



INDEPENDENT MONITORING BOARD REPORT

1 April 2016 – 31 March 2017

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

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

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SECTION 1: STATUTORY ROLE OF THE BOARD

The Custody Rules 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 detainee, every part of the prison, and also to the prison's records.

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

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

The Prisoners Escort Act 2008 2(1) (a), (2) (a) (b), directs the Independent Monitoring Board to:

- Keep prisoner escort arrangements under review and report them to the Department.
- 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 in respect of prisoners being escorted.

SECTION 2: DESCRIPTION OF THE PRISON

The Isle of Man Prison is a secure, enclosed building taking up some 11.5 acres within the perimeter walls. It was built to Category 'B' Specifications. The prison was opened in April 2008 and the first detainee was received 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 detainees. Each wing provides single cell accommodation with integral sanitation, wash basin, and cell power. There is no separate wing for detainees on remand or for young detainees.

- A & B Wings house adult and young male detainees; each wing can hold 42 detainees.
- C Wing houses vulnerable detainees; it has a capacity of 26.
- D Wing is able to house 16 adult and young female detainees and has its own Segregation Cell.
- E Wing, the Male Segregation Unit, can hold 9 detainees.
- F Wing can house 16 reception and pre-release detainees.

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

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

The education area has 6 classrooms and each is capable of accommodating up to 6 detainees per class. There are 3 offices and a library. One of these offices is now

allocated to the Resettlement Board. Education is delivered by a dedicated group of University College Isle of Man staff under the leadership of an Education Manager. This level also has areas associated with staff training, legal visits and the 'live link' to the Isle of Man Courts of Justice as well as a Visits Hall for domestic or family visits. The hall can seat 70 visitors and 24 detainees at any one time.

Standing apart from the main building is a Visits Centre where visitors are processed before being escorted to the main Visits Hall. In the Gatehouse, entrance security checks are undertaken.

Within the perimeter of the prison there is the Dog Unit, Works Department, Training Workshops, Sports Pitches, and a Horticultural Area.

SECTION 3: EXECUTIVE SUMMARY

“To protect the public and reduce re-offending by enabling offenders to reform their lives”.

This is the vision proclaimed by the Isle of Man Prison & Probation Service, and it encapsulates the aims and purpose of all prisons in our society. There is recognition that some offenders must be removed from society in order prevent harm to the public, and that this incarceration is the punishment they receive for their offences.

Once in prison, the aim is to enable offenders to reform and improve their lives so that on release they can be better citizens and neighbours, who can live productive lives and contribute to society. The success or failure of a Penal System must be judged on the outcomes for those who pass through it. For many years, the Isle of Man Prison System could not be judged a success on these criteria. The majority of detainees left prison (which amounted to little more than warehousing) having gained little or no benefit from their experience, their behaviour, and issues remaining unaddressed, and far too many returned within a short time - effectively a revolving door. The cost of this failure both in financial and social terms was extremely high.

The Board is delighted to report that in this reporting year considerable advances have been made in creating a system which offers real opportunities to those detainees who choose to take advantage of the help and support offered to them. The Board welcomes the approach taken with the trial of E-cigarettes which will be a valuable tool in harm reduction and reflects the support offered in the community to those wishing to stop smoking.

The introduction of Interventions to address offending behaviour, the linking of the Incentives & Earned Privileges Scheme (IEP) to engagement with Custody Plans and crucially, the development of a system of Release on Temporary Licence (ROTL) to undertake external work opportunities for those detainees whose behaviour and engagement merits it is a genuinely radical change.

For the first time, offenders who do fully commit to personal growth and change can be offered genuine rewards beyond the small advantages gained on the IEP Scheme and can be helped to reintegrate into society. This system offers a productive, purposeful, and structured route to ultimate release which the Board believes will result in considerable savings in the longer term.

This, combined with the proposed changes to sentencing, represents a considerable advance in our Criminal Justice System. We commend the Governor, Senior Management Team, and prison staff and agencies for the courageous and creative approach they have taken. Also, the Department of Home Affairs, Ministers, past

and present, and Departmental Members for the support they have given. The Board hopes that finance will be found to allow further development of the Suite of Interventions available to the prison and that the Isle of Man Government will actively assist in the procurement of further work opportunities for detainees which are essential if progress is to be maintained.

ROTL requires a high degree of trust to be placed in those detainees who achieve the opportunity. However thoroughly risk assessed such placements are, it is inevitable that at some point trust will be misplaced and a detainee will let themselves and the process down. The Board hopes that when this happens and there follows the inevitable public and press outcry, the Minister, the Department of Home Affairs, and the whole of Government will stand by firmly and support the Prison Management and not allow these advances in Offender Management to be reversed.

Anyone looking at the problems facing many of the prisons in the United Kingdom will appreciate how fortunate we are in the Isle of Man to have a modern prison without problems of overcrowding and crumbling buildings. The Board is concerned, however, that there is insufficient recognition that the prison is no longer new, and that resources must be found to maintain the building, systems and equipment at a high level before serious problems develop.

There are still areas of concern. In particular, mental health issues continue to present major challenges both inside the prison and in wider society. The Board does recognise that improvements have been made and that further work in this area is ongoing. Areas of specific concern are addressed in the 'Issues for the Minister and the Governor', which follow.

SECTION 4: ISSUES FOR THE MINISTER

Issues for the Minister

- The Board recognises and appreciates that despite the challenging financial climate, the Department has retained its budget for the prison. However, the Board is concerned that the lack of any increase going forward will have detrimental consequences. The reasons are essentially two-fold:

(1)The aging fabric of the prison estate is presenting increasingly serious challenges and despite the best efforts of the Works Department there is a growing risk of a major equipment failure not to mention the many small but cumulative problems that are arising with increasing frequency. There would appear to be a re-active thinking process in place within Treasury rather than a pro-active one which has a knock-on effect with the Department. Failure to address these issues now to allow forward planning for repair/replacement may result in the necessity for urgent major expenditure in the not too distant future. (6.4)(6.20).

(2)The Board fears that the entirely desirable and we believe achievable strategies of the Prison & Probation Service to facilitate effective rehabilitation of offenders are being restricted by a lack of available funding. The Thinking Skills Module on the Intervention Hub has received positive feedback but consideration needs to be given to the purchase of other Modules. The self-standing Socrates Tablet, an alternative option to the Intervention Hub, could link into booked visits, canteen orders etc. for detainees and could be used right through the system. At present, the Module can only be used by outside probation as the prison has no Wi-Fi and so is unable to access the Modules. Education is another area where budgetary constraints are limiting the opportunities that can be offered to detainees. The Board feels that the substantial long-term savings that could be achieved through the successful implementation of these plans would justify the consideration of some increase in expenditure now. (12.4) (12.7) (16.1)(16.2)(16.3)(18.7).

