction with prescribed medication, and other illicit drugs and what they should do in emergencies. The present legislation is neither adequate nor robust and is dependent on what is happening in the UK. A full review of the Island’s Drug & Alcohol Strategy is urgently needed.

Since 2002, the Board have requested that the department amend the present Custody Rules. As they currently stand they put the Board in a difficult and unacceptable position by requiring them, under Rule 46 (6), to carry out adjudications on prisoners who are charged with an assault on an officer and prisoners who have escaped. The Board have an important and independent role of scrutiny, which is compromised if they are involved in awarding punishments and segregating prisoners. At long last, there is news of a Custody (Amendment) Bill 2015, and hopefully this will be in law before the September 2016 House of Keys Elections.

At the end of this reporting year, the Board were delighted to see the formation of a long awaited Prisoners’ Council which is comprised of prisoners who are elected by their peer group. The Council meet each month and is chaired by a member of the Senior Management Team. It provides a constructive way to vent frustrations and it promotes social rather than anti-social behaviour. It should lead to awareness of belonging to a community even if it is only a prison community.

The end of the reporting year also saw other changes with the retirement of the Prison Governor, Alison Gomme. She started at Victoria Road prison in the early summer of 2008 and supervised the transfer to Jurby later that summer – itself a unique event. Throughout her period as governor she developed the new prison and focused on the needs of a vulnerable and challenging prison population. She made continued efforts to involve the wider community. Later, she took charge of the Island’s Probation Service and led work to

focus on offending behaviour issues; developing the work of managing offenders both in and out of custody. She will be remembered as a governor who was caring and compassionate with a vision for the future.

We welcome the new governor, Bob McColm, who has come to the Island with a wealth of experience in a wide range of prison establishments. His experience is self-evident on a daily basis and it is plain to see he has an intrinsic understanding of the value of a good, honest working relationship between the Board and the governor/staff of the prison. We look forward to monitoring the developments and initiatives he will be introducing in the future.

Issues for the Minister

- Once again we urge the Minister to continue to promote the need for greater understanding of the importance of dealing with mental illness in prison. It should be accepted that a standard prison is not the correct place for a prisoner who has severe mental illness. It is not beneficial for the individual, other prisoners, prison staff and the Island community in general. Policy should reflect the need for specialist accommodation on the Island and/or using the facilities available in the United Kingdom.
- Encourage the Department of Health & Social Care to provide more staff and facilities to work with prisoners who have drug addiction problems. We note your response from last year, however, we evidence little improvement in spite of some input from Motiv8.
- To press forward with all haste with the Custody (Amendment) Bill 2015 and so remove the role of the Board in relation to Adjudications. To inform other members of Tynwald and to support the change through the legislation process.
- The furniture in the advocate's room and secondary office in the Custody Suite at the Isle of Man Courts of Justice gives rise for concern as they are not secure. This matter has been raised with you at our meetings over a period of time and the issue has not been addressed.
- The Department of Infrastructure incorrectly state that CCTV was fitted in the Custody Suite at the Isle of Man Courts of Justice (outside Court 3 and in the Van Dock Area) **after** the build and so is not their responsibility. The Department of Home Affairs should resolve this situation in all haste before an incident occurs as there will be no recorded evidence to support staff or victims.
- The Department of Health and Social Care (Contracts & Business), have yet to put the long awaited policy in place for the handling of juveniles. A part of this policy would include whether handcuffs should or should not be used.
- Progress on the Criminal Justice strategy, including publishing annual reviews of targets, is welcomed. However, the Board would further welcome a toughening on

the reduction of the number of prisoners leaving prison without a firm plan for further education, employment, or training. The department needs to support a 'through the gate' resettlement service in order to give most prisoners continuity. Prisoners need to be prepared for release.

- Concerns regarding limited accommodation options on release for young female and vulnerable prisoners remain. The Board looks forward to an update on firm plans for a replacement hostel facility.
- Prisoners remain mostly appreciative of their treatment throughout the probation, resettlement, and work process, although strain upon all these areas from loss of key staff and weak succession planning has impacted upon the quality and quantity of interactions with prisoners.
- As a comparatively new build, the prison tries to deliver lower running costs through the efforts of the 'Green Committee'. However, many of the systems and equipment are beginning to feel their age and fail, leading to high maintenance/replacement costs. This needs to be an important consideration when the department is considering future budget plans.
- One of the Board's major concerns is regarding the prisoners' use of New Psychoactive Substances (Legal Highs) e.g. "Spice" or "Black Mamba" with potentially serious physical and mental health consequences. These substances are readily available in the community. They are not only extremely difficult to detect but they evade current drug testing capabilities and so cause difficulties for staff in managing and treating the side effects which, on occasions, necessitate hospital treatment. As a matter of urgency the Board would urge the Minister to take forward the appropriate legislation in order to deal with this developing problem.

Issues for the Governor

- Review whether the requirement that prisoners who are awarded cellular confinement should also have their bedding withdrawn during the day. Consideration needs to be given as to whether this is a necessary punishment and a deterrent.
- The way in which the data on "E Wing population" and all "Adjudications" are compiled and presented would benefit from a review to ensure that the data is accurate and consistent.
- Review the punishments available for drug offences within the prison. With the forthcoming amendments to the Custody Act and appointment of an Independent Adjudicator; awards of extra days require serious consideration.
- To keep under review the possibility of reintroducing Voluntary Drug Testing.

- Continue the training offered to officers in gathering evidence and producing reports for adjudications.
- Given that the ban on smoking will not be modified, ensure that officers are fastidious in applying prison Rules equally to all prisoners, the objective being to increase the deterrent value of the present policy and reduce the use of harmful substances and practices when smoking. This would involve officers taking a more proactive role in circulating on the accommodation wings and less time sitting at the diaz.
- Urgent consideration should be given, and time made available, for the holding of table top exercises in relation to the variety of serious incidents which may take place in and around the prison.
- Record and monitor the number of offences by each individual prisoner. Consider whether there is a need to seek further powers for governor adjudications, especially in regard to offences which put a physical or mental risk on officers and other prisoners.
- To consider upgrading the glass sterilisers on the wings to dishwashers or the removal of the same and the introduction of manual cleaning of prisoners' personal eating utensils.
- To consider methods of improving maintenance and repair of washing machines both on and off the wings.
- Consideration may be given to the ways of stopping the pooling of water in showers.
- A variation of visiting times by the Duty Governor to the kitchen may enable a wider sample of food tasting to be achieved.
- The wearing of correct servery clothing and appropriate general personal hygiene practices at serveries needs to be consistently monitored and enforced by officers. This also includes prisoners changing out of their servery clothing when not performing servery activities. We raised this issue in our last report and continue to do so after visits to the prison. We were assured that the Residential Manager was to be made aware of the shortcomings, but we have evidenced that standards fall well below what should be expected.
- To consider if the lip at the entrance to the cell for the disabled can be removed or mitigated. The Board has evidenced that the lip has made it difficult to negotiate a wheelchair without assistance.
- To follow up on the possible resolution of non-available and/or intermittent availability of TV channels.

- The management of the Operational Support Group (OSG's) is an area that the Board feels has been somewhat neglected. The Visitors' Centre is rarely, if ever, visited by Senior Officers or members of the Senior Management Team, and there are a lack of clear policies for the OSG's to follow. When a new policy is written there is little consultation with the Group who could offer valuable experience of administrating various systems.

OSG's often feel they are viewed as being of lesser importance than others, when in fact they are a vital cog in the smooth running of prison systems. We expected a review of the procedures by the manager following last year's report but this has not been evidenced.

- Long term issues of understaffing in the Physical Education (P.E.) Department are of concern to the Board. While the good will of the P.E. staff has enabled the department to continue to operate relatively effectively, the officers cannot be expected to work so many hours indefinitely. Should any other sickness/injury befall a P.E. officer the consequences for P.E. provision would be severe, which would be extremely detrimental to the physical and mental wellbeing of prisoners.
- The Board recognises the increase in early and regular structured involvement with prisoners by Personal Officers that has been brought about by the Induction & Discharge Wing processes. It hopes for further progress in formalisation of the role, and more emphasis to be placed on this pivotal responsibility. Probation and Resettlement Teams both need underlying support from every officer to ensure prisoners feel they have staged goals and objectives, especially those prisoners with longer sentences.
- Any possible restrictions on a prisoner due to their security status should be clarified early to avoid dispiriting refusals to the Work Board or Isle of Man College applications.
- Officers carrying out assessment interviews, particularly on reception prisoners, would benefit from initial mental health training in risk assessment and risk management, which should be regularly reviewed.
- Prisoners would benefit from routine sight and hearing testing. At present this is done only when a problem is identified.
- In preparation for the appointment of an Independent Adjudicator (Custody (Amendment) Bill 2015), consideration needs to be urgently given to sound proofing the Adjudication Room on E Wing.
- Consider greater use of Release on Temporary Licence (ROTL) to enable prisoners to work outside and progress towards rehabilitation.

Section 4: PRISON ENVIRONMENT

Physical Welfare

A central laundry room is used to wash bed linen which is changed weekly. Each wing has its own washing machine, enabling prisoners to wash their own personal clothing. It has been noted by the Board that the washing machines on some wings have been out of service from time to time whilst waiting for repair or spare parts.

There are commercial dish/glass washers on A, B, C, D, and F Wings which allow prisoners to wash their own eating utensils. These have had many breakdowns and the machines on certain wings have been out of service for several months. Lack of funding interferes with repair and/or replacement. E Wing/Healthcare kitchenette has a thermal disinfectant which has a sterilization function.

There is a rolling programme in place to replace all mattresses so that they are up to current fire standards.

There are showers on each wing that are capable of accommodating both able-bodied prisoners and those with physical disabilities. Showers are kept clean and have a good supply of hot water. Personal officers encourage all prisoners to maintain a good standard of personal hygiene. It has been evidenced by the Board that the floors in the showers tend to hold pools of water which could constitute a slip hazard.

Recently the prison has implemented a Prisoners' Council where management and elected representatives from the prison wings meet and discuss issues. Items such as noise on wings, personal hygiene, electronic, and healthy eating have been discussed. The Board believe that this will be an excellent forum for the exchange of views and problem solving.

Environmental Health

The prison has a 'Green Committee' that meets quarterly to discuss environment issues, recycling and energy saving. A survey was conducted by a company called Stroma NK to identify areas where heat is being lost from the prison. A budget has been assigned to undertake remedial work.

Works

F Wing, the new Induction Wing, was redecorated throughout prior to implementation, and A & B Wings have recently been redecorated also. Ongoing painting is on a job by job basis. Wings can request individual cells to be redecorated as deemed necessary.

Work was carried out to replace cracked glass panels in the Centre Hub. They were replaced for safety reasons. This had to be completed in two phases as additional repairs were identified during the first phase. Although difficult and requiring scaffolding in the central hub area, the work was completed with limited disruption.

The closed, distributed TV system has been upgraded to digital this year. This has resulted in a great deal more channels being available to prisoners. The number of channels available

to individuals is dependent on their Incentive and Earned Privileges (IEP) status. Those with enhanced status receive the maximum number of channels.

The Board has seen several applications in connection with the increased cost of the TV facility and the unavailability or intermittent nature of some channels. The channel difficulties have been investigated by the Works Department and there are ongoing investigations and work with the supplier to resolve these problems.

Section 5: HEALTH

Healthcare

As at the 31st March 2014, the prison Healthcare Department has a full complement of staff. An experienced paramedic has been appointed to a full time post. He previously worked at the prison as a member of the bank staff. A newly qualified nurse has also been appointed who had a placement at the prison when she was a student nurse.

The Board was very pleased to see that in December 2014 the Mental Health in-reach service was established, with Community Mental Health Practitioners attending the prison twice weekly.

In April 2014, the introduction of the 'Hospital/Police Transfer Medical Treatment Form' (known as the Pink Form) was fully initiated. These forms are a means of sharing up-to-date medical and medication information with paramedics, A&E staff and the Police when prisoners are being transferred into their care. This improves continuity of care by promoting effective lines of communication between Healthcare practitioners and Healthcare providers. At night, when Healthcare is not manned, it can be difficult for the officers on night duty to deal with the emergency and locate the relevant paper work which is locked in the Healthcare Department. There is a specific set of instructions for officers to follow.

The Board is pleased to see regular meetings between prison officers and Healthcare taking place and they are proving beneficial for both parties. Ongoing problems are being discussed and hopefully resolved through improved processes and working together.

In the case of medical emergency situations around the prison an urgent radio message protocol is in place. This ensures Healthcare staff attend promptly with resuscitation equipment.

A new Induction Wing (F Wing), opened on 6 October 2014. This, along with other strategies, enables the Healthcare Team to assess the mental and physical health of all the new receptions before they are transferred to one of the main accommodation wings. A new prisoner reception interview has been implemented and goes into much greater detail regarding health and wellbeing, including testing for certain drugs. This has resulted in improved monitoring of high-risk prisoners. Prisoners have commented favourably about their induction on F Wing when speaking to members of the Board.

From 22 March 2015, F Wing has also housed pre-release prisoners for the last 24 hours of their sentence. Healthcare use this opportunity to carry out pre-release interviews, thus ensuring **all** prisoners are seen prior to release and not simply those in need of follow up care.

The policy for the Prevention and Treatment of Blood-Borne Viruses is written and awaiting ratification.

A 'Prisoner Referral to Healthcare' Form has been introduced, whereby prison officers can pass on to Healthcare any concerns that they may have about a prisoner, e.g. not sleeping, loss of weight, or excessive weight gain.

Significant improvements have been made to promote prisoner safety. Procedures have been tightened in the regime for distribution of medication. From August 2014, all prisoners prescribed methadone now carry a Patient Identification Card and will not be administered their medication without the production of the ID card.