- The Board appreciates the positive steps that have been taken to improve the position of those with severe mental health issues who find themselves in prison. Referrals for secure placements are generally carried out more expeditiously due to the block booking of beds in secure units in the UK, although they can still take a considerable time. The ring fencing of the Mental Health Budget shared between Departments is a significant improvement. The Board is still disappointed that it was not possible to include a Secure Unit within Mannanan Court and hopes, given the ever-increasing problem of mental health in our society that this does not become a matter of regret. (7.18) (7.19) (7.20) (7.21) (7.22) (15.4) (15.5) (22.15).

- The Minister is asked to encourage Departments in Government to make additional suitable work available for detainees wherever possible to assist with rehabilitation. The Board encourages the Minister to take steps to reduce, within Manx Society, the stigma of detainees working in the outside environment through support for the prison management and positive Public Relations. (PR) (8.6) (8.7) (8.8) (17.6) (17.8).
- The Board recognises and commends the decision to allow the introduction of E-cigarettes on a trial basis which we believe will be a benefit to staff and detainees alike. The Board thanks the Governor, Healthcare and the Minister for their efforts on this protracted issue. (6.26) (7.16) (9.7).
- Key Performance Indicators (KPIs) were not published for 2015-16 breaking a 3 year pattern of information regarding NEETS, release without accommodation, remand times, re-offending rates etc. The Board looks forward to a new suite of KPI's being published at the end of the 2017-18 year including remand rates as well as more meaningful information other than just re-conviction statistics. (16.5).
- The Board would encourage the Minister to confer with the Department of Infrastructure regarding the work required in the Court's Custody Suite and to facilitate contact with the United Kingdom contractors regarding the temperature problems in the Police Custody Suite. The issues presenting at the Court Cells are Health & Safety matters which require addressing urgently by the Landlord. (22.14)(23.17).

SECTION 5: ISSUES FOR THE GOVERNOR

Issues for the Governor

- Further training in Leadership and Management could be considered for Senior Officers who are essential in ensuring the efficient and effective running of the prison. They offer guidance to those they manage and also have a very important responsibility for the duty of care of detainees. The Board does recognise the value of the “acting up” scheme, which has been operating in the last year, giving Officers a chance to experience the role before applying to undertake it. (6.2)(6.3).
- The Board appreciates that a single “Walk Through” Table Top exercise was achieved this reporting year. However, it still leaves the prison vulnerable to mistakes should a major incident occur and a full rehearsal has not taken place. (6.4).
- In the responses to last year’s report we were told that Personal Officers were shortly to receive Five Minute Intervention training, but this has not yet been progressed. We hope that this will be rectified in the very near future, increasing the skill set for Officers to fulfil this vital role. Additionally, the Board still hopes to see a protected time slot profiled for Personal Officers to carry out these interventions and complete their reports. (6.9)(6.13)(6.19)(15.6)(17.5)(18.7).
- Attention needs to be paid to an element within the prison staff that appears to suffer from low morale, lack of engagement, and a failure to take ownership of issues on the wings and beyond. This attitude is unhelpful with regard to the discipline, control and order of detainees. This is in sharp contrast to the enthusiasm and commitment shown by other dedicated Officers. (6.10)(6.11)(6.17).
- The Board believes that despite the undoubted improvement this year in the quality and frequency of some Personal Officers’ Report Writing, inconsistencies remain, and there is still a need for training as outlined in last year’s report. (6.13) (6.18).
- We raised concerns in last year’s report regarding some Personal Officers’ lack of continuing interaction with detainees who are held in Segregation and involvement in the detainees’ reviews. The Board recognises some improvement in this area but feels that there is still room for further involvement and development. (6.15)(6.18)(6.19)(15.6).
- We would like to stress again how vital we believe the role of the Personal Officer is and how essential it is that these Officers are involved in all aspects

of the care of detainees assigned to them, including Resettlement. (6.9)(6.13)(6.14)(6.15)(6.16)(6.18)(6.19)(10.8)(15.6)(17.3)(17.5)(18.7).

- The Board has evidenced unsatisfactory cleaning of cells before allocation to a new detainee. We feel that when a cell is vacated before moving or discharge, staff should be ensuring that a satisfactory standard of cleaning is achieved. The Board would also like to see a regular deep cleaning regime established for toilets and washbasins. (6.22)(6.23).
- The Board has noted an inconsistent approach to the application of the Governor's Orders regarding the display of obscene materials on cell walls and the hanging of clothes etc. on wing landing railings. We have evidenced such obscene materials on display in all 3 of the Male Residential Wings and regular incidences of clothes and shoes hung on railings. (6.24).
- The Board is delighted to report the imminent introduction of E-cigarettes on a trial basis, and recognises the considerable efforts undertaken by the Senior Management Team in bringing this to fruition. We hope the trial will prove a success. (6.26)(7.16)(9.7)(13.4).
- Last year, the Board recommended that a Horticultural Officer post be considered as horticultural work is very rehabilitating for detainees. Although thought to be an excellent suggestion and to be considered in the Resource Review, disappointingly this has not been progressed. The Board has noted that a higher priority has been given to ensuring horticulture does take place during the latter part of the reporting period. (8.2)(17.9).
- The Board would like to commend the efforts of the Governor and his team to introduce greater outside work opportunities thereby offering graduated rehabilitation into the experience of detainees in the prison. We believe this has taken a high degree of courage and commitment which we believe will be of great benefit to those who choose to take advantage of the growing opportunities available as well as to the wider Manx community. (6.47)(8.6)(8.7)(8.8)(10.1)(16.1)(17.6)(17.7)(17.8).
- The Board hopes to see an increase in work opportunities for female detainees so that they can share in the greater rehabilitative opportunities available to the men. (8.9)(11.8).
- The Governor and Senior Management Team could consider ways of encouraging detainees to apply as representatives on the Prisoners' Council. (9.2).
- The Governor and Senior Management Team to endeavour to involve the Prisoners' Council on more occasions where procedures affecting detainees

are updated or changed. The Board recognises the successful involvement of the Prisoners' Council in the dissemination of changes to the IEP policy. (9.4).