Prisoners' mouths are also checked to ensure that they have swallowed their prescribed medication and not 'pouched' it. Nicotine replacement patches (NRT) are now issued on a weekly basis at a different time from the medications. This is to avoid distractions and possible mistakes.

Over this reporting period there have been 186 new receptions, of which 46 had long term conditions, including asthma, diabetes, epilepsy, and hearing impairment. This is a 30% increase from last year. Two prisoners suffered with heart conditions, 46 prisoners required treatment for drug and/or alcohol issues, and 75 received help for mental health problems.

- 12 prisoners enrolled on the Hepatitis A and/or B Immunisation programmes compared to 46 in the previous reporting period.
- 18 prisoners received the annual influenza vaccine compared to 40 prisoners in the last reporting period.
- Only 2 prisoners have needed medical care off island, which is less than previous years.

Comprehensive protocols are now in place for dealing with healthcare emergencies that occur out of hours; with clear guidelines as to when to ring for advice, when to transfer to Accident and Emergency (A&E), and when to dial 999.

The Board is pleased to note that all the recommendations in regard to health, as laid down in March 2014 by the Coroner of Inquests under Rule 34, are now fully implemented.

Substance Abuse

Substance abuse remains a serious problem within the prison. The psychiatrist, who attends fortnightly, is able to provide specialist services for prisoners who experience substance related problems. The Deputy Clinical Manager, who has ten years' experience working for the Drug & Alcohol Team prior to working at the prison, also works with these prisoners.

A counsellor from the Motiv8 Addiction Service attends the prison one morning a week. The Board is disappointed to note that there is a very poor uptake for this service as many prisoners do not wish to change their drug habit. The Motiv8 Counsellor, together with a member of the Healthcare Team, carried out a presentation to prisoners with regard to drugs and alcohol, and again the uptake was very poor.

Healthcare is currently trying to obtain the services of a member from the Drug & Alcohol Team to visit the prison on a more regular basis in the near future.

New reception prisoners on F Wing are assessed by Healthcare and, if found to be suffering from Drug or Alcohol issues, will remain on F Wing for longer than the usual allocated 36 hours. They will remain there until being deemed fit for transfer on to one of the main accommodation wings.

A Patient Group Directive is in place for substance dependent prisoners on their first night, allowing Healthcare staff to commence detoxes.

The Board and Healthcare have concerns regarding the medication prescribed and the inconsistency of prescribing, by the General Practitioners (GP) attending the prison. The Board have noted that this can lead to prisoners wanting to see a certain GP because they believe that they have a better chance of obtaining the medication of their choice. The Board also has concerns regarding the increasing amount of young men using tramadol which, in June 2014, was re-classified and became a Schedule 3 Controlled Drug.

Like England, the Isle of Man is currently aware of the increased prevalence of so called 'New Psychoactive Substances' (NPS), formerly referred to as 'legal highs'. According to the 'House of Commons Justice Committee Prisons: Planning and Policies', 4th March 2015, a rise in levels of violence in English prisons is partially attributed to these substances. NPS drugs are easily obtained outside the prison but are extremely dangerous. On 7 March 2015, all prisoners were given leaflets regarding NPS drugs, warning them of the serious health risks these drugs can cause.

The Board is pleased to note that strict protocols are now in place within the prison for any prisoner found to be under the influence of drink and/or drugs. The prisoner will be immediately moved on to E Wing and monitored very closely. If necessary an ambulance will be called. Disciplinary action will also be taken.

Prisoners receive information regarding the control of communicable disease, including blood borne viruses and other problems that may arise from substance abuse.

A range of strategies are in place with regard to alcohol, drugs and tobacco. For example, the no-smoking policy was revised in February 2015 to include E-Cigarettes and other vapour devices as banned items. This policy continues to be problematic due to the high numbers (90%) of the prison population being smokers. At any one time, about 25% of the prison population will be on a 6 month course of nicotine replacement patches. Interestingly, the Board have noted that there is a very poor uptake in the sale of nicotine lozenges from the canteen.

On release, all prisoners are given a card with relevant useful contact numbers along with helpful leaflets about the dangers of drug abuse. There is a warning informing them that their tolerance to drugs may have dropped whilst in prison putting them at a much higher risk of overdose. The Board feels that prisoners with substance abuse problems need greater support especially when released.

Mental Health

The Board remains extremely concerned about the Mental Health services provided to prisoners with mental health problems, and believe that the prison should not be used as a place of safety.

On Wednesday, 22 October in Tynwald Court, Chief Minister, Allan Bell, branded the Isle of Man's approach to mental health services as 'abysmal'. He further went on to say:

"It is our failure to address in many cases, to provide the right level of service for mental health treatment that actually causes a lot of problems that the Police Service today are having to deal with in the name of crime, but actually are more related to mental health problems."

Clarifying his statement, he told the local press that his comments were not criticising mental health service staff or the work they do, rather it being the island's approach to mental health that has been woefully inadequate for many years. Mental health services are low on the government's list of priorities. Plans are now underway for a new in-patient psychiatric unit which will increase the total number of beds from 20 to 26. Despite this, the Board feels that there is a need for an Adult Secure Unit to be established within the new build.

On occasions, prisoners are received into custody, from the courts, for their own safety before being transferred to a UK facility for secure, forensic, inpatient treatment. Unfortunately, long delays can occur in securing a placement due to the heavy demands of the regional populations that the UK clinics serve. The delay can be many months and this puts a great strain on officers caring for such prisoners. During the last reporting period two prisoners have required such in-patient psychiatric treatment.

Clinical indicators at the prison suggest that 50% to 70% of prisoners have some form of mental health issues; the majority of these being stress, depression, and anxiety, which can be reactions to the situation in which they find themselves. However, there are times when some prisoners suffer from more severe forms of mental illness. During the current reporting period, officers, at times, felt that they were not always made aware by the mental health services of the extent of a prisoner's vulnerability. It is important that this information is shared to keep both prisoners and staff safe. Hopefully, this has now been rectified by better communication, but it will require careful monitoring by the Board.

A Forensic Psychiatrist attends the prison weekly and can see about 4 prisoners each session. A Clinical Psychologist also attends the prison fortnightly and sees two prisoners a session. This is an improvement on last year. There is currently a waiting list to see the Clinical Psychologist.

The Board was very pleased that two mental health in-reach practitioners commenced on 16 December 2014. The arrangement is working well and providing improved continuity of care.

Section 6: WELFARE & SAFETY

Food & Food Hygiene

Throughout the reporting year, the Board noted that there has been some difficulty in maintaining sufficient prisoner manpower in the kitchen. Recruitment has fluctuated but towards the end of the reporting year it appears to have settled down to a full complement. Difficulties have ranged from insufficient prisoners coming forward to work in the kitchen to the unsuitability of some individuals. Unfortunately, the Senior Catering Officer (SCO) had a period of sick leave that coincided with some of these staffing difficulties. However, the Board noted that, in spite of this, the kitchen performed well during this period maintaining a good standard of work overall. This is a credit to his team of officers.

The SCO recently stated that he had a full complement of kitchen workers of a good standard; with the likelihood that they would remain within the kitchen for some time, thus giving continuity.

The Board evidenced that during the year, 3 prisoners have been involved in study for NVQ qualifications. The SCO is confident that all students will complete the qualification successfully. Much of the tutoring is carried out in the evenings.

The Duty Governor visits the area daily and samples the food. The visit is recorded in the Kitchen Daily Journal. The Board believe that varying the timing of these visits would enable a broader range of food sampling to be taken.

Food is delivered to the accommodation wings in heated trolleys and food temperature probes are used to test if the food is at a correct temperature. Although the results are

recorded on specific sheets designed for this use, little seems to be done with the results as they are neither collected nor audited by the kitchen staff. Under Custody Rule 79(2), food has been regularly sampled by Board members when they have visited the wings and has been found to be of a reasonable standard given the cuts in the budget.

Some prisoners have specific dietary requirements, e.g. those who require a low cholesterol diet or particular foods on religious grounds. These dietary requirements are met by the kitchen team and are appreciated by those particular prisoners.

At the end of March 2015, a very deep clean was carried out in the kitchen area. This was undertaken by the company 'Blastaway', under the supervision of the SCO and his team. From our monitoring, the deep clean had been well done.

The Board were pleased to hear that a formal recording procedure for prisoner complaints was being instigated by the SCO. Prisoner complaints can now be raised directly with the kitchen and dealt with at first hand by the staff. The Board will monitor the progress of this initiative.

There were a total of 17 applications made to the Board during this reporting period that referenced the kitchen. Some were oral applications and the rest were in writing. Most applications referred to the lack of choice of meal, quality of the meals, and the wearing of correct attire by the servery workers on the accommodation wings. Issues regarding the hygiene standards of the workers have frequently been drawn to the Board's attention. Although this is not directly connected to the kitchen, the Board have found it to be a major concern for many of the prisoners on all wings except the Female and Induction/Pre-release wings. We have raised it at governor level on numerous occasions and it is currently under investigation by the management.

Latterly, there has been the establishment of a Prisoners' Council and there was one mention of late food arrival raised at this format. Going forward, this venue may be an additional source of observations concerning food and the kitchen.

Faith & Worship

Saturday morning services in the Multi-Faith Room are attended, on average, by 15% of the prison population. Visiting speakers are brought in periodically. Bishop Robert Paterson attended services at Easter and Christmas. John Edwards, from 'Walking Free Ministries', has spoken on a couple of occasions directed specifically to those with addictions.

Time is of essence on a Saturday morning and it can be frustrating for the Chaplaincy Team when there appears to have been confusion with staff over who is responsible for escorting prisoners to the Multi Faith Room. This results in needless delays and a shorter service.

'PrisonWorks', a Christian Charity, operate within the establishment, but the Board note that there does not appear to be as good a working connection with the Chaplaincy Team as might be expected. This would benefit all concerned.

Categories

Women

There has been an average of 3 women per month on D Wing throughout the period. During that time there has been one young female.

The Board have noted there have been occasions when prisoners requiring extra care and attention have been on the wing and would like to note that the staff involved acted in a highly professional and caring manner when under intense pressure.

Disabled

There have been instances during the year when prisoners with a disability have been received into prison. Their needs vary but can involve some sort of mobility issue when a wheelchair or a zimmer frame has to be provided. It is apparent that extra help is required from time to time and staff are aware of these issues. There are 6 appointed Disability Liaison Officers, including two co-ordinators. There is not, as yet, an active policy for Disabled Prisoners and those officers who were trained initially may benefit from a refresher course and regular training. We have noted that some prisoners prefer assistance from another prisoner rather than from staff.

Earlier in the year, a Supported Living Plan Assessment was devised - any prisoner who may be deemed as potentially requiring extra assistance or special help will be evaluated and considered on their individual merits and requirements.

Foreign National Prisoners (FNP)

It is inevitable that there will be some FNP's brought into custody. A FNP is defined as someone who is not born within the British Isles. There have been 8 such prisoners during the reporting period.

A prisoner whose first language is not English may find it particularly difficult. Prison staff do their utmost to assist those prisoners who may not easily have access to family. Such prisoners are allowed a 5 minute period each day to make free telephone calls to home.

Unfortunately, we are still unable to confirm the introduction of a policy referring to Foreign National Prisoners.

Older Prisoners

Prison, by its very nature, is known to age an individual prematurely. During the reporting period there have been as few as 2 prisoners per month within the older prisoner category, rising to 5 per month. The day to day routine of an older prisoner from reception to discharge is no different from that of other prisoners, however, staff are aware of the varying needs of the elderly, i.e. decreased vision, hearing, mobility, and perhaps memory decline. All are encouraged to adopt a healthy lifestyle. Most, although not all, older prisoners are classed as vulnerable and will be located on C Wing. However, some may object to this depending on their sentence and nature of their offence.

Life Sentence

The number of those prisoners serving a life sentence remains at 7, as was the case in the last report. None of these prisoners are held on the island. All current lifers are held in United Kingdom prisons – 2 in Category A, 4 in Category B, and 1 in Category D.

Young Offenders (YO's)

Up until October of 2014, young men aged between 18 and 21 years were held on a separate wing - F Wing. All male YO's are now located on male wings A, B, or C. There have been no issues integrating the YO's onto the adult wings and their regime, gym, and education classes remain the same. There has been an average of 7 YO's in prison during the reporting period. The policy for young offenders requires updating to reflect the accommodation change.

Female young offenders are held on D Wing. There has been 1 female YO during the period.

Remand

The average number of prisoners held on remand per month was 11. However, in September 2014 this dropped to 9 and increased to as high as 16 during March 2015. It is still clear that it is necessary to introduce a Custody/Bail Act. This was highlighted, again, to the Minister of Home Affairs in the previous report.

Vulnerable Prisoners (VP's)

Numbers remain consistent with the last report and range between 18 and 23.

Some inmates on this wing, dependent on age and general demeanour, can feel intimidated by other prisoners who may have a more aggressive nature. The Board are pleased to note the extra care staff take when operating this wing.

Veterans

During the reporting period the prison has had 4 adult prisoners' ex-service men who have declared and were confirmed as ex-service men.

2 of the veterans were interviewed by SSAFA as they required assistance with housing on release.

2 of the veterans were seen by the representative from the Service Personnel Veterans Association regarding pension rights and compensation for injuries received during their time in service.

The prison's Veteran's Support co-ordinator had no need to refer anyone to Combat Stress as no veteran showed signs of Post-Traumatic Stress Disorder.

It was unfortunate that 2 prisoners claimed to have served in the Forces but upon checking with the SPVA and the Royal British Legion it was found that they had no service history, resulting in no offer of assistance by the support officer in the prison.

Safer Custody

From the 6 October 2014, an Induction Wing (F Wing) was introduced, which has resulted in improved monitoring of high risk prisoners. This arrangement allows Healthcare to assess a prisoner's mental and physical status before being transferred to one of the main wings.