- To provide the Prisoners' Council with more information and feedback to encourage interaction. For example, the Security Team could give more information, where possible, regarding decisions to reject an item. In the past, items have been rejected for "security" reasons with little or no explanation. The Board does recognise and commend the visits to the Prisoners' Council by Officers from specific areas to explain issues and the attendance by the Governor and SMT. (9.5)(9.6).
- The Board welcomes and commends the commitment to the Prisoners' Council shown by the Senior Management Team and the on-going efforts to try to ensure its success. (9.4)(9.5)(9.6)(9.7).
- In last year's report, the Board expressed concern regarding poor attendance at Safer Custody meetings and assurances were received that this situation would be improved. However, the Board has evidenced that meetings are still poorly attended. Attendance at this meeting and input from all areas is critical to the establishment of a safe environment for both staff and detainees. This again raises an area of concern for the Governor to review and address. (10.3).
- The Board notes, with concern, that none of the Officers with responsibility for detainees with disabilities are up to date with their training. (11.2).
- The Board is concerned regarding the extremely limited regime available to those held in Segregation for long periods of time. We recognise the difficulty of reconciling the punitive element of Segregation, the need to discourage detainees from remaining in Segregation and providing a regime which offers some stimulation and prevents deterioration in mental health. We hope this is a problem which will be given serious consideration in the coming year and that a solution is found. (7.18)(15.7)(15.8).
- Resettlement re-organisation needs to work hand in glove with improvements to the Personal Officer element of every Officer role. (6.14)(6.15)(17.2)(17.3)(17.5).
- The Board acknowledges an improvement in Probation Interventions this year from a low base, but is concerned that the overall pressures on Probation remain without sufficient recruitment and retention policies in place. The necessity for Personal Officers to step up their support for Probation based Interventions has never been greater. (18.3)(18.4)(18.5)(18.6)(18.7)(18.9).
- The Board would like to acknowledge the excellent work carried out by the Prison Probation Officer this reporting year. (15.8)(18.3)(18.4).

- The Board hopes to see progress soon regarding the Residential/Bail Hostel contract with the Salvation Army so that discharged detainees can benefit from a more modern and diverse facility than that afforded by the out-dated facilities available at David Gray House. (18.2).
- The Board hopes that pressure will continue to be applied to other Government Departments to ensure timely action to remedy issues in the Court's Custody Suite which have been repeatedly raised by the Board and which, we believe pose a danger to Advocates, Custody Suite staff, and detainees. (23.17).

SECTION 6: RESIDENTIAL SERVICES

Staffing

- 6.1. There has been a reduction in levels of staff sickness during this reporting year, but even so resulting staff shortages have affected some operational areas of the prison. The cancellation of gym sessions and horticulture, along with staffing shortages in the Kitchen and the Gatehouse are examples of this. We are pleased to report that adjustments have been made by staff to ensure that the smooth operation of the prison continues. The Board regards the high levels of staff co-operation and flexibility to be highly commendable.
- 6.2. We are happy to report that re-profiling is taking place based around the role of Senior Officers. We have noted that the Deputy Governor Residential has begun monthly meetings for Senior Officers.
- 6.3. Officers are promoted to Senior and/or Principal Officer Levels without the necessary training in management skills. We believe there should be training modules in place so that Officers are skilled up before achieving promotion. However, Senior Officers have been given the opportunity to "act up" as Principal Officers for periods of 6 weeks and this has proved a very worthwhile exercise but it is still "training on the hoof". The Board hopes that following the re-profiling of the Senior Officer Role training will be increased.
- 6.4. The Board is extremely disappointed to note that due to financial constraints the long overdue Table Top Exercises will not take place. Contingency Plans have had to be revised until the budget allows for these essential exercises. The last Table Top Exercises were planned for 2008. The Board considers that leaving almost a decade between the initial plan and such vital exercises is unacceptable, and leaves the prison vulnerable to mistakes should a major incident occur. However, 3 members of the Senior Management Team have attended HMP Training College for Serious Incidents Training and other members are already trained up.
- 6.5. Pipeline Recruitment has been a beneficial initiative as it provides a continuous reserve list of appropriate persons. The process of recruitment takes over 6 months and is highly expensive when the cost of 10 weeks' training, travel and subsistence allowances are factored in, therefore the rolling reserve list cuts down expenses and time taken to replace Officers.
- 6.6. There have been a considerable number of staff retirements this reporting year with more to follow. However, Succession Planning has

been a part of the Strategic Planning which has been the subject of considerable work by the Senior Management Team.

- 6.7. Monthly training days continue with appropriate modules being offered. The Board is invited to join in any suitable modules. This is much appreciated by those who have attended.
- 6.8. The Staff CARE Team continues with its valuable work of supporting colleagues.

Personal Officers

- 6.9. The Board is disappointed that the Five Minute Intervention Training Personal Officers underwent has yet to be implemented. This is vital if meaningful interactions between Officers and detainees are to take place, and is a crucial part of the strategy for improving offender management and rehabilitation. If base line work with detainees cannot commence there will be knock on effects for the entire strategy.
- 6.10. A disappointing number of Officers still seem to hesitate in taking ownership of conditions and situations on the wing. On many occasions, members of the Board have evidenced Officers who are not fully conversant with the current situation on the wing. The response when asked a general question quite often is "I don't know as I am just back from leave." This attitude hardly seems appropriate given that there are Morning Hand-over Briefings, Daily Operational Briefings, and PIMS to name just a few tools they could use.
- 6.11. The Board has also evidenced that there is a hesitation when it comes to challenging inappropriate conduct, particularly in the case of some of the more troublesome and challenging detainees.
- 6.12. Many of the detainees and agencies who do business on the wings, have difficulty naming Officers. The Board has found that a high number of detainees only know Officers by nicknames. We are pleased to report that some wings have photographic ID at entry points but these require updating.
- 6.13. It has been gratifying to note this year the improvement in the standard of Report Writing but continued training is still needed. Protected time slots for Report Writing would benefit all. The improvement could be as a result of better engagements with detainees. In particular, the Board has noted that Officers are now interacting with the detainees they are responsible for when they are in Segregation. Some wings have display boards in the office which record the number of times each Officer has engaged with the detainee.