In the reporting period before the Induction Wing was introduced, the number of new receptions to the prison totalled 97. Of these, 26 were considered vulnerable, for reasons ranging from sex offences to general conflict and/or protection issues, and were allocated accommodation on C Wing or the Segregation Unit.

Since the introduction of the new induction process on F Wing, 14 out of the 89 new receptions were deemed vulnerable. These were either placed on Folder 5 (see below), were waiting for mental health assessments, or were on withdrawal from drugs and/or alcohol. These prisoners stayed on F Wing for a period longer than the planned 36 hours as their needs were greater than normal. The length of time these prisoners remained on F Wing varied between 4 and 28 days.

Use of Folder 5

The number of separate occasions that Folder 5's were opened in the reporting period totalled 32, of which 7 were involving the same individual.

The length of time for each prisoner on Folder 5 varied within the range of 1 to 47 days; slightly longer than the previous reporting year which varied between 2 and 35 days. One prisoner was released on bail while still on Folder 5.

Reasons for the Use of Folder 5

The level of issues relating to self-harm remains high, with most Folder 5 episodes being attributed to this reason. Some are regarding actual self-harm, but the majority are more concerned with prisoners having thoughts or making threats of self-harm. The remaining number of recorded episodes in the reporting year includes reasons such as: mental health issues, change in behaviour, concern with suicidal thoughts, drug and alcohol withdrawal, bullying, bereavement, and family problems. These are mainly one-off episodes related to the circumstances of each particular individual.

Monitoring Folder 5

Regular observation and communication with a prisoner by officers is an important part of managing Folder 5. Continuing good staff: prisoner interaction has been noted by Board members.

While all status records of Folder 5 are kept updated on PIMS and on the white board in the Central Hub Office, it is pleasing to note that officers are now more up to date with Folder 5 prisoners and their needs in general.

Supported Living Plan

The Supported Living Plan (SLP), was implemented on 12 November 2014. The Altered Health Status (AHS) procedure remains in place.

These procedures continue to add an additional safeguard for the safety and well-being of prisoners.

Safer Custody Meetings

Monthly meetings are held and reports are given by various members of staff. The Board attend as observers. It is disappointing to note that the attendance at such important meetings is often sporadic and inconsistent, especially from members of the Safer Custody Team, Education and Healthcare.

F Wing – Safer Induction

F Wing was re-designated in October 2014 as the Induction Wing. On reception all male prisoners are located on this wing, with a restricted regime, prior to going onto normal location. This also applies to recidivists. The Board has evidenced that this time allows a period of calm after the trauma which may be associated with coming into prison. (See Section 9, Background Information - Reception.)

Since the Induction Wing came into operation, 89 prisoners have been through the new induction process. 5 of these were women. Female prisoners are immediately located on the women's wing in a designated induction cell with the same restricted regime as the men.

Violence Reduction/Bullying

There will always be conflict among some prisoners, including bullying perpetrators. The Isle of Man Prison aims to promote a culture of safety, as well as respect for others. It can be difficult to assess the level of violence as many prisoners are not willing to report acts of violence or bullying for fear of reprisal. Ultimately, it is the responsibility of the staff to ensure a safe environment for all.

Prisoners' Council

The Board is delighted to report that during the reporting period a Prisoners' Council was established and held its first meeting on 9 March 2015. The Council meets monthly and has no decision making authority, but provides input into discussion.

Relevant issues will be placed on a Senior Management Team agenda for further discussion. Decisions will remain firmly reserved for prison management.

The Board noted that each of the 3 male wings elected a Councillor and a Deputy Councillor. Unfortunately, no representative was put forward for the women's wing and therefore they were not represented at the first meeting. However, the Board feels that efforts must be made to ensure the views of women prisoners' are sought and considered.

No member of the Board was able to attend the inaugural meeting of the Council, but it is hoped that a member will attend future meetings.

Section 7: OFFENDER MANAGEMENT

Reception

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

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

Where risks have been identified those prisoners are referred immediately to the Healthcare Team for further detailed assessment alongside any requirements for professional screening and provision for ongoing medication if needed.

Historically, reception has also been the area where new prisoners are inducted into the prison; receiving information about their stay, i.e. such as the health and safety rules against using any electrical equipment or components for smoking purposes, prior to being moved to a nominated wing. At times of multiple admissions these processes of assessment and induction may be curtailed or compromised due to the increased activity needed to process several prisoners in short periods of time, thereby affecting the fuller possible picture to be gained during the assessment interview.

During 2014, the situation changed so that male prisoners are now inducted in the Induction Wing.

A recommendation made by the Board last year was for reception staff to photograph money and valuables brought in by new prisoners. This has now been initiated.

Induction

During 2014, F Wing was designated as the Induction Wing and preparation for this new role started. The first new prisoner allocated there was on 6 October 2014. New female prisoners undergo a separate induction process on D Wing.

The Induction Wing, supervised by two Senior Officers, is deemed to be a more suitable area for officers to familiarise and support prisoners at an earlier stage. This helps to begin to build a more detailed picture of potential safety issues alongside delivering the necessary

information and compacts regarding prison activity. A prisoner's understanding of this information can be checked regularly to ensure delivery meets their skills and abilities, with further assistance in this regard being given where required.

The assessment of new prisoners is continued on the Induction Wing by use of close behavioural observation, dialogue with induction staff and the use of the computerised Induction Questionnaire. This is a 23 question based information gathering and recording tool incorporating a free text facility for additional and supporting information. It includes questions on alcohol and drug use, self-harm and sentence details along with information on gang associations and HM Armed Forces membership. In addition, there are checklists in the Induction Questionnaire to ensure prisoners are given access to all of the facilities and rights information to which they are entitled.

More time can now be given in assessing information about prisoners, without the pressing need to allocate them straight onto a wing. The tempo and atmosphere on the Induction Wing helps create and set the tone for constructive relationships between prisoners and prison staff; encouraging prisoners to work effectively with staff in setting goals and targets for themselves and being motivated to gain as much benefit from prison as possible. While on the Induction Wing, prisoners are given the opportunity to meet and talk with their Personal Officers which should help to create positive relationships.

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

Further benefits of the Induction Wing include allowing more time for alcohol and drug dependency and withdrawal symptoms to be identified and treated away from a larger prisoner population. This enables prisoners to regain some physical and psychological equilibrium. Other health benefits include time to assess any physical health problems and disabilities and to ensure the correct support and healthcare interventions are in place prior to joining a main wing.

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

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

Although no set time limit is given for new prisoners to remain on the Induction Wing it is generally acknowledged that three days is appropriate for an effective induction to take place before transfer to the residential wing.

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

The Board regards the development of the Induction Wing to be a major positive step in the management of new prisoners and in the important early assessment of needs for vulnerable and at risk prisoners.

Release

On 22 March 2015, the Induction Wing began to undertake the role of accommodating prisoners for the last 48 hours of their sentence prior to release.

This followed a proposal that outlined the potential benefits to prisoners, such as providing the time and opportunity to mentally and physically prepare and plan for life back in the community. It also suggested that any last minute intimidation of prisoners and any inappropriate celebratory behaviour could be avoided by such a move, reducing the negative impact on the remaining prisoners on the residential wing that is sometimes encountered when people are released.

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

The use of the Induction Wing for pre-release accommodation of prisoners is set for review during 2015.

Final Preparation for Release & Discharge

Preparation for release and discharge can vary from prisoner to prisoner and is tailored to a number of factors which involve a variety of people from various departments. We are pleased to report that Personal Officers are taking a more proactive role in this area. There have been occasions when the Police have been involved in release planning for certain individuals with specific release conditions.

Apart from exceptional cases when multi-agencies are involved, the Board is disappointed that no-one from Mental Health appears involved with a prisoner's release. We have

frequently highlighted that mental health issues are of a particular concern both in prison and are ongoing when the prisoner is released into the community.

There are prisoners who, prior to and on release, will require additional help from within the community support systems. The pre-release structure provides contact with and help from 'Housing Matters'; they provide an updated accommodation list, and a representative visits prison once a month. A Careers Adviser from the Job Centre visits once a month. Updated Job Lists are continually supplied.

It can be difficult for a prisoner who has served a sentence for an arson-related charge to find accommodation. Prisoners who have been on the island for less than five years are unable to claim benefits and often survive on the goodwill of the charity, 'Graith'. This charity provides emergency overnight accommodation and a hot meal.

Some prisoners due for release have no bank account; however, HSBC will liaise with a nominated Principal Officer in order to make arrangements to open a basic account, subject to certain criteria being met.

Nearer to the date of discharge, there has been one notable change and that is the use of F Wing as a pre-release wing. The period of time on F Wing is discretionary. It enables the prisoner and officers alike to complete any outstanding paperwork in a calm environment and any causes of concern may potentially be dealt with. It has been a concern of the Board to have witnessed some prisoners visibly upset a few days before discharge having no prospect or confirmation of an address at which to reside temporarily or on a permanent basis. We are pleased to have evidenced that this was rectified by the prison when the Board brought the matter to their attention. Discharge is usually provided at the beginning of the day in order for the individual to present him/herself in readiness for public transport if necessary and give time for visits to the social security office where required. Personal property is placed in a nondescript bag so as not to embarrass the individual or put them in a position of compromise.

During the reporting period 172 prisoners have been discharged from the Isle of Man Prison as follows:

End of Sentence:	97	Released on Licence:	32
Released on Bail:	13	Transferred to UK:	13
Released on Parole:	21	Released from Court Not Guilty:	01
Released from Court Non-Custodial	08		

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

Exit Surveys

A comprehensive, computerised exit survey is available and prisoners are encouraged, although not compelled, to complete this before discharge. Since the regime for discharge

has changed, this is completed with assistance from the officer on duty on F Wing. It affords the prisoners the opportunity to comment on their stay in prison. Future analysis of these comments can be used to help refine existing procedures and identify potential new systems and processes aimed at contributing to the smooth running of the prison. This information forms part of the 'Our Performance' management meetings. The Board have the opportunity to contribute information to these quarterly meetings, based on their findings from routine rota visits. The overall completion of exit surveys during the period was 61%.

Criminal Justice Strategy

Progress with the 2012 Criminal Justice (CJ) Strategy is assessed by the department through an annual review of its Business Plan including Key Performance Indicators (KPI's). KPI's include reviewing progress against set targets such as reducing reoffending and remand numbers, and the Board is pleased to note that those have been achieved in 2014.

It also states that all prisoners should have a resettlement plan, and that none leave the prison without an approved place to live. On the last point, 5 prisoners did not have this. With regard to the target of prisoners leaving with clear prospects of going into education, employment or training, the Board feels that a KPI as low as 25% should be more ambitious.

Remand numbers have stayed consistently low this year at around 11%. However, the reality for remand prisoners, perhaps with complex cases, is that the average time from arrest to sentence is 599 days compared to 399 in the UK. Those on long remands remain disadvantaged in access to interventions and education.

Nevertheless, the Board acknowledges the progress made in the clear identification and resolution of some of the issues impeding a swift and fair Criminal Justice System and recognises the work of the CJ Board and Team.

Only a few outside agencies actively provide any practical support to prisoners after release, and even fewer actually visit prisoners prior to release. Nevertheless, the Isle of Man Prison and Probation staff remain committed to improving outcomes for prisoners on their release. Whilst the department's stated intentions are to provide a seamless end to end service delivery, focus continues to be on cost savings, with limited funds for innovation.

The long overdue replacement Police Custody Suite is due to open in April 2015. Hopefully the replacement for David Gray House (DGH) will receive the widespread cross-department support that is essential to ensure its delivery. Plans for a replacement resettlement hostel in 2016 are slowly progressing, but the short term position remains difficult especially for females, young offenders, and those with mental health issues. Meanwhile, DGH does its best in offering accommodation and education, and plans for a refurbished bikes project are well underway.

The Board acknowledges the benefit to prisoners from more joined up services and alternatives to custody. However, should the full extent of legislative changes required (rather than just the Sentencing Bill) not be completed by autumn 2016, the Board is

concerned that momentum and commitment for much needed improvements for the CJ System may fade away.

Resettlement Including Offender Management Planning

All prisoners participate in Custody Planning (CP), via the mechanism of weekly Resettlement meetings attended by the Resettlement Team and internal and external Probation, the latter sometimes by teleconference call. They discuss a prisoner's progress, educational needs, and anticipate external probation needs. Whilst it is good to see agencies co-ordinating knowledge and agreeing strategy prior to the prisoners' appearance, interactive prisoner communication is essential. The number of longer sentence prisoners with complex needs makes for more difficulty in setting mid-term goals and some innovation in incentives or training would be helpful. The necessity of identifying specific needs of female, younger, and older offenders and addiction support in resettlement plans can be overlooked. It is difficult to envisage how multiple issues can be successfully integrated into a single CP without more investment in technology and time to assess the information.

Evidenced by multiple Board attendances in 2014, some prisoners are now participating more actively, especially when a Personal Officer attends with them. In the absence of the Personal Officer, a recent comprehensive PIMS entry ensures that the prisoner feels that an up to date assessment from someone in regular contact is being discussed. The Board has noted elsewhere that the quality and frequency of these PIMS entries can vary. More support to avoid delays in the delivery and collection of prisoners in the pre-determined order would be helpful. Despite concise advanced notice, the Board has evidenced prisoners arriving from gym, horticulture or the kitchen, totally unprepared to discuss their progress.

A copy of the updated CP is offered to the prisoner, and the Personal Officer is being tasked more often with any follow up matters. We hope that most prisoners feel included in the process, rather than being subject to a process. Refusals to attend the Resettlement meeting were negligible in 2014 and, in our view, prisoners felt free to contribute, although closed question styles did make for some monosyllabic responses and time constraints can limit responses. An average discussion time of 15 minutes, though this can be extended when required, can lead the prisoner to behave as though it is an adjudication, rather than rehabilitation.