- 6.14. Personal Officers are encouraged to play a wider role in Custody Planning which begins on the Induction Wing when they first meet the detainee. However, there are instances when initial introductions to the new reception are slow to take place.
- 6.15. We are delighted to see this increased involvement following the detainee through to the final resettlement stage and discharge. The Board strongly believes that the Personal Officer should provide input on all matters relating to their detainees, because they should be in the best and most informed position.
- 6.16. Recently Officers have undergone training to increase their understanding of Supported Living Plans.
- 6.17. There has been a recent influx of young Officers who are of a high calibre and show promise.
- 6.18. The Board has noted the sterling efforts being made by the Deputy Governor Residential in order to improve standards of delivery with regard to Personal Officers and their detainees.
- 6.19. The Board looks forward to the production of the long awaited new policy for Personal Officers.

Wings

- 6.20. As the prison approaches a decade of continuous use, equipment on the wings is inevitably beginning to wear out, i.e. appliances in the laundry, gym equipment, and IT equipment. While monies may be found to replace small or individual items of equipment the same cannot be said for the replacement of vital plant, equipment and components including security items that are also reaching the end of their functional lives and will require replacement or major work in the near future. The Board is concerned that due to budget shrinkage, adequate funds are no longer available to cover these items or to allow for forward planning for the replacement of essential items that are likely to require large expenditure.

As far as the Board is aware no provision is being made to cover this expenditure even as dates identified for planned maintenance/replacement are passed. Consequently, the list of items requiring maintenance/replacement is ever growing. The lack of a proactive approach to these matters makes it likely that this will only be addressed when catastrophic failure of some system part or plant occurs.

- 6.21. The decoration of cells remains satisfactory as there is a rolling programme for painting cells when vacant. The cells are generally functional and fit for purpose offering a safe environment. However, coldness at night is a problem for many elderly detainees and others as the cell windows are made with metal frames which transfer coldness into the cells. There is also an issue with the air vents in the windows that do not fit tightly and so cause draughts.
- 6.22. The Board has evidenced the fact that some cells are of an unsatisfactory standard when a new occupant takes up residence. This should not be the case as the cleaning of cells by the previous detainee should be supervised and standards approved by staff who should be overseeing the process.
- 6.23. Toilets and washbasins would benefit from regular deep cleansing as many are badly stained.
- 6.24. Offensive material is still being evidenced on the walls of A, B and C Wings. Additionally, clothes and shoes are regularly seen hanging over the landing railings. Governor's Orders need to be applied.
- 6.25. An outstanding issue from last year's report includes wing notice boards that display out of date material.
- 6.26. Smoking remains a problem and requires a more robust approach from staff if it is going to be resolved. The Board believes this will be especially important following the proposed introduction of E-cigarettes later this year. Unless the smoking of illicit and harmful substances is dealt with effectively, the Pilot Scheme may not succeed in reducing the harm caused to both detainees and Officers.
- 6.27. Raised in our last report was the concern regarding the attire of servery workers. Although we have seen improvements on some wings inconsistencies still remain on others and the situation needs to be fully addressed.
- 6.28. The Board is very aware of bullying incidents particularly on B Wing. The Anti-Bullying Policy should be revisited and strategies and coping mechanisms more actively pursued. Staff need to be pro-active and not re-active.
- 6.29. There has been a noticeable increase in the number of elderly and/or disabled detainees. Perhaps thought could be given to nominating volunteer detainees who would be trained to help those less able-bodied? Consideration should also be given to payment for this work.

- 6.30. The time out of cell is currently 10.25 hours per week day and 7.5 hours per weekend day. This is based on the current core day but it may change in the future. It compares favourably with some UK prisons where detainees can be locked up for as long as 23 hours a day.

Kitchen

- 6.31. This reporting year has seen a change in Catering Managers as the previous Manager retired. The Board wishes both well in their ventures.
- 6.32. There have been problems with staff illness and also in maintaining a full complement of detainee workers. However, some detainee workers are happy to do extra hours which is to their credit and they work enthusiastically.
- 6.33. No staff member is up to date with Level 2 Food Hygiene but this is being progressed. Until staff are certified they will not be able to teach detainees to attain their Level 1 Food Hygiene Certificate.
- 6.34. We have noted that there has only been one formal food complaint from a detainee and 8 sent via Applications to the Board.
- 6.35. Since our last report Duty Governors have varied their visit times to the Kitchen.
- 6.36. Unfortunately, the Kitchen is not equipped with cameras but there are occasions when they would be invaluable. Perhaps, consideration could be given to their installation?

Stores & Canteen

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

Reception

- 6.38. Staff are unable to accept new receptions from the Court or Police Custody between the hours of 13:30 and 15:00 if it is a Visits Day as their services are required elsewhere.
- 6.39. Healthcare is not available in the evening. However, should there be a detainee with health issues there is now an established Court link with Healthcare for mini assessments.
- 6.40. The reception process remains thorough with a computer-based assessment and plenty of time available for interactions between staff and detainees.

- 6.41. Healthcare staff carry out their assessments, provide professional screening, and address medication needs.
- 6.42. The Board has evidenced an improved Property Storage System and recording methods. There are rarely any issues brought to the Board's attention by detainees.

Induction

- 6.43. All male detainees spend a minimum of 3 days on F Wing and more if thought advisable. The tempo and atmosphere of the wing help to set the tone for constructive relationships. Each detainee is guided through all paperwork and experienced Officers explain the process to him/her.
- 6.44. There is an opportunity to meet with Personal Officers who will be responsible for their custodial journey through to release.
- 6.45. Some detainees need more time and help on this wing to detox and cope with withdrawal symptoms.
- 6.46. Female detainees are inducted on D Wing.
- 6.47. Release on Temporary Licence (ROTL) detainees are also located on this wing but have their own well-run regime and are separate from new receptions. ROTL detainees are now able to partake in evening sports activities with their former accommodation wings which give them a better association experience rather than feeling very isolated as they once did. Tea bags are now issued to these detainees on a one for one basis and the first 2 of 3 Home Visits have been arranged for April 2017.
- 6.48. The Board makes a point of speaking to all new receptions in order to see how they are settling in and to explain our role.

Discharge

- 6.49. A day prior to discharge, male detainees move to F Wing but are kept separate from new receptions and ROTL detainees.
- 6.50. There are several outstanding issues from last year's report. There is still a poor return of Exit Surveys as it would seem little time is given for their completion and, in the order of things, they seem not to be a priority. The Board believes consideration should be given to encouraging completion at an earlier stage, i.e. at the final Custody Meeting.
- 6.51. The proposed 2015/16 review of the F Wing Release Strategy has not

been forthcoming.