The impact of losing 12 meetings annually through training days, compounded by over reliance on a limited number of committed staff, can result in pre-release meetings being scheduled just a few days prior to release. The Induction/Discharge Wing has proved useful in addressing last minute housing needs, but delay adds tension at a difficult time. The Board has welcomed the increased participation by Personal Officers at the initial CP stage via the Induction Wing procedures.

Conclusion

Overall, Probation, Resettlement and Work teams have had a challenging year, and the commitment of all to persist in genuine support for prisoners in the face of adversity is to be admired. Procedures appear to function effectively. There appears to be a wider understanding by prisoners and their Personal Officers (PO) of what the custody planning

can do for them and what they can/should contribute to it. The role of Probation and PO's in contributing to the custody planning system is vital but, in reality, this varies. PO's are still often not making a significant regular contribution to a prisoner's resettlement needs, which could relieve the probation workload in certain areas. Their ability to understand and contribute to prisoner rehabilitation has been extended through probation being added to PIMS and by active encouragement of the Resettlement Team to participate beyond a weekly interaction and PIMS entry. A plan to reintroduce an updated PO's handbook in addition to the recently updated PO policy is most welcome.

More prisoners seem to understand how to contribute to their custody planning. They are offered a copy of any agreed objectives and timescales, but PO's are not always involved in assisting the prisoner to achieve named goals in a timely manner. Healthcare's inability to attend can leave a significant gap in the overall prisoner assessment at meetings. Other departments, such as Physical Education, do now make written input to the Resettlement meetings. Regular 'Housing Matters' and Job Centre visits seem appreciated by most prisoners.

Probation

The Board has observed the difficulties that Probation has experienced this year in maintaining a heavy workload of reports and making arrangements to supervise offenders in the community, whilst providing individual and group work intervention programmes within the prison. Another period of staff change has left the 2 officers situated within prison under considerable pressure, and the number of days when there is no probation provision has increased. Having observed how responsive the team need to be, in particular to issues arising from new prisoner receptions, this is a concern.

Despite the considerable efforts of the current team, a decrease in interventions has been an inevitable consequence. Having a mixed category case load, and low numbers of prisoners, has always made intervention work difficult. Types of intervention are listed in Section 9, Background Information.

Parole

The previous improvements in the system have resulted in no prisoner applications to the Board. All prisoners have been notified of outcomes within the 10 day period after the committee have met and their letters are clearer and easier to understand. This has resulted in the recipient being less agitated and a lower work load for the prison staff.

During the reporting period the committee held 11 meetings, 21 prisoners were granted parole (an additional 2 were re-released following recall) and 4 were refused parole.

Section 8: SECURITY, ORDER & CONTROL

Drug Testing

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

The categories of drug testing used within the prison are "Random Testing" of 10% of the population each month, "Suspicion Testing" and the "Frequent Test Programme". Such testing is a necessary function of the prison community where drug offences are the most common reason for imprisonment. The control of drugs has implications for the health of individuals, the prospects for prisoners on their release, and the level of discipline and bullying within the prison. There is a need to limit the illegal entry of drugs into the prison, as well as enforcing the regulations within prison and identifying prisoners who are using and distributing drugs. This needs to be coupled with a developed support service for drug users.

The target for the prison is to have a maximum of 10% failures in the monthly Random Testing. The data collected this year has been presented in a range of formats, for reasons which the Board could understand. Recently, it has been consistent and clearer. It can be established though, that the target was nearly reached with a level of around the 10% negative tests maximum. However, this does not include a small number of prisoners who refused to take the urine test. Although these prisoners do face an adjudication and punishment, the refusal is not classed as a test failure. There are a range of unauthorised substances that have been identified in the tests. These include buprenorphine, benzodiazepine, cannabis, methadone and subutex. There is now increasing concern about the potential for New Psychoactive Substances (NPS), also known as 'legal highs', to be smuggled into the prison.

The Board is concerned about the data from the other forms of testing. Suspicion Testing is used where it is thought a prisoner may be taking illegal drugs. In these tests only 30% of those tested proved to be negative. The majority either tested positive or refused to cooperate with the test. The figures were also of concern regarding prisoners on the Frequent Test programme. This identifies those who been adjudicated twice for testing positive. They are then tested 6 further times at frequent intervals. Just over half of this group tested positive or refused to be tested.

During the year there were over 50 failures or refusals to give a specimen, across all types of testing. In December 2014 alone, when there was double the number of tests than the average month, there were 10 failures or refusals. This does cause concern to the Board. We understand that it is difficult to prevent the smuggling of drugs into the prison despite the efforts of the officers and the excellent work of the specialist dogs. However, over the last 12 months the number of failures and refusals increased considerably, in comparison with 2012 to 2013. From July 2013 to February 2014, the testing was suspended for legal reasons. The month after it restarted showed an above average level of failure and it appears that this pattern has continued through the current reporting year.

It is in the interests of the prisoners to have a robust system for controlling drugs. Given the number of prisoners who have or had addiction problems the probability of severe sanctions if caught taking drugs, or being in possession of drugs, are an incentive to control the habit. The Board have also questioned previously why the refusal to provide a sample for the test is not classed as a failure. The prisoner may be willing to take the punishment from an

adjudication for refusal because it does not go on his records as a positive drug test, with the implications this may have in relation to parole requests. If it was classed as a failure it might provide more disincentives to acquire and take the drugs. There is a need to review the punishments that are given for use of drugs and for refusal to take a test, especially given the penalties that may occur if the same offence was committed outside of the prison.

The Board have previously sought the return of voluntary testing, where a prisoner requests to be tested at regular intervals. The prisoner would see this as a means of putting pressure on himself to abandon the habit. We appreciate that the fiscal demands being placed on the prison by government requires expenditure on some areas to be reduced. However, with the increased use of the Frequent Testing Programme, consideration could be given as to whether voluntary testing could be included within this programme.

Any policy to reduce access to drugs, or use of them, requires support for the prisoner. The Board are therefore pleased that there has been an improvement, with government and third sector organisations coming into prison regularly. To some extent it is still the tip of the iceberg given the number of prisoners who require support. To maintain any improvement that results from work with the prisoners requires a thorough system of support that continues when the prisoner is released. Although there is some such assistance, it is limited; thus the possibility that some released prisoners will re-offend becomes a probability.

Segregation

The intended purpose of the segregation unit in E Wing and a segregation cell in the female wing (D Wing) is to remove prisoners from their wings as a punishment for breaching prison rules. However, it has also evolved as a secure space for other prisoners. This includes prisoners who are there at their own request, for their own interest, for health care reasons, and, very occasionally, for administrative reasons. What is occurring is that the use for reasons other than indiscipline is increasing. There were 102 occasions of prisoners being relocated to E Wing, of which 42% were for reasons other than indiscipline. This is double the number in the previous year. There is a conflict between the 2 functions, which is not ideal, but it is accepted by the Board that the design of the prison leaves no alternative.

This dual system is made possible because of the limited use of the segregation unit. On occasions there are no prisoners in E Wing and it is very rare for even half of the cells to be occupied. During this year, the total number of days in which the cells were occupied was 340 days, an average of less than 1 prisoner per day. If the population in the prison and/or the amount of indiscipline should increase significantly, then it could become more difficult to maintain the increased level of use for non-disciplinary reasons. The problem is not just the number of cells available. It is also the more negative atmosphere on the wing when the number of prisoners in there for punishment increases. The Board will continue to monitor this situation.

We are pleased to recognise that the low usage rate of the facility is a reflection of the overall management within the prison, the relationship between staff and prisoners, and the resultant level of discipline.

During the reporting year there were 54 prisoners placed in the unit. Although this is a small increase on last year, this is more than compensated by the increased numbers who were in there for reasons other than punishment. The majority of those located in E Wing were only there on one occasion, whilst 18% of those in the unit were placed there on more than 3 occasions. The majority spent less than 3 days in segregation during any visit.

There were, however, 4 prisoners who spent between 25 and 42 days in the unit. In all of these cases there were serious concerns about their state of mental health. We are pleased to note that there has been an improvement in the mental health services, with an increase in support from external agencies. Also, there is more acceptance of the need to move those with severe problems to an environment that can best cope with their needs. However, there is still a need to improve the speed at which the problems are diagnosed and how quickly the prisoner is relocated to a suitable institution, even if this requires a secure hospital in England. The Board support the efforts being made by government to overcome different legislation in this area between the two jurisdictions. Given the high level of mental illness problems within those imprisoned in Jurby, the demand for such actions are likely to increase in the future.

The majority of the offences for which prisoners are sent to E Wing, come in the category of "Good Order and Discipline (GOAD)". In most cases, this is referred to as cellular confinement (CC) and, except in special circumstances, includes the removal of bedding during the day. The Board continue to believe that the justification for this policy is weak and that this is an unnecessary additional punishment that has no deterrent effect.

There are some problems that have been noticed in the administration of the data of segregated prisoners. In a small number of instances the "E Wing Population Data" conflicts with that for 'All Adjudications'. The one that appears to occur most, relates to prisoners who are removed to Segregation for GOAD. However, at the adjudication, normally that day or the next, an award is made but is "Suspended". The award in most cases does not include any reference to segregation, but the data for the E Wing population does record isolation for GOAD. There are examples of other inconsistencies. Very rarely, there is a record of an award including segregation, for a named prisoner on the E Wing population data, but no record of any adjudication for that person. On one occasion, a prisoner is recorded as having had 7 days GOAD, but the "All Adjudications" data said he was unfit to plead and no award was made. It is probable that this prisoner was then kept in Segregation for the 7 days for medical reasons, but this should be reflected in the E Wing data.

We acknowledge that there are a small number of these inconsistencies, especially in relation to the number of adjudications. However, there is a concern that records can

influence decisions in such areas as parole requests and a little more care is required in achieving consistency.

The role of the officers in E Wing is demanding and is a critical factor in trying to modify the reappearance of the prisoners on the wing. The fact that well over half those who have been in isolation do not return within the year are an indication of the professionalism of these members of staff. This is also acknowledged by members of the Board who visit the segregation wing on every visit.

The work of the officers is also reflected not only by the low numbers of complaints against the staff, but by the positive comments by some prisoners regarding the assistance that the officers have given them whilst on this wing.

Governors' Adjudications

Governors' adjudications occur when it is alleged that a prisoner has breached the disciplinary code of the prison. When such a case is proved, the punishment imposed is referred to as an "award". The adjudications are heard by the Governor or Deputy Governors or, in exceptional incidents, e.g. assault on a prison officer and escape by a panel of 3 members of the Independent Monitoring Board.

The number of adjudications reflects the overall behaviour of the prisoners and the atmosphere within the prison. Although there has been a 15% increase in the number of awards in the last year, this still represents a significant improvement compared with previous years. Of concern, however, is that there has been nearly double the number of the cases dismissed during or prior to the adjudication, in comparison to last year. This was for a range of causes including incorrect evidence, the prisoner being unfit to plead for medical reasons, incorrect paper-work, the wrong rule being quoted in the allegation or not included at all, and a number of cases not proven. Last year, the Board suggested the need to improve the knowledge of staff in the preparation of reports and this is reinforced by the figures for this year.

We have stated for several years a concern of the impact of the no-smoking policy on the prison. This concern included the dangers created by using live electricity wires to light cigarettes and also danger of some of the substances that are smoked when tobacco is not available. Such behaviour is reflected in the number of awards given for smoking-related offences. It is therefore a positive result that the number of such offences has been halved this year. It is still the most common of all offences, but, as a proportion of all offences, it has fallen from 32% to 22%.

There is a need, for the well-being of prisoners, to police the no-smoking policy firmly, because of the dangers exemplified above. The reduction may suggest that the policing has improved and that this has increased the deterrent effect. However, it is a concern that although 46 prisoners were reported and adjudicated for smoking related offences, only 9

cases were brought against prisoners caught smoking. This obviously is far lower than the number of prisoners who are smoking in their cells.

A significant proportion of all breaches of the disciplinary code are committed by repeat offenders. Some of these are multiple offenders, with several committing over 10 offences during the year. As offences can often have a negative impact on other prisoners and staff, it would be an advantage if the number of offences by a prisoner is regularly updated on the monthly data. Currently, the number of times a particular offence has been committed by a prisoner should be recorded but is not always done. It would be useful if the total number of all offences committed by a prisoner is recorded regularly.

The number of offences against staff, including assault, has remained at a similar level of 18% of all offences. The majority of these are verbal assaults but the data included 3 physical assaults. The recorded offences against prisoners are significantly lower. However, because of the intimidation of prisoners by others it is most probable that the number of threats and assaults is considerably higher. For the safety and protection of all involved consideration could be given as to whether the range of punishments allowed within the Custody Rules is sufficient.

Currently serious offences can be passed on to the police. The Custody Act also requires specific categories of offences to be referred to the Board. 3 members hear the case and can award additional days of imprisonment if the prisoner is found guilty. The number of cases referred is small: in the current reporting year there were just 3 such cases. The Board, however, have continually criticised this aspect of the Custody Rules, as it compromises their role and independence. It is now pleasing to report that in the draft of the Custody (Amendment) Bill 2015 this role is withdrawn and transferred to independent adjudicators. We acknowledge the support of the Prison Governor and the Department of Home Affairs in assisting the Board in its policy of moving towards the change in regulation.