- 6.52. Many detainees resent being taken off their previous wings but it prevents any chance of celebrations and allows for the cleaning of the cell although there are issues with this as have been highlighted in the Wings Section of the report.
- 6.53. The Board tries to speak to all detainees who are to be discharged and has found that many are apprehensive just before their release. In particular, those who have completed a considerable sentence. However, the good communication skills and understanding of their predicament by staff help to ease worries.

SECTION 7: HEALTHCARE

- 7.1. The difficult working relationship between Healthcare and prison staff has been an historic issue and is widely recognized by the Board. Much to their credit both parties have tried to work towards a solution but unfortunately difficulties and misunderstandings of each other's roles remain. Regular meetings have been instituted to try to improve mutual understanding and co-operation.
- 7.2. As there are no Healthcare staff on duty at night the Board regards it as unsatisfactory that detainees have no access to simple analgesia for pain relief.
- 7.3. As was mentioned in last year's report, it is disappointing that although the Blood Borne Diseases Policy has been ratified, barrier protection is still not being made available to detainees.
- 7.4. It is also disappointing that there is a lack of Health Promotion carried out in the prison. With a captive audience much good work could be implemented with regard to Sexual Health, Well-Woman, Well-Man and Relaxation etc. The prison did hold a Healthy Living Day in November, and the Board looks forward to the introduction of Smoking Cessation Counselling following the introduction of E-cigarettes.
- 7.5. The retention of nursing staff has improved over the last reporting year, however, one member of staff remains on long term sick leave.
- 7.6. A very good General Practitioner Service is provided by the Peel GP Practice. The Dental and Opticians Services are also running smoothly and in line with community provision.
- 7.7. Some drug seeking behaviour continues as the GP's correctly adhere to the Prison Formulary in refusing to prescribe drugs, which in their view

are inappropriate.

- 7.8. The Pouching Policy has been ratified and is now in place.
- 7.9. The Registered Practitioner, a member of the Healthcare Team, has passed the Certified Resuscitation Training enabling him to carry out this training for staff and detainees.
- 7.10. The Pharmacy Contract will be out to tender later this year, with a wider service expected from the successful Pharmacy Contractor.
- 7.11. Nursing staff have been given training regarding Sepsis which is becoming more prevalent.
- 7.12. The Board is pleased to note that along with Hepatitis, Influenza, and Pneumonia. Immunization for Shingles is also offered to older detainees.
- 7.13. A further positive development this year is the introduction of Screening for Tuberculosis (TB) as part of the Healthcare reception process. This routinely takes place within 2 hours of the detainee's arrival at Jurby, and ensures that any instances of TB are detected and treated as soon as possible.
- 7.14. All the Defibrillators that are strategically placed around the prison have now been updated.
- 7.15. Education into the dangers of the New Psychoactive Substances (NPS) is ongoing. However, latterly the use of these drugs in prison has declined. Guidelines remain in place for Healthcare staff to manage incidents of suspected intoxication by these substances.
- 7.16. The Board views as a very positive step the trialing of E-cigarettes for detainees to purchase from the canteen which is due to commence shortly. It is hoped that this will greatly reduce the smoking of a variety of other substances and will benefit the health of both detainees and Officers. Following the introduction of E-cigarettes, the Board hopes to see a robust enforcement of the existing Anti-Smoking Rule that has been sometimes erratic in the past. The withdrawal of nicotine patches when the E-cigarettes are introduced will result in considerable savings of approximately £15,000.
- 7.17. The Board welcomed the introduction, in November, of the drug Naloxone which can be used in an emergency situation to reverse the effects of an Opioid overdose. The drug comes in ampule form as

Naloxone or as Prenoxad, which for ease of use is ready loaded into a syringe. Patient Group Directives are in place for both to be used in prison. Prenoxad is being given on discharge to detainees who have a history of Opiate abuse and are under the care of the Drug & Alcohol Team or Motiv8.

Mental Health

- 7.18. The Board remains extremely concerned about the increasing number of severely mentally ill detainees held inappropriately in prison cells, a safe and secure but totally inappropriate environment, where their condition can deteriorate despite the very best efforts of the Segregation Officers. There are also lengthy delays in providing appropriate secure mental hospital placements which can be attributed to lack of availability of beds and difficulties securing the necessary funding.
- 7.19. During the last reporting year, 5 such detainees suffering with severe mental health problems have had to be transferred to secure units in the UK with one detainee having to wait for many months before being transferred.
- 7.20. It was therefore particularly disappointing to see that the new build Mannanan Court (the facility to replace Grianagh Court) is not equipped as a secure mental health facility. The Board firmly believes that there is a need for an Adult Secure Unit to be established in the Island where detainees could be placed while waiting to be transferred to England. As mentioned in last year's report, the prison is a custodial institution and not a secure mental institution.
- 7.21. With the increasing number of detainees suffering from mental health issues being received into prison the Board is pleased that 2 Mental Health In-reach Workers have commenced, each working one day a week. Although a positive step, this does not meet the current demand.
- 7.22. In addition, Prison Officers would welcome more training and awareness in mental health issues.

Substance Abuse

- 7.23. 55% of the prison population is sentenced on drug and alcohol related charges which is an increase of 15% on last year. There has been a slight decrease in the numbers of detainees who are on Methadone.

SECTION 8: PURPOSEFUL ACTIVITY

- 8.1. There are several areas of work that are carried out daily within the prison. These include wing cleaning, kitchen work, and laundry work, all of which are performed by detainees within the main prison complex. Other work such as

horticulture, recycling, and log splitting are carried out within the inner environs of the prison.

- 8.2. The Board is disappointed to note that there is only limited use made of the Vocational Workshops within the prison. An increased use of the workshops could help train detainees with skills that would assist in their re-integration in society after release. The Board recognizes that this is both a budgetary issue and a result of the difficulties in getting qualified staff, i.e. from University College Isle of Man (UCM) to travel to Jurby to teach.
- 8.3. It has been noted during the year that the Horticulture activities have had to be cancelled from time to time because of staff shortages. The Board is encouraged to note that the profile of Horticulture has been raised and that a Horticulture NVQ is underway. Additionally, it is noted that, in the latter part of the year, a Horticulture Trades Officer is being sought.
- 8.4. One detainee has been employed making MORS bags and various sewing projects for Noble's Hospital. This work has been carried out at a high level of quality.
- 8.5. Last year, 2 beehives were donated by Manx Court Mission. They were constructed by detainees, who have been trained to look after hives, and in the use of the anti-allergy 'EpiPen'. Swarms have been installed and the hives will become active in the summer of 2017.
- 8.6. The Board is pleased to note that the SMT has been actively pursuing work projects external to the prison. This means that detainees involved in such external work are released on temporary licence (ROTL). Due to these individuals being released each day they are accommodated on F Wing which was previously reserved for new arrivals and those being released from prison. The work encourages trust and self-reliance while improving skill levels and assisting the reintegration of detainees into the outside community after release. The Board, while acknowledging the difficulties constraining the opportunities for such work, is encouraged with the progress made and hopes the initiative can be expanded further.
- 8.7. In order that detainees can be released on Temporary Licence the prison must carry out stringent security checks on the individuals being considered. This, unfortunately, is not the only constraining factor when considering this type of work. The close-knit nature of Manx society means that, besides victim concerns, there are those who view with suspicion detainees being released unsupervised. In addition, there have been concerns expressed by external Unions regarding work being done by detainees that would normally be done by their members. In spite of this, and the additional Health & Safety and staffing considerations, it has been encouraging to see the number of projects generated

by the efforts of the prison's SMT.

8.8. There have been many projects undertaken by detainees during the year whilst on ROTL. These include refurbishment of a house badly damaged by fire, the painting of 2 Parish Halls, beach cleaning, assisting in restoration and maintenance of Manx Heritage Trust & Manx Woodland Trust sites, maintenance and clearing of existing Mountain Bike Trails and work associated with 2 film sets. In addition to this, detainees have helped several local clubs and schools clearing, maintaining and refurbishing buildings and sites. The Board notes, however, that these work opportunities predominantly involve male detainees, with few opportunities available for female detainees.

8.9. The Board encourages the Prison Management Team in their ongoing efforts to generate meaningful work for detainees and hopes that these efforts can be expanded to include more opportunities for female detainees.

SECTION 9: PRISONERS' COUNCIL

9.1. The Prisoners' Council was established in March 2015. Since its creation, the Council has progressed reasonably well. There are still areas where the learning process is continuing for both management and detainees.

9.2. It was disappointing during the election of wing representatives and deputies in mid-2016 that only about half of the positions were filled. The Board was concerned that this could indicate a falling away of enthusiasm for the initiative with detainees. Following the election, the Principal Officer made every effort to recruit additional representatives which was successful.

9.3. The working of the Prisoners' Council has changed and developed during the year. For example, the process to assemble an agenda has been changed reducing the incidence of items being discussed repeatedly and saving time. Additionally, meetings were changed to every other month rather than monthly. This allows more time to resolve issues and serves to add progress to meetings.

9.4. The Board noted that at the January 2017 meeting the management brought forward the proposed revision of the Incentive & Earned Privileges Scheme (IEP). The amended document was distributed to the representatives and the changes discussed during the meeting. The Board believes that this was an excellent initiative and encourages the Management Team to bring similar changes to the Prisoners' Council for discussion. This, in turn, will encourage involvement and commitment to the work of the Council.

9.5. The Governor has attended meetings of the Prisoners' Council throughout this year. He has given updates on the Strategic Plan and the Management Team's endeavours to generate meaningful work for detainees. His

attendance at the Prisoners' Council meetings is appreciated by both the Board and detainees and lends status to the meetings.

- 9.6. The Board noted during the year that items raised by detainees were dismissed "for security reasons" with little or no explanation for the decision given. However, the Board was also pleased to note during the year the attendance of Senior Officers who came to the meeting to explain and expand on items they had dealt with as a result of issues raised at the Prisoners' Council. The Board wishes to encourage this initiative and hopes it may be expanded.
- 9.7. Whilst there are some issues that have, in the past, extended over a long period, these are now much reduced when compared to the previous year. One such issue was that of E-cigarettes. The Board is pleased to note that, after considerable effort by the Minister, Governor and his team that E-cigarettes are due to move to a trial basis in the prison.

SECTION 10: SAFER CUSTODY

Quality of Prison Life

- 10.1. The extended use of ROTL over the last year, together with the changes to the IEP System, have both contributed to an improvement in prison life. Both of these changes have required detainees to become fully engaged in their rehabilitation in order to progress fully through the system. ROTL is being used to permit detainees to engage in outside work of a constructive and meaningful nature which adds value to both the detainees and the local community.

Incentives and Earned Privileges

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

Basic	4%	(4% March 31st 2016)
Standard	42%	(32% March 31st 2016)
Enhanced	54%	(64% March 31st 2016)

Within this reporting year, the monitoring timescale required to move upwards through the levels has been standardised for adult detainees and young offenders.

Meetings

- 10.3. There was a total of 11 Safer Custody meetings in the reporting period. In last year's report, it was an area of concern that attendance at the Safer Custody meetings was sporadic from some Departments within the regime. Evidence from this year demonstrates that this trend of poor attendance continues. Between September 2016 and March 2017 attendance ranged between 19.4% and 37%.
- 10.4. At these meetings it was confirmed that Folder 5's were opened on 16 occasions and closed on 15; over 80% were opened due to either threats of self-harm or suspected self-harm.

There were 15 Bullying Incidence Reports (BIR) opened and 13 closed within the same period. The main issue of concern is the lack of joined up Government which gives prison staff issues over how to deal with detainees who have mental health issues from both a staffing standpoint within the prison and, more importantly, a finance issue when outside assistance is required.

Death in Custody

- 10.5. One death in custody occurred within the period following the transfer of a detainee to hospital. This case is currently with the Coroner of Inquests - the death is thought to be from natural causes.

Bullying Incidence Reports (BIRs)

- 10.6. The prison takes bullying very seriously and has a procedure in place to monitor and resolve any issues raised or suspected. Within the reporting period a total of 15 BIR's have been opened and 13 closed.

Security

- 10.7. The on-going use of F Wing as an Induction Wing is a further positive step enabling staff to fully risk-assess new detainees and give those detainees time to adjust to the prison regime. This induction takes place in a controlled and constructive manner ensuring details relevant to the safe custody of each detainee can be recorded fully.

Supported Living Plans (SLP)

- 10.8. There are in place specific guidelines for detainees with serious health or mental health issues as well as for detainees over the age of 60. These require the Healthcare Department to be responsible for co-ordinating the Care Plan and to liaise with the detainee's Personal Officer who will then ensure that monthly reviews, which involve the detainee, are conducted and all relevant information is recorded. During this reporting period, a total of 5 detainees have been placed on SLP's.