The number of appeals against verdicts and awards, by prisoners who are found guilty, are minimal. Similarly, the Board rarely get an application from a prisoner complaining that they were treated unfairly. This is a reflection of the way in which the Governors hear the case, and also in their use of standard guidelines on the level of punishment, depending on the type of offence and the prisoner's history of offending. Board members do occasionally attend adjudications as observers, with the agreement of the prisoner. The opinion of the members based on evidence from this, along with conversations with prisoners and the minimal levels of complaints, is that Governor Adjudications are completed in a professional manner. They deal fairly with the prisoners, allowing them time to respond to the evidence and state their case and any mitigating factors that should be taken into account before a verdict or reward is made.

IMB Adjudications

During this reporting year the Board has been called upon to carry out a number of adjudications.

Once again we highlight the importance and the imminent requirement for a change in the Custody Act and Rules. We were given to understand that the process would have been finalised for October 2014, but the Board still finds itself having to compromise its independent status.

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

During this reporting year a review of the IEP scheme was completed and signed off, with the new policy being published on 11 September 2014. The new policy contained some significant changes, particularly with regard to basic levels. Prisoners all have individual progress plans.

The Board feels this policy is a great improvement on the previous policy for prisoners on basic regime, providing far greater incentives for co-operation and requiring a consistent level of good behaviour rather than a short term improvement just before review. The policy provides for a greater level of prisoner involvement in the process, through the setting and reviewing of targets and a higher level of interaction between the prisoner and Personal & Senior Officers.

The Board was pleased to see the introduction of some additional privileges for prisoners who obtain enhanced status. Enhanced prisoners can now apply for a mid-week Privilege Visiting Order (PVO) which is valid for two weeks from issue and cannot be accumulated. PVO's can only be used for weekday visit sessions and not on Christmas day, Boxing Day or Good Friday. The Board has received a number of verbal complaints from prisoners whose family/friends are unable to get to the prison for mid-week visits due to work/family commitments or lack of transport.

Following the installation of a new television signal system all prisoners have seen an increase in available channels, with enhanced prisoners now having access to 44 channels as opposed to the standard 20 channels. All TVs receive radio channels.

In addition to their higher amount of telephone credit available, enhanced prisoners now have an additional 10 minutes of phone time per day, can receive phone calls in lieu of visits, and now receive a free 10 minute call as opposed to the standard 5 minutes per day.

The Board have attended a number of IEP Review Panel meetings and have seen that each case for promotion or downgrade is carefully considered. One difficulty faced by the panel is the occasionally poor level of input on PIMS. Whilst incidents of bad behaviour are usually recorded, positive reports are less frequently entered. This can leave the panel with little evidence of a prisoner's efforts. The Board noted that this can be particularly true of prisoners attending full-time education whose good attendance, hard work, and exam success can often be left unrecorded. Hopefully, this is now being addressed by the education manager.

One other area of concern for the Board is potential inconsistency in the panel's decisions depending on the views of those officers who make up the panel. While the Board

recognises that efforts are made to maintain a consistent core to the panel, it is inevitable that the personnel vary. The Board also recognises that, by its nature, a panel of this type will contain officers with differing views of how the scheme should be applied, and that the democratic/majority rules approach is the fairest way to deal with disagreements. However, the Board feels that there should be a consistent approach to particular offences (such as enhanced prisoners caught smoking) rather than the outcome depending on the personalities involved.

At the end of this reporting period there were:

51% Enhanced Prisoners

44% Standard Prisoners

5% Basic Prisoners

Dogs

A review of the Dog Section took place in June 2014, and it was decided not to replace a Passive Drug Dog (PDD) who had retired in January 2014. This has left the full-time handler and his PDD to cover all PDD duties. The Board have found that, as evidenced by positive results in the Mandatory Drug Test and Suspicion Testing, the loss of the PDD is being exploited and drugs have entered the prison while the full-time handler was away (in the UK on his scheduled re-license training followed by annual leave commitments). Dog handlers work alternate weekends and this leaves other vulnerable visit periods with no PDD cover. We have noted that the full-time handler will come in to cover these visits as much as possible on an ad hoc basis, which is much to his credit.

In the reporting year, the PDD carried out 5,289 searches, while the 2 Active Drug Dogs carried out 6,237 searches. From April to December 2014, 404 prisoners, 2644 visitors, 852 staff, and 104 other people were passively searched.

One handler and his dog often work collaboratively with other agencies. This work is carried out in the officer's own time and no claims are made against the prison budget.

In July 2014, the second handler with his dog won the Joint Services Dog Trials held at Newbold Revel. They competed at a high level against other handlers from the Police, Prison Service and Armed Forces as well as the best dogs and handlers from a large number of private companies. Winning at this level is a huge accomplishment and goes to demonstrate the total dedication of the handlers to the unit. It is an achievement that the Board are immensely impressed with.

The Dog Section is striving to maintain full operational capacity, disrupt the illegal movement of drugs within the prison and keep pace with the constantly evolving drug culture, all within the current financial climate. It is a section of the prison that is highly valued and appreciated by the Board.

Section 9: REGIME

Legal Visits

During the period 1 April 2014 to 31 March 2015, visits to detainees and prisoners totalled 458, which is an increase of 89 from last year. They included those from advocates, Children's Services, Coroner's Office, David Gray House, Education, Housing, Police Interviews, and Probation Services.

Apr 2014	36	May 2014	19	Jun 2014	33	Jul 2014	51
Aug 2014	26	Sep 2014	33	Oct 2014	44	Nov 2014	35
Dec 2014	42	Jan 2015	55	Feb 2015	51	Mar 2015	33

Live Link

During the period 1 April 2014 to 31 March 2015, this facility was utilised 419 times, 82 times more than last year.

The breakdown is as follows:

Advocates:	317
Courts:	36
Probation:	11
Social/Administration/David Gray House/Police:	55

Social Visits

Visiting days remain unchanged from 2013.

The Board has witnessed the courteous and efficient manner with which visitors are treated while booking their visits and during visits, by the Operational Support Grade staff (OSG's).

The amount of money a visitor can take into the Visits Hall has been increased from £3.50 to £10.00 recently but the Visiting Order (VO), which is sent to visitors, has not been altered to reflect the change. The Board has spoken to staff involved with visits that were unaware of the change. The Board would like to see the VO altered as soon as possible in order to avoid confusion and inform visitors of this alteration. Consideration should be given to amending the sign displayed in the Visits Centre which reads £3.00.

The Visits Centre, where visitors gather before entering the prison, is an area the Board feels could benefit from increased attention. It is an area rarely if ever visited by staff other than the OSG's. During many visits the Board has never witnessed a member of the Senior Management Team in the Centre and Senior Officers only attend if there is a problem. We believe there should be greater support shown.

There is a very limited amount of information displayed that might be of interest to visitors, such as information about educational opportunities for prisoners or matters that may

concern their families. In other areas of the prison, notably Resettlement and Healthcare, there are very wide selections of leaflets on a range of topics. The Board feels that some of these could be placed in the Visits Centre.

From 1 December 2014, there was a change to the rules concerning visits from ex-prisoners.

The Board continues to be concerned by the variation in methods used to call visitors over to the prison. Some OSG's are still using the prisoners' names, which the Board has repeatedly stated it believes to be an invasion of visitors' privacy. Other OSG's have developed alternative and, we believe, preferable methods, which could easily be adopted by their colleagues. Which method a new OSG uses seems to be entirely dependent on who inducts them.

The Board believes this is indicative of a lack of active management over the OSG activities and the absence of clear policies. The OSG's are to be commended for how well they operate in the absence of clear leadership.

Family Days

Family Days continue to be a highly successful and popular feature of the prison calendar.

They involve a great deal of effort and planning by all those involved and are appreciated by prisoners and families alike. Feedback is obtained after each event and the organisers are always keen to consider ideas for improvement.

The attendance figures for this year were:

	<u>Easter 2014</u>	<u>Summer 2014</u>	<u>Christmas 2014</u>
Prisoners	09	12	11
Carers	09	09	11
Children	13	17	17

Library

The Library continues to be well used, with around 10 to 12 prisoners attending the Wednesday afternoon and Sunday morning sessions. Each wing is allocated around 20 minutes in the Library; although the Board understands the Wednesday sessions can be a little rushed.

The current Library Orderly did not have the opportunity to overlap with the former orderly but was inducted into the systems by the Education Manager. There is no longer a civilian volunteer working with the orderly.

Despite the progress made with the removal of duplicate copies there is still a shortage of shelf space; the current orderly estimates an additional need for shelving for about 500 books.

The legal reference section is still in need of enlargement. Enquiries have been made with advocates to try to obtain old editions of Archbold. However, with increasing use of online resources there are likely to be less old editions available.

The request system operated with the Mobile Library has ceased. A random selection of books is now periodically sent to the prison. If a prisoner requires a particular book, the Education Manager tries to source it for them.

Although the Prisoners' Library Provision Policy states that a Library Needs Analysis will be carried out at least annually, there has been no analysis for the last two years, and the Board would like to see this completed as soon as practicable.

The Board has been very pleased to see the flexibility and helpfulness displayed by officers where prisoners in between library sessions have been taken to the library individually to access reading materials. This has also been the case for a prisoner in segregation who required new materials.

Education

This reporting period has, again, presented challenges to the Education Department which was given a reduced budget now standing at £120,000 for tutors and £7,000 for materials. This has resulted in delivering 90% of the timetable. As all the 10 tutors are sessional (plus 3 volunteers), new contracts have to be arranged every year and they are each restricted to teaching for 300 hours for 44 weeks. The Education Manager (EM) is also responsible for taking 2, 2-hour classes at David Gray House.

During the lunchtime lock down, no teaching can take place. The Board note that this is an unproductive period for the tutors as they are unable to access the IT government system and therefore are unable to prepare teaching materials. When the EM is absent, tutors are not able to access PIMS except through the Resettlement Officer with a charge being made for each access.

In the past, we have found that vital information concerning a prisoner's progress has not been recorded on the system. However, we are pleased to report that correction measures have been put in place and this should no longer be an issue.

We note that the percentage of prisoners attending classes has dropped from last year's figure of 53.8% to just less than 50%. We still feel that this valuable resource is under-utilised and more prisoners should be encouraged to participate. IT and Cookery remain the most popular classes. The charity PrisonWorks has taught Spanish for part of the year, and the classrooms are also used by this charity to deliver the 'Inside Out' course. Several prisoners have spoken highly of this course and have told us how much it has helped them to rethink their lives.

The Board has noted that the problem of late arrivals to classes, caused chiefly by the medication run, still persists, although it has eased slightly after a review.

Although the prison receives Vacancy Lists from the Careers Service, the advisors do not visit. The EM visits prisoners who are near to release but we understand this may not happen next year. The Recruitment Agency stopped visiting the prison some 18 months ago.

All in all, we conclude that very little is done to help the plight of prisoners who wish to find work and re-join the community. This matter needs to be urgently addressed by government.

The EM liaises with the Isle of Man College and 1 prisoner completed, and passed with distinction, a professional qualification for Computing. Another is in his second year of a brickwork course and also works 2 days a week with an outside firm in support of what he is doing in college. 3 prisoners, who have since been released, were helped to obtain a college place. The Board has noted from previous records that such prisoners tend to do well and do not return to prison.

Letters

The Board are still unable to evidence any system for translating incoming and outgoing letters written in a foreign language.

Televisions

During this reporting year a new television system has been installed which has provided prisoners with a greater range of available channels. Enhanced prisoners now have access to some 44 channels. Unfortunately, there have been some recurrent problems with poor reception and unavailability of some channels. The Board understands that efforts are being made to try and resolve this and that a specialist engineer is to visit the prison.

There has been an on-going issue with the number of televisions being taken out of use and requiring repair due to aging or deliberate damage. The warranty of the televisions has generally expired, making repair in many cases uneconomical. While the televisions have been replaced on C Wing and D Wing this has not happened on A and B Wings. Although some new televisions have been purchased it has not been possible to distribute them due to risk of jealousy leading to bullying, and/or further deliberate damage to the old sets in the hope of obtaining a new one. The relatively low numbers in the prison during this year have meant that the stock has been sufficient, but only just.

The Board understands that a new policy is being written which will allow prisoners to purchase their own televisions of a slightly higher specification through the Canteen. It is likely that this would drastically reduce the rate of damage and prisoners would be liable for repairs. They would retain the option to continue to rent, and rental sets could be provided should their own be undergoing repairs. The Board feels that this is a sensible solution, and one which will be popular with prisoners.

Physical Education

The operation of the P.E. Department has continued to be seriously affected by staffing issues during this reporting period. There are now 4 Physical Education Instructors (PEI's), but 1 is on a phased return following surgery. When leave is taken into account, effectively

only 2 PEI's are available for 38 weeks of the year, with assistance from whichever other officers can be spared. As a result, it is often not possible for the outside P.E. area to be used and sometimes the Sports Hall also has to be closed. Football can only be played when PEI's are available. Prisoners keenly feel the lack of outside exercise especially during periods of good weather.

From the 5 of January 2015, it was announced the gym will be permanently closed on Mondays rather than Fridays.

Despite these pressures, the P.E. staff continue to play a vital role in other prison events such as accommodating prisoners during chlorination/disinfection, and Family Days - in which they participate with great enthusiasm. Additionally, P.E. staff organised and participated, in their own time, in a Sponsored Walk raising some £2,000 for local charities.

Members of the P.E. staff are held in the highest regard by the prisoners, who recognise that the cuts to provision are despite the efforts of the staff.

The Board feels that the prison has only been able to maintain the high levels of P.E. that it has due to the good will of the P.E. staff and that this is a situation which cannot continue indefinitely.

The present financial climate also presents difficulties to this important asset. The P.E. budget allows for little in the way of replacing aging equipment and most of it is spent on servicing the equipment in the gym. If the trend continues we could see a P.E. Department without apparatus as it will not meet Health & Safety requirements.

Canteen

The canteen continues to be run extremely efficiently with well-established systems in place, and there have been few changes in this reporting period. One change that has been made relates to the ordering of powdered protein supplements. Orders for these products are now made separately from the main canteen sheet on a different form so that a record is kept of exactly how much each prisoner has ordered.

Work

Whilst the Work Allocation Board (WAB) seems effective, and its procedures mitigate against any accusation of unfairness in outcomes from prisoner applications, the recent press release claim that 88% of prisoners work in 90 paid activities belies the fact that 'work' can be as little as 2 hours daily. The Board have evidenced the frustrations of prisoners who want more work, but have also heard grumbles that other prisoners have very poor work ethic and that poor standards of work go unchallenged. Other training ideas have not yet come to fruition but not for the want of strenuous efforts by the Resettlement Team to source work options.

In the light of regular imprisonment for fines, it is disappointing that money management is yet to be delivered on a widespread or regular basis.

Courses in literacy and numeracy have their place but the resounding request from prisoners who talk to us, 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 gain skills remain limited and it is vital that prisoners' expectations are not raised regarding potential attendance at the Isle of Man College prior to release, only to be denied due to their security risk to the public.

The Resettlement Team follow up every potential work enquiry, but little progress has been made in securing new off-wing work positions. Recycling facilities continue but, whilst this has saved money, significant amounts of wet food waste from in-cell meal eating, makes these jobs very challenging and deservedly better paid. Despite active support from the prison's political member, only the woodworking initiative has been revived.

The hurdles of operating low risk assessed prisoners safely and maintaining visible supervision outside prison, have proved insurmountable. This reality throws the emphasis back to the need for a flexible space within prison grounds where low skill, high volume, ad hoc work can be done.

Press releases regarding the recycling, horticulture, and charity runs are welcome. Much grown produce is wasted due to gluts and a reluctance to prepare it, although a more selective planting plan in 2014 did see some reduction in wastage. It has been suggested that a role could be created to pick and sell produce to officers or a 'seed for produce' exchange programme could be enacted.

Section 10: BACKGROUND

1. Prison Environment

Building

The prison is a No Smoking establishment.

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

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

Accommodation

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

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

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

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

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

Health & Safety

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

A register of ongoing risk assessments is kept in the Works Department office. These include the manual handling of hazardous material and equipment. To confirm that procedures have been fully explained to them, prisoners on work duties have to sign the relevant compacts.

First Aid equipment is kept in all wing offices, and so is available to all areas accessed by prisoners. There are defibrillators stationed strategically around the prison.

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

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

2. Health

Healthcare

The Department of Health and Social Care provide Healthcare services to the prison via a Primary Care Team based at the prison and a contract with an external GP service. The latter hold surgeries in treatment rooms in the prison Healthcare Unit on Monday and Friday mornings and Wednesday afternoons each week. These run for 2 hours and cater for around 6 prisoners per session. Telephone support is also available during the day. Access to a female GP can be arranged for female prisoners if requested.

There is no in-patient facility, nor is there 24 hour cover: the Healthcare Department is staffed from 07.30hrs - 20.30hrs Monday to Friday, and 08.30hrs – 17.30hrs at weekends and public holidays. In line with the general community, the out-of-hours service is covered by the Medical Emergency Doctors Service. A comprehensive pack of guidelines, compiled by the Healthcare Team, is available to officers regarding when to call doctors, ambulances, etc.

The Healthcare Team includes a Clinical Manager and Deputy Manager, as well as 3 Registered General Nurses and a Registered Paramedic. One of the team is a qualified non-medical (nurse) prescriber. The Healthcare Unit contains a dispensing pharmacy, where it is possible for staff to observe prisoners taking their medication. Pharmacy drug control checks are regularly carried out by an external Pharmacist.

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

Access to Other Services

A dentist from the Douglas Community Practice holds a weekly surgery in the prison's Healthcare Unit. An Optician visits every six weeks, but will come more often if required. A Cruse Bereavement Councillor will attend the prison when needed.

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

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

Continuity of Care

To enable continuity of care, the prison's clinical records are computerized on the Egerton Medical Information System, in line with all the island's GP practices. Mental health and drug and alcohol notes can also be accessed to confirm any illnesses or medication. Noble's Hospital, however, uses a different information system.

To help manage the health and welfare of people in custody the prison Healthcare Department have introduced a Transfer Medical Treatment Form, which must accompany the prisoner on transfer to hospital, Police Headquarters, or any location of proposed medical services. The form contains details of medical examinations and any medication given. Any confidential information is only accessible on a "need to know" basis. The form requires the professional to state whether a prisoner is medically fit to return to prison. This is particularly relevant at night when there is no Healthcare staff on duty at the prison and, therefore, no medication can be given.

On discharge from prison each prisoner receives a "Healthy Living" pack provided by a local pharmacy. These contain a selection of toiletries and drug advice leaflets. When required,

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

Substance Abuse

A policy for the "Assessment and Management of Drug & Alcohol Dependent Prisoners" came into operation in November 2013. Prisoners with drug and alcohol issues are identified during their induction process. The psychiatrist, who attends fortnightly, is able to provide specialist services for prisoners who experience substance-related problems. The Deputy Clinical Manager, who has 10 years' experience working for the Drug & Alcohol Team prior to working at the prison also works with these prisoners. Any pregnant prisoners with drug and alcohol problems will be referred to the community midwife and managed in prison by the local DAT Pregnancy Support Clinic.

The Department of Health has a contract with the charity Motiv8 Addiction Services, who provide a Drugs Councillor visit to the prison for 6 hours every fortnight. Prisoners serving short sentences or coming to the end of a long sentence will be offered a referral to Motiv8 on their release, for counselling and relapse prevention. They will also be given helpful leaflets about drug abuse, including one entitled "Don't Risk It" which warns about possible lower drug tolerance levels after imprisonment.

Mental Health

Acute: In September 2013 the prison and the Department of Health and Social Care drew up a joint policy "The Care and Treatment of Acutely Mentally Ill Prisoners", the aim of which is *"To ensure that prisoners who are experiencing acute mental illness receive the most appropriate timely care in the most appropriate environment"*.

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

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

Professional Help: Two Mental Health Nurses are supplied by Community Mental Health. One visits for a full day on Tuesdays and the other on Thursdays.

A Psychiatrist, who has dual expertise in forensic psychiatry and in the treatment of drug and alcohol abuse, attends the prison weekly and can see about 4 prisoners each session. A Clinical Psychologist also attends the prison fortnightly and sees 2 prisoners a session.

In addition, outside agencies, such as CRUSE and Samaritans, carry out valuable counselling work with prisoners. The Samaritans visit the prison every Saturday morning, and there are

2 dedicated mobile phones which can be given to prisoners by staff should they wish to contact this charity at any other time.

3.Welfare and Safety

Food and Food Hygiene

The spacious, well-designed kitchen supplies the prisoners and the staff canteen. It is equipped with both gas and electric units, so can operate even if there is power supply failure. Sufficient food can be stored on a rolling stock basis to cover a period of 7 days. Vegetables from the prison horticulture unit may be used to supplement the fresh produce.

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

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

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

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

All kitchen units are easily moveable to allow access for regular cleaning. Cooker hobs and extractor fans are cleaned regularly, and a deep clean of the whole kitchen is carried out quarterly. An additional deep clean is done once a year by a recognised professional company.

A recognised Pest Control Company is contracted to visit regularly and as required. The Environmental Health Officer has an open invitation to visit at any time with no prior notice.

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

Faith and Worship

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

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

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

held during prison visits with 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 4 times. Other faith groups such as Jehovah's Witness, Jewish, Muslim, Quaker or Pagan, etc, can be represented as and when required through various contacts and volunteers. Invited ministers, speakers or music groups may form part of one of these services. All types of service may be attended by any prisoner.

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

Categories of Prisoner

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

Remand Prisoners

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

Prisoners held on remand can enjoy more privileges than convicted prisoners, i.e. they may have 2 social visits per week, and they can also send and receive as many letters as they wish. At the Governor's discretion, and in consultation with the Healthcare team, remand prisoners may see their own GP or Dentist, providing that they meet the costs incurred of any appointments.

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

It is not obligatory for a remand 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 cash account.

Female Prisoners

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

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

There is a specific segregation policy in place for women; and D Wing has its own segregation cell, as well as its 15 ordinary, single occupation cells.

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

Female prisoners have access to various education classes and gym sessions; and members of the Mothers' Union run fortnightly arts and crafts classes on D Wing.

Disabled Prisoners

There is a policy in place to address the needs of disabled prisoners or those with impairments. With the cooperation of Healthcare, any specific needs are identified during the reception process, and a Supported Living Plan will be implemented. There are 6 Disability Liaison Officers, and prisoners are assigned accordingly. They are also allocated a named health professional who will liaise with the officers.

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

Foreign National Prisoners

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

Specific dietary needs can be accommodated by the Catering Officer.

Older Prisoners

Prisoners over 60 years old are classed as older or elderly. It is recognised that it can be hard for older people to adapt to prison life. They can be deemed vulnerable due to the physical or mental stress of imprisonment. Where possible, if mobility or stairs are a problem, an older prisoner may be allocated a cell on the ground floor close to the wing officers' dais. On reception an in-depth needs analysis will be carried out by a member of the Healthcare Team and a Personal Officer, and a Supported Living Plan will be put into place.

Veterans

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

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

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

Young Offenders

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

Vulnerable Prisoners

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

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

Life-sentenced Prisoners

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

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

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

Managing Risks to Prisoner Well-being & Safety:

Supported Living Plans

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

Altered Health Status

According a prisoner 'Altered Health' status enables Healthcare staff and officers to be mindful of the risk of deterioration of that person's long or short term health issues.

Folder 5

Using information volunteered by a prisoner as well as from external sources, e.g. Probation and Court reports, previous custodial sentences, prior knowledge and medical referrals, an assessment is made regarding that individual's risk of self-harm or suicidal intent. If deemed

necessary, a process known as a Folder 5 may be instigated. This involves regular or continuous monitoring, observation and recording of the prisoner and their demeanour.

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

Anti-Bullying Policy/Violence Reduction Strategy

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

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

The Anti-Bullying Policy clearly outlines bullying definitions, as well as procedures for raising a complaint, reporting and providing support for victim and perpetrator. If an officer has concerns about or knowledge of specific instances of bullying then they will record these on PIMS and submit a Security Information Report. Through liaison with the Wing Senior Officer, an Anti-Bullying Monitoring and Support Folder will be opened. Bullying Incident Reports (BIR's) are generated for each bullying incident that is recorded. To provide a consistent approach, procedures are in place outlining stages through which the BIR will progress.

Safer Custody Meetings

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

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

Prisoners' Council

The Prisoners' Council meets once a month. It was set up:

"in order to provide the Senior Management Team with an opportunity to share proposed changes with prisoners, and for prisoners to have an opportunity to voice their concerns and offer a legitimate input into policy development."

The Council consists of a Principal Officer (Chairperson), two Senior Officers, a Wing Officer and one prisoner representative from each wing. Members of the IMB may also attend.

4: Offender Management

Prisoners are transported to the Isle of Man Prison either directly by the police, or by a civilianized 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

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

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

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

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

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

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 is not controversial. Only an officer is authorized to obtain this number, and he/she will first call the person to ensure that they are willing to speak to the prisoner.

Property

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. Any money or jewellery or other valuable items are photographed and transferred in a clear plastic pouch to the Administration Department for recording and safe keeping.

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

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

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

Induction

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

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

While on the Induction Wing prisoners are also given the opportunity to meet and talk with their Personal Officers. New receptions are seen by the Education Manager while they are on the Induction Wing. Other agencies such as the Chaplaincy, Samaritans, and IMB members will see them on their next visit to the prison whenever possible, and within the prisoner's first week.

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

Wing Allocation

New Reception prisoners are dispersed onto wings that are appropriate for their safety, well-being and security. Each prisoner is allocated a single cell. 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 appropriate period.

Where it is deemed beneficial, a new prisoner can visit the wing they will eventually be moving to as part of a phased introduction that helps ease the transition and allows officers to assess the suitability of the location. Prisoners are allowed to wear their own clothes on the wing, provided they have a Standard or Enhanced status. They may also wear them when they are going to Court.

Provisions

A gender-appropriate hygiene pack is provided to new prisoners which will see them through their first days. Prisoners can buy additional items from the canteen. Toilet paper is provided by the establishment.

Another pack is given which contains useful information outlining various procedures such as Visiting Orders, Application for Work, Spending Account, establishing a list of contacts for phone calls, prison compacts and rules. Within this pack there are also some canteen items including eating utensils, as well as an envelope, paper and pen.

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.

Custody Planning

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

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

The process cannot be delivered by the Prison & Probation Service alone and relies on collaboration with other agencies and government departments.

(*see Page 53 Other Agencies)

Resettlement Meetings

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

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

The Resettlement Team

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

Release Procedures

Release and discharge procedures which are the priority of the established Resettlement Team include input from Probation, Education, Healthcare, and various other agencies. The

aim is to ensure that prisoners, no matter how long they have been in custody, are prepared sufficiently for their release back into the wider population. A prisoner will be evaluated as to the support he/she may require within the community and will be made aware of the support systems available prior to release. It is also a primacy to confirm that a place of fixed abode will be available to the prisoner on release.

Pre-release Plans

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

The pre-release plan consists of 7 parts:

1. Accommodation
2. Activity
3. Relationships & Dependents
4. Drugs & Alcohol
5. Health
6. Debt/Finance/Benefits
7. Supervision & Licence Arrangements

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

Normal Release

Prior to their release, prisoners are transferred from their residential wing back to the Induction Wing.

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

Release on Temporary Licence (ROTL)

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

Early Release

There is a proviso for early release on under Custody Rule 16. It is at the discretion of the Governor but is time limited. Any cases are treated strictly on an individual basis and evaluated purely on the matter in hand.