SECTION 11: EQUALITY AND DIVERSITY

Disability:

- 11.1. Equality and Diversity provision is underdeveloped but it is fair to say there has been no evidence of serious discrimination on grounds of age, disability, gender, race, religious beliefs or sexual orientation. However, the Board has evidenced some issues on C Wing which accommodates two types of detainee, i.e. those held on sexually related charges and those placed on the wing because they have issues with detainees on A and B Wings.
- 11.2. All 6 Officers who make up the team responsible for detainees with disabilities are out of date with training and have been for some 18 months. This is a concern to the Board who believe that this important area of the prison's work needs greater emphasis and a more robust effort to be proactive. One Officer, new to the team, has yet to receive formal training. To his credit, the Senior Officer who is in charge of the team speaks to all new receptions where issues have been raised through Healthcare assessments. The team holds no meetings as the issues that need addressing are usually covered within the Safer Custody Group.
- 11.3. The Board would recommend that staff should be provided with specialist training in aspects of Diversity. Detainees with disabilities could be better supported than at present. One registered disabled detainee would benefit from the support of a detainee carer who could be paid for this essential work.
- 11.4. The issues regarding the inadequacies of the special cell for the disabled raised in previous reports still need to be addressed.

Elderly:

- 11.5. The prison has experienced an increase in the numbers of older detainees, i.e. over 50 years. There is still work to be done to find a suitable regime for the elderly. Many complain to the Board of being bored and they frequently find the wings too noisy. This usually results in them spending a greater period of time in their cells. The PE Department has offered Short Mat Bowling and Walk & Talk Sessions. Suitable Fitness Programmes have also been developed for individuals who are closely monitored by the staff.

Foreign Nationals:

- 11.6. This group made up less than 1% of the prison population. The Board has found that they have been reasonably well supported and treated fairly and equally alongside other detainees. The Board feels that those who do not have a full understanding of English should be provided with written information in a language they are familiar with, and their understanding of prison procedures should be verified regularly. We are pleased to see the introduction of a Tablet capable of translating foreign text into English or vice versa.

Veterans:

- 11.7. There is an identified group of designated Officers who are active in their role. They offer valuable support in the prison and link up detainees to support agencies on their release.

Women:

- 11.8. A suitable daily regime should be offered to women detainees to ensure they are kept fully occupied throughout the day. The regime needs to be distinctive and provide opportunities appropriate to their needs. The Board feels there are too few work opportunities for women and what is on offer at present consists of menial tasks. Education and Gym sessions are the only "escapes" from the wing. Many of this group are lacking in basic life skills. Perhaps links with local W.I.'s could be established who could provide guest speakers to deliver a range of valuable and helpful topics?

Chaplaincy:

- 11.9. The three-man Chaplaincy Team (Roman Catholic, Free Church, and Church of England) offers a good range of services to detainees and the Board recognises their good work. They provide compassionate pastoral support to detainees and their families. They continue to provide support for all faith groups to practise their religions.

SECTION 12: EDUCATION

- 12.1. The Education Department has benefited this year from the recruitment of a new member of staff who is available for 50% of the time rather than the previous 30%. This year the tutors have been offered the opportunity to tour the prison to give them a better understanding of their students' environment and regime.
- 12.2. This reporting year, the Education Manager has published, with the help of her newest recruit, newsletters for both the detainees and the tutors. The newsletter has benefited the tutors who have previously felt separated, not just from the prison, but also from their colleagues. They rarely meet each

other because they have different duty times and their hours are limited by the sessional contracts making team development difficult.

- 12.3. Measures were put in place this year to deal with detainee attendance including issuing IEP warnings and placing detainees on report if necessary. Attendance by detainees has improved. The introduction of monthly meetings between Education, Wing, and Reception staff to discuss attendance issues has also helped. The Board hopes that the recent improvement can be sustained and built upon. Over 40% of detainees are in education, which is a lower figure than in previous years but compares favourably with a UK average attendance of 33%. The introduction of more varied employment opportunities for detainees, a very positive development, may well have impacted on the numbers in full time education.
- 12.4. The Board is pleased to report that efforts are being made to improve communication between University College Isle of Man (UCM) and the Education Department in the prison. The Education Manager and Works Manager have met with the Construction Department of UCM to discuss the provision of Trades Training for detainees. The aim is to assess and deliver Level 1 Construction Courses which would be a welcome addition to the Prison Education Curriculum. There is still a lot to discuss before these courses can begin, i.e. funding for tools and equipment. Unfortunately, the Education Budget remains static so any new initiatives that may be introduced inevitably result in a reduction elsewhere in the Curriculum.

The current Extra-Curricular activities include:

- Junior Achievement: Improving Job & Life Skills
- Psychology Short Course
- Poetry Workshops
- Guitar: Prisoner led
- Spanish Conversation
- Jamie Oliver Course: BTEC Cookery Skills

Curriculum activities due to start shortly include:

- Barclays: Communication Skills, Confidence Building
- Men in Shed: Practical Skills & Skills in being part of the Community.

- 12.5. The Education Department also offers a wide range of Correspondence Courses that can be accessed by students in prison. Unfortunately, the Department is unable to fund these but detainees can fund them themselves or apply for financial support. A Careers Officer visits the prison once a month.
- 12.6. The Computer Programme to support detainees with Dyslexia is now up and running although there is still a need for someone to carry out more complex

tests for detainees with severe difficulties who may require access arrangements for examinations. The Education Manager can provide basic screening but any other tests would have to be carried out by someone from UCM with a specialist qualification. The Board understands that something may be in place soon.