Transfers

Transfer to other prisons within the UK is required from time to time for a variety of reasons. All life sentence prisoners will be relocated to a Category A or B prison within the UK. In addition, it is also used for purposes of domicile and may, under certain circumstances, allow transfers to another institution as deemed necessary by qualified persons, for example in cases of Mental Health Welfare.

Parole

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

The committee independently assesses long term prisoners who apply (and are eligible) for parole under a discretionary conditional release licence and makes recommendations to the Minister of 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 has at least 10 meetings a year but much depends on their caseload. They 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.

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

Probation Service

The Probation Service provides reports and assessments to the courts, as well as structured supervision and enforcement of court orders and post-custodial licences. Effectively, Probation staff assess, manage and review risk; and deliver community based interventions which are informed by the risk assessments. They also have a pivotal role in the island Multi-Agency Public Protection arrangements. Their aim is to actively promote integrity, respect and anti-discriminatory behaviour in order to support community safety. External & prison-based Probation Services were combined under the prison Governor's control in 2011.

There are 2 Probation Officers working in the prison. Both are an integral part of the Resettlement Team. They deliver a range of intervention programmes aimed at reducing re-offending behaviour. These include presentations and workshops/programmes on Cannabis Awareness, Victim Awareness, Sex Offence, Alcohol Awareness and General Drug Awareness, plus Anger Management work with targeted individuals and offence-specific work using 'Targets for Effective Change'.

***Other Agencies**

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

These agencies include:

Healthcare Team: 2 registered Mental Health Nurses offer Anxiety Management in-house. Referrals may be made by prisoners themselves, by the Healthcare Team or by the Resettlement Team.

Drug & Alcohol Team: Referrals are made through the prison Healthcare Team or the Resettlement Team which includes a Healthcare Manager.

Alcoholics Anonymous: Prisoners with identified drink problems will be offered a means of contacting Alcoholics Anonymous through Resettlement Meetings.

Isle of Man College of Further Education: The prison Education Manager will identify and satisfy prisoner's educational needs and involve the college both during custody and after release.

Job Centre: Career Advisors attend the prison and visit the wings to offer advice to prisoners once per fortnight. The Resettlement Team may also target individual prisoners according to identified needs and refer to advisors.

CIRCA: This is a registered (Charity No 657) whose main aim is to co-ordinate volunteer workers and find volunteer work placements within the numerous registered charities throughout the island. The Resettlement Team refer particular prisoners, with the aim to provide purposeful activity on release and also build experience into the offender's CV.

'Housing Matters' & 'GRAIH': Organisations which have representatives who, on request, will attend the prison to assess the housing needs of prisoners. Referral would normally go through the Resettlement Team.

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

CRUSE Bereavement Care: Referrals for bereavement counselling are made through the Healthcare Team. Counsellors attend the prison by appointment and the counselling is conducted in the Healthcare Department.

The Children's Centre: Representatives of the Children's Centre attend the prison for the prisoner family days and on an ad hoc basis to help facilitate the 'Story Book Parents' scheme which is available to prisoners with young children. This scheme is to allow a prisoner to have an edited recording of them reading a storybook sent to their child(ren) as a means of maintaining parental contact.

Samaritans: The Samaritans attend the prison each Saturday morning. They are free to tour all wings unhindered in order to interact with all prisoners. There is also a Samaritans phone located in the Centre Hub office. Any prisoner asking will be given the phone in order to talk to a Samaritan any time night or day. Prison officers may identify a prisoner in distress and offer the service to them.

Manx Courts Mission: A charitable organisation aimed at giving offenders, or families of offenders, emergency financial help. They may be contacted by the Resettlement Team when a prisoner is identified with urgent needs.

Victim Support: Referrals may be made to Victim Support by the Resettlement Team or by any member of staff. Victim Support receive a donation of 20% of the wage of a prisoner working out in the community.

'PrisonWorks': This is a Restorative Justice programme supported by Personal Officers. It requires prisoners to acknowledge the effects of their crimes on themselves, their family and friends and, importantly, their victims.

Rehabilitation: The Criminal Justice Strategy Act was introduced in late 2012. The Criminal Justice Board was convened shortly afterwards and 1 of its 4 core approaches is rehabilitation. The Board's role includes liaising with other departments responsible for social policies in order to prevent entry and re-entry into the Criminal Justice System. It reports quarterly to the Department of Home Affairs, the Council of Ministers and the Social Policy Committee.

5. Security, Order & Control

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 3 levels: Basic, Standard and Enhanced. On reception all new prisoners start on standard regime. Prisoners can apply for enhanced status after 8 weeks. Prisoners who receive 3 warnings within 2 months are placed on basic regime for 4 weeks if adults and 2 weeks if young offenders.

I.E.P. levels are reviewed at a weekly Review Panel. The panel usually consists of the same core group of officers to ensure a consistent approach. Applications and potential upgrades/downgrades in I.E.P. Levels are considered carefully. Prisoners can make written contributions and the views of Senior, Personal, and Wing Officers are taken into consideration. The panel also uses the entries on the Prison Information System 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. In accordance with the 2011 HMIP Report, prisoners on Basic Regime are now being given written targets in order to regain Standard status.

Discipline & Adjudication

Most misconduct in the prison can be dealt with informally through good management, good staff/prisoner relationships and the Incentives & Earned Privileges scheme. However, the formal discipline system is central to the maintenance of good order, control, discipline and a safe environment by investigating offences and punishing those responsible.

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

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

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

Good Order & Discipline (GOAD)

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

Cellular Confinement (CC)

Following a finding of guilt at adjudication, an adjudicator may impose a punishment of cellular confinement in the Segregation Wing, as long as a member of the Healthcare staff has indicated that there are no relevant health factors that would advise against this. The maximum period a Governor can impose is 3 days whereas the IMB may award up to a maximum of 28 days. Prisoners who have been awarded CC as a punishment may also have their mattresses and bedding removed from their cell during the day.

Segregation

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

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

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

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

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

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

Awaiting Adjudication

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

Own Protection

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

Drug Testing

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

There are 4 areas where MDT may be applied:

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

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

Dogs

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

There is 1 Passive Drugs Dog, which is licensed to search for drugs, and 2 Active Drug Dogs, which are licensed to search for drugs, illicitly brewed alcohol, tobacco and new psychoactive substances (NPS), more commonly known as Legal Highs. All dogs are licensed and trained at HMP Kirkham with the National Offender Management Service and come under the guidelines of Prison Service Instruction (PSI) 2011.

The Dog Section has 2 officers; one full-time and one whose role is split between the Operations Group and the Dog Section. Both are qualified dog handlers.

The Dog Unit is a secure, stand-alone area located to the side of the Gatehouse. It consists of a compact administration block and a series of modular, purpose-built kennels, each of which has individual housing and a small run. There is a grassed training area next to the kennels.

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

6. Regime

Exercise

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

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

Association

This 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 hours until 20.15 hours, and one on weekend days from 13.30 hours 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.

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

Physical Education (PE)

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

There is a minimum entitlement to PE for all prisoners other than those who are held in Segregation. 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 Gym and Sports Hall must undergo a full induction course and are also assessed by Healthcare. Those who are not regular gym attendees must undergo a fitness test before taking part in strenuous activities.

As well as use of the cardio-vascular equipment, the PE staff offer such games as football (for Enhanced prisoners only), badminton, short tennis, indoor bowls and circuit training. Some of the activities are devised to suit female prisoners and the elderly.

In addition, the PE Department plays a vital role in Family Days and events such as the Healthy Living Day. The Sports Hall facilities may also be used to hold prisoners during the annual chlorination of wing facilities.

Social Visits

Visits last for 1 hour. Remand prisoners are entitled to 2 visits per week and convicted prisoners may have 1 visit per week. There are no visits on Mondays, Wednesdays, Christmas Day, Boxing day, and New Year's Day.

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

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

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

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

Prisoners can apply for inter-wing visits and a Visiting Order is needed by both parties. Security checks are made but there is no delay in arranging the visit. In order to accommodate visitors from off the island, extended visits lasting for an hour and a half are facilitated. Manx prisoners (excluding Category A prisoners) serving sentences in the UK are allowed to return twice a year for accumulated visits over a 3 week period and are permitted visits on allocated visiting days.

Closed Visits

During closed visits the prisoner and the visitor are separated by a clear perspex/glass screen so that no physical contact is possible. Communication is conducted via an intercom

telephone. There are 3 closed visits booths. Prisoners are placed on closed visits as a result of disciplinary action, or because the visitor is suspected of carrying some illegal substance into the prison, often because a sniffer dog has picked up on the carrier. In this situation, the visitor is asked if they wish to proceed with a closed visit or leave the prison immediately. If the visitor wishes to proceed they are placed in a closed visit booth. Closed visits take place at the same time as other visits.

Family Days

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

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

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

Every effort is made to make Family Days as relaxed and comfortable as possible for those attending, for example officers attending do so out of uniform. Prison 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. Photographs are taken on the day and individualised albums are provided for prisoners and their families.

Canteen/Prison Shop

The canteen/shop is run by an experienced Stores Manager assisted by an enhanced prisoner. A canteen sheet detailing everything available and the price of each item is distributed every Monday morning and collected in Tuesday. Orders are delivered on a Thursday morning. Prices are reviewed and updated on a weekly basis. New receptions are issued with an emergency canteen form, with the proviso that they cannot spend more than the cash they have in hand.

Each canteen sheet is personalized, using information from the Work Allocation Board, to show how much that prisoner has earned, private cash and how much they have to spend. Prisoners must ensure that they have sufficient funds to cover the items ordered. The canteen sheet is divided into sections to allow for prioritising the ordered goods when there are insufficient funds available in the prisoner's account.

In addition to the goods listed on the canteen sheet, prisoners (excluding those in segregation or on basic regime) can request additional items (subject to the Facilities List) in the canteen sheet section marked "Privilege".

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

Education

Education is contracted out to the Isle of Man College. It is delivered in the prison by a team of staff under the leadership of an Education Manager who is the only permanent member. The rest of the team consists of sessional tutors and volunteers. The manager also liaises with the Isle of Man College to help prisoners to apply for suitable courses prior to their release. Some are released on a temporary licence so they can attend while still in custody.

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

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

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

Provision of education is governed by a policy and procedure document. All prisoners attending classes have to attend for at least 6 weeks and sign and abide by written classroom rules. Prisoners in full-time education are paid a weekly rate of £13.50. However, they must attend 10 lessons each week. These are negotiated and relate to a prisoner's specific needs.

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

Work

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

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.

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

Library

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

Library opening times are Wednesday afternoons and Sunday mornings. Each session is for 2.5 hours. Prisoners taking education classes can also use the Library during lesson time.

Prisoners in segregation do not visit the Library and rely on a book trolley.

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

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

Letters

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

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

The only exceptions to these guidelines are letters to or from a prisoner's Advocate, Doctor, Social Worker, Embassy, or the Chief Constable. These must be clearly marked "Rule 60". Incoming envelopes must be clearly marked by the Advocate. Where there is suspicion that the letter may not be a genuine "Rule 60" letter, the letter is passed to Security and opened in front of the prisoner.

A log is kept detailing incoming "Rule 60" letters opened in error, usually because they are not clearly marked. In these cases, the letter is taken to the prisoner and an explanation is given. Outgoing "Rule 60" letters are checked to ensure that the addressee is a genuine Advocate.

Telephone

Every prisoner has a telephone account and a personal ID. They are allowed 10 numbers, which are security checked. Prisoners on enhanced status are allowed an additional 5 numbers.

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

Enhanced £20.00	Standard £12.00	Basic £5.00
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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 3 numbers free.

Television

Each cell is equipped with a TV which can receive a selection of Freeview and Freesat channels plus radio channels. The TVs of enhanced prisoners receive 44 channels and those of standard level prisoner receive 20. In 2011, it was decided that televisions must be paid for out of wages and not private funds. TVs are removed from those on basic regime and can be removed as part of an adjudication award.

Legal Advice

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

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

'Live Link'

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

Bookings for the use of the 'Live Link' are made through the prison's Administration Department. A Senior Officer is responsible for the organisational needs within the legal visits area.

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

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

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

Section 11: CUSTODY SUITES & HOLDING CELLS

COURT CELLS

Introduction

In our role as Independent Custody Visitors (ICV) members of the Independent Monitoring Board (IMB) visit, usually in pairs, the Custody Suite at the Isle of Man Courts of Justice at least once each month and prior notice. At least one member of the ICV also attends the regular meetings held between the senior management of the Isle of Man Prison and the company holding the Escort Contract for this reporting period, the 'Resource Group'.

Statistics

During the April 2014 to end of March 2015 reporting period. there were 12 visits made, during various times of the working day. The duration of the visits ranged from 26 minutes to 95 minutes, with the majority lasting approximately 55 minutes. On 2 occasions, the ICV were accompanied by a member of the Legislative Council who was the political member for the department responsible for the Prison & Probation Service.

During visits, the ICV are introduced to prisoners/detainees, who then have the opportunity to talk to the ICV in private. The majority are happy to discuss their treatment, which has generally reflected well on the staff. Occasionally, detainees declined.

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

Detainees

Prisoners can arrive at the Court Custody Suite from the Isle of Man Prison, the Custody Suite at Police Headquarters, or directly from the Courts or the hospital. Most detainees present on ICV visits were spoken to by the members. The occasional refusals to engage were recorded.

With regard to cell accommodation and handling, there are 4 basic categories of detainee: adult male, adult female, young offender (usually male), and vulnerable detainee. Within these, there can also be those deemed "at risk" or potentially violent. Any detainees arriving from the police cells are required to be housed apart from those from the prison. The number and diversity of detainees can at times cause logistical problems with cell accommodation at the Courts. This has been alleviated slightly by liaising with the Deemsters' over the Court Lists.

The continuation of the 'Live Link' system may help towards lessening the problem.

The ICV have observed that provision of food and hot drinks, spare clothing, toiletries, blankets, and reading materials has been adequate to good.

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

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

Detainee Transport

Generally, the vehicles used have been 2 specialised vans, each of which contains a pod/box facility for specific detainees who require more secure or separate transport. Both of these vehicles have been fitted during this reporting period with Defibrillators, and staff have been trained in the use of such equipment. A car is also available for use.

Staff

Routine cleaning of the Court Custody Suite is now conducted by 'Ultimate Clean'. There had been mixed reports, mostly unsatisfactory, previously. However, the standard throughout this reporting period has improved dramatically, and the suite is now considered clean and tidy.

During this reporting period, there was a "dirty protest" which affected 2 cells, the van dock area, and one of the vans. One of the cells was out of commission for approximately 2 months, and the pervading odour was extremely unpleasant for staff, detainees, and visitors.

The management of detainees in the Custody Suite and their transport to and from prison and hospital, as well as some bed watch duties was the responsibility of 'Resource' throughout this reporting period. It was noted initially that hospital escorts had occasionally been compromised by prison journeys which were due to difficult clinic times. This has now been rectified, and appears to be running smoothly.

ICV visit reports consistently comment on the sensitivity and professionalism of 'Resource' staff and managers.

Layout of the Custody Suite

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

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

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

Maintenance of the Suite & Fittings

The Department of Infrastructure is the Landlord.

The storage system for detainee property is now in a designated area and cupboard and is a vast improvement on the previous system.

It has been noted and reported throughout this reporting period that the furniture in the Advocates' room and sub office has still not been secured. As constantly reported, there is a risk of serious injury to staff, advocates and detainees. In addition it has been regularly noted that the CCTV system is not working correctly. The Landlord appears to be reluctant to affect the necessary repairs. The ICV consider these 2 items to be of serious concern that need to be addressed promptly.

Information Systems

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

For new receptions arriving at the prison after 5pm from Court, the Healthcare Team implemented a form for Court Suite staff to complete and fax through to them. Without affecting any "medical in confidence" criteria, this continues to enable the Healthcare Team to have useful information about a detainee's medication that has been prescribed by their GP and/or the Drug & Alcohol Team. These 2 systems are commendable for enabling much greater continuity of care of detainee health.

Summary

On occasions the Custody Suite continues to be poorly ventilated and is frequently a crowded environment in which to operate. It can be said that it is used for temporary accommodation only. There has been some improvement in some facilities and procedures; but its safe and effective functioning relies very heavily on the high degree of organisation,

flexibility, care and co-ordination amongst the staff. This could be assisted by a prompt and through maintenance programme being carried out by the Landlord.

The issues of the furniture in the Advocates room, CCTV maintenance, and the lack of any suitable policy on the handling of juveniles need to be addressed **URGENTLY**.

POLICE CUSTODY SUITE

Background & Content

Members of the 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 monitored are Isle of Man Constabulary's Custody Suites at Police Headquarters and, until its closure, Port Erin.

The ICV visit unannounced and generally in pairs throughout the year; with 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, the prison's Senior Management Team, and to the Inspector in Charge of the Police Custody Suite.

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

Statistics

For the period of this report there were 1361 arrests (details by month below) which represent 1014 individuals, arrested between 1 and 9 times during this time.

Apr 2014	129	May	142	Jun	127	Jul	141
Aug	125	Sep	110	Oct	121	Nov	113
Dec	90						
Jan 2015	91	Feb	82	Mar	90		

106 of those arrested were detained for more than 24 hours. Of these, 13 were held for more than 48 hours.

During this same period there were 16 visits by the ICV, of which only 4 were due to Police notification that a detainee might be held for a period exceeding 48 hours. In addition, only 3 phone calls were received by members who were on the ICV Notification & Serious Incident Rota. We would like to see this addressed and a clear procedure for the Police finally established.

The average visit duration was 50 minutes (ranging from 23 to 105 minutes). Visits were undertaken at a variety of times including evenings.

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

Treatment of Detainees

In general, detainees were well treated, and most commented positively on their treatment. During visits, unless specifically advised to the contrary, an officer will introduce the ICV and offer a chance to speak in private.

ICV observed that the provision of drinks, food, blankets, and reading materials were adequate; the variety of reading materials has improved. There have been complaints with regard to the offering of meals and ICV feel that a pro-active approach from officers would alleviate this, along with a notification on the Custody Record showing that meals and drinks had been offered, and whether or not these had been refused or accepted, eaten or left.

First Aid kits, anti-ligature knives, anti-suicide blankets and clothes, were in positions known to staff. Food stocks were satisfactory, and it was noted that there were supplies to cater for vegetarians and those of different religious faiths. On 2 occasions, some dry goods were found to be "out of date". However, this was quickly remedied once it was drawn to the attention of the Custody Sergeant on duty.

The availability of a Duty Advocate and Forensic Medical Examiner appears to be working satisfactorily. There still appear to be some concerns with detainees with mental health issues. The ICV understand that there appears to be a good working relationship between the Duty Crisis Team and the Custody Team.

The construction of the new suite posed some initial safety concerns about the movement of detainees from the Police vans, on arrival, to the charging areas. These were addressed on a prompt basis when they were brought to the attention of custody staff.

Cleanliness

Considering the age and decorative state of the Custody Suite, a 70's build, the cleanliness level was good. A new suite is to be opened imminently, which will remedy a large number of previously noted issues such as space, ventilation, exercise, interview facilities, safety and detainees with a physical disability etc.

Space

The Custody Office is small and occasionally crowded. Since the last reporting period, a new CCTV recording system has been installed to record the operations and "handovers" at shift

times. An accurate record of the procedure can be made available should there be an incident in the suite.

There are 10 cells. In winter, there have been complaints from detainees due to the cold and the poor ventilation. This should be addressed once the new suite is opened.

It was noted that during this reporting period new, lockable medical boxes had been installed in the corridor outside the office and under constant CCTV view. These house the individual requirements of each cell's incumbents, e.g. glasses, asthma inhalers, etc.

Mental Health & Other Services

The Custody Suite is regularly a temporary home to many detainees with mental health issues. However, there is now a good relationship with the Crisis Team, and the recent drive for additional "appropriate adults" successfully attracted a large number of applicants who, once trained, will be available to help disadvantaged and younger detainees.

Section 12: WORK OF THE BOARD

Members

The reporting period has seen one or two changes in the dynamics of the Board. One member has returned following sabbatical leave and another member resigned due to family commitments. 2 further long-standing members came to end of their term of office and subsequently retired after 9 years of dedicated work.

We are still operating with fewer members than the optimum 15; however a further recruitment drive has taken place and we are hopeful that new members can be selected. The process of recruitment to the Board will see potential new members taken on an orientation tour of the prison during lock-down. This proves invaluable in giving a flavour of being within a secure custodial setting.

	2012	2013	2014
Number of Board Members at the start of the reporting period	12	11	11
Number of Board Members at the end of the reporting period	11	11	11
Number of new members joining within the reporting period	04	0	03
Number of members leaving within the reporting period	05	0	03

The Board elections took place in January of 2015 and a Chairperson, Vice-Chairperson, Vice-Chair Designate, and a Board Development Officer were appointed from within the current membership.

Visits

The Board are committed to the giving of their time and knowledge during visits to the prison. This is done on an unpaid, volunteer basis. Members visit as the rota dictates - at least one visit per week and always in pairs. It is a requirement that the Healthcare, Kitchen and Segregation Unit areas are visited each week, along with at least one wing. Following a visit a report is written. Any issues the Board may have are highlighted, and a copy of the report is given to the Governor and the Duty Governor.

The Board accept applications from prisoners in writing, for which there is a correct procedure in place, or verbally ad hoc whilst visiting a wing. New receptions coming into prison are visited by the next members on rota. In addition, the Board have commenced visiting those prisoners whose sentences have come to an end and are due for release.

Members are encouraged to take an interest within a specific area of prison life. Members of the Board currently attend, as observers, the following internal meetings: Safer Custody, Issues, Security, Drug & Alcohol, Resettlement, Work Allocation Board and 'Resource'. The latter is the company responsible for operating and staffing the Courts of Justice Custody Suite and fulfilling the Escorts Contract. Outside the prison, Board members will attend meetings of the Prison Healthcare Management Governance Group and Patient Safety and Governance Committee, held at Ramsey Cottage Hospital, and the Joint Strategic Custody Group meeting, which takes place at Police Headquarters in Douglas.

Throughout the reporting period, a total of 828 hours has been spent on the prison premises during planned rota visits, observing internal meetings and, when called upon, attending significant incidents. This equates to 103.5 working days. Included in the number is one night visit made by 4 members.

The First Response Contact/Call Out Rota System is still in place and continues to work well, although there have been some instances when the Board have not been informed and, therefore, the following statistics may not be a true indication of the actual number of incidents. The Call Out Rota system covers 365 days a year, with members giving their time freely. Not all incidents require the presence of a Board member. 16 calls were made by the prison during the period. Of those, 10 were of an advisory nature only and 6 required the attendance of a member. 2 required a further follow up visit.

Applications to the Board

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

Accommodation	01
Adjudications	02
Equality/Diversity including Religion	0
Finance & Pay	01
Family/Visits including Telephone & Mail	05
Food/Kitchen related	17
Health related	21
Property:	
Prison	02
Police	03
Canteen, Facilities, Catalogues	03
Sentence related, ROTL (Release on Temporary Licence), ROCG (Release on Compassionate Grounds), Parole release dates	02
Transfers to other establishments	01
Staff/Prisoner/Concerns re Bullying	05
Request/Complaint to 'Resource'	0
Confidential Access to Chairperson	01
Miscellaneous	16
TOTAL NUMBER OF APPLICATIONS:	80

It is interesting to note that the above number of 79 is down 16% on the previous year's total of 94, and 49.6% lower than the total of 159 during 2013, albeit the reporting period in that year was 15 months instead of the usual 12 months. The reduction in applications might suggest that prisoners are approaching their Personal Officers on a more regular basis and that more issues are being resolved at that level.

Monthly Meetings

The Board held 12 statutory monthly meetings during the reporting period. On each occasion they were joined for part of the meeting by the Governor, or one of her Deputies, in order to be given a detailed report of the previous month's activities and various statistics regarding the status of the prison.

The average attendance at monthly meetings remains consistent at 76.5%.

Immediately prior to 2 of the monthly meetings the Board were joined by the Minister of the Department of Home Affairs and/or his representative for a separate meeting.

The Independent Custody Visitor Scheme (ICV) meetings take place 3 times a year at the prison, again immediately prior to the monthly Board meeting. This reduces expenses for the department. These double meetings are usually 4 or 5 hour sessions for members and Clerk alike.

	2012/13	2013/2014	2014/15
Total number of Board Meetings during the reporting period	15	12	12
Total number of attendees at Board Meetings	146	106	101
Total number of Board Meetings with Minister and/or his representative	03	02	02
Total number of Board Meetings with Police Custody Inspector (ICV)	04	03	03
Total number of attendances at Ministerial Meetings	31	21	19
Chair/Vice Chair Meetings with Minister of the Department of Home Affairs	04	02	0
Number of visits to prison (Excluding Meetings)	193	177	120
Total Number of IMB Adjudications	06	02	03
Total number of attendances at other prison meetings	44	38	34
Total number of applications dealt with	159	94	79
Total number of significant incidents attended	07	02	06
Total number of significant Incidents advisory	21	18	10
Total number of Training Days attended	02	05	0
Average time spent on a rota visit in hours	4.2	3.45	4.10

Training

The Board Development Officer (BDO) has delivered bite size training modules at the beginning of Board Meetings. These are intended as refreshers for the more experienced members and as an important introduction to specifics for the newer members.

In addition to this, the BDO has co-ordinated short talks from the Samaritans and Motiv8 regarding their role within prison life. A member of personnel from Probation gave Board members a view of the work carried out in this area. A Senior Officer also gave an insight into the procedure for new receptions, who are now accommodated on F Wing before moving to a normal wing location.

Additional Responsibilities

As ICV, we have conducted visits to the cells at Police HQ and also the Courts Custody Suite. Although these visits do tend to be shorter in duration than those to prison, members have spent a combined total of 55 hours of their time visiting both the establishments.

Adjudications

During this reporting year. the Board has been called upon to carry out a number of adjudications.

Once again, we highlight the importance and the imminent requirement for a change in the Custody Act and Rules. We were given to understand that the process would have been

finalised for October 2014, but the Board still finds itself having to compromise its independent status.

General

We are pleased to report that the 3 Family Days held during the Summer, Christmas and Easter seasons have been successful for all concerned. Members of the Board have attended, albeit in a background capacity so as not to intrude on precious family time. Members were also invited to observe a practical and informational Healthy Living Day.

The inaugural meeting of the Prisoners' Council was held during March: its purpose being to allow prisoners to bring their concerns to the attention of management and allow the management to share any proposed changes. The Board will attend future monthly meetings as observers. As the Council becomes established it should prove a good forum to exchange views constructively.

Each year, we receive an invitation to attend the Annual General Meeting of the Isle of Man Branch of the Samaritans. We are always delighted to do so and try to give them the support and encouragement for the wonderful work they do at the prison.

March 2015 saw the retirement of the Prison Governor, Alison Gomme. We are greatly appreciative of all the help and support she has given to the Board. Her replacement, Bob McColm, commenced in his new position shortly before she retired. Some members attended the new Governor's personal presentation to the prison staff and the Board look forward to working with him in the future.

It must be highlighted that we are continually appreciative of the commitment and diligence of the Clerk to the Board, without whom our role would be particularly more arduous.

**For & on behalf of the Independent Monitoring Board
Isle of Man Prison**



Mrs AILEEN GELLING

Chairperson

2 July 2015