- 12.7. Tutors now have Isle of Man Government Accounts and access to the Internet but there are still various security-related issues around granting Internet access to detainees. However, computer access to allow detainees to take on-line examinations is being investigated because many of the traditional paper-based qualifications offered to detainees, i.e. CLAiT are being withdrawn by the Awarding Bodies in the very near future. On-line examinations should present fewer security issues because the Awarding Bodies have strict regulations and security requirements to prevent cheating etc.
- 12.8. Currently, one enhanced status detainee runs the Library. There is no budget as such so the stock comes from the Mobile Library which loans 300 books. These are changed every 3 months. The library is available to all detainees although F and E Wings use a box of books that is changed regularly. The Book Club is continuing and is available to all detainees.
- 12.9. The Story Book Dads/Mums Programme will begin again this year after being discontinued last year due to lack of funds. The Children's Centre has agreed to pay the £150 needed to continue this programme for the next three years although at the time of writing confirmation of this was yet to be received. The detainee's payment towards this facility will remain at £5.
- 12.10. A competition to design a bookmark was introduced by the Education Department and was a great success with the detainees. One detainee told the education staff "You don't understand, there's not much in this prison that makes me feel good about myself, but this does. What I do in education makes me feel good."
- 12.11. The novelist, Martina Cole, visited the prison this year but choose not to visit certain wings which caused some upset. It was felt that a visitor to the prison should not be able to discriminate between the detainees and this issue has now been addressed. The poet, Stacey Astill, also visited this year, was seen on all the wings and was a great success with the detainees. The Education Manager is hoping to encourage more visits from influential people and to introduce a celebration of achievement when detainees would be presented with their qualification certificates.
- 12.12. The detainees were very successful in last year's Koestler Awards which recognise creative ability in Art, Craft and Literature. The entries were displayed in the 'Tate Modern' in London.

- 12.13. Horticulture is proving to be very popular with the detainees especially over the spring and summer seasons. The second polytunnel is now up and running giving additional opportunities for outside work. Currently, 4 detainees are working towards NVQ qualifications in Horticulture.
- 12.14. The apiary established at the prison in August 2016 appears to have come through the winter period well and caring for the bees will provide a welcome activity for a small number of detainees.

SECTION 13: GOVERNORS' ADJUDICATIONS

- 13.1. Any detainee who is alleged to have committed a disciplinary offence within the 2015 Custody Rules will face a disciplinary charge. For the majority of such offences, the detainee will face Adjudication by the Governor or a Deputy Governor. In exceptional cases, the alleged offence is heard by a panel of 3 members of the Independent Monitoring Board. An Officer also has the right to refer the offence to the Police for prosecution consideration.
- 13.2. It is pleasing that the number of proven Adjudications during the period of this report was lower than those in previous years with just over 120 proven cases. Additionally, there were a number of dismissed charges. In 14 of the dismissed cases there were no reasons given for the dismissal in the monthly written data. When reasons were given, there was concern over some of the explanations. This suggests a need to continue to improve the Officers' preparation of the documentation. Incorrect reasons, or lack of information, could have an impact on the future for the detainee.
- 13.3. The number of Adjudications, related to the use of controlled drugs and New Psychoactive Substances (NPS) has reduced. The offences of smoking or having smoking material are the largest number of offences, but it can be difficult to determine the number of offences and the offenders. Until August 2016, the monthly list of Adjudications gave a brief description of each offence. These descriptions were then removed from the written data from August onwards. The data still include the Custody Rules Code, normally listed as Code 44v. This describes the offence as "disobeys or fails to comply with any lawful order, rule or regulation". There is no mention of the offences being smoking or smoking material, therefore the numbers of such offences and the specific offenders cannot be derived from the monthly printed data. The full range of information is held electronically, but the current way in which written data is presented each month is not always clear or complete.
- 13.4. The Board has previously raised the problems of banning smoking in the prison. There was concern about the materials that were smoked and the number of offences that occurred. We therefore support the plan to have a 6 month trial of the use of E-cigarettes. The monitoring of the success of the

trial will require identifying the amount of all offences of smoking or having smoking material that still occur. Reviewing the way in which Adjudication data is presented would help in monitoring this and the recent change in "Adjudication Awards" in March 2017. It will need to aim at ensuring that both the electronic and written data is clear and correct.

- 13.5. Members of the Board, with the agreement of the detainee, have sat in on Adjudication Hearings, undertaken by the Governor Grades. This has shown that the system has been administered fairly and efficiently.

IMB Adjudications

- 13.6. The Board has dealt with 2 Adjudications this year, one of which has been adjourned as a result of a request by the detainee to have legal representation/advice. This has been further delayed by the detainee requesting Legal Aid under the 1986 Legal Aid Act.
- 13.7. The Board has consistently challenged the role of Adjudicators which was in the Custody Rules. It is a conflict of interests, which can undermine the confidence of some detainees in the Board. We are grateful that the rules have now been amended and Independent Adjudicators are about to be appointed to take over this role. There have been some delays, but we now look forward to the transfer of roles becoming active in the near future.

SECTION 14: DRUG TESTING

- 14.1. Mandatory Drug Testing (MDT) is carried out on a regular basis, to identify detainees who have taken controlled drugs. Each month 10% of the population are selected randomly for "Random Testing". This provides a guide to the extent of the problem within the prison. In addition to "Random Testing", there is also "Suspicion Testing", "Frequent Testing", and "Risk Assessment Testing" which are used relatively scarcely. Along with the controlled drugs, attention is also given towards use of "New Psychoactive Substances" (NPS).
- 14.2. Crimes related to controlled drugs, are the largest percentage of all the offences for which detainees have been imprisoned. The Board is supportive of the work done by the Officers to identify any such illegal products brought into and used in the prison. Identifying and punishing detainees is one part of the role. Additionally, identifying the drug users is also aimed at offering support for them. Medical and social support of all relevant types can be a significant factor in reducing the problem within the prison and the repetition of related crimes after being discharged from prison. There has been a continuing improvement in the support from inside and outside the prison. It must be accepted that there is a great demand for the people who are

available for this work, inside and outside the prison and in the wider community.

- 14.3. The presentation of the written monthly data provided to the Board during the year has been inconsistent, but it does show a continuing fall in the proportion of failed tests. In "Random Testing", the percentage of failures has stayed under the 10% maximum level expected. The 3 other types of testing also showed an improvement in the reduction of failures.
- 14.4. The specimens which indicate a failed test are checked at a specialist firm. Also under "Policy & Procedures Mandatory Drug Testing" results are checked within the prison's Healthcare. It has been noticeable that both of these have shown an increase in the number of failed outcomes which have subsequently been reversed. This reduces the possibility of detainees being incorrectly charged for an internal prison offence under the 2015 Custody Rules.
- 14.5. In the previous report, there was growing concern about the use of NPS. This still remains a constant concern and in May 2016 there were a number of detainees being sent to Segregation. However, since then, data shows there have been very few, if any, detainees who were adjudicated for having NPS.
- 14.6. Nothing can be certain in the area of controlled drugs and NPS's. In a prison where the majority have been imprisoned for drug offences, it is and will continue to be a major problem. However, it does appear from the data, that at present, there has been positive development in dealing with the problem. We would commend the work done by the Prison Officers and the Prison Healthcare Team. We also applaud the work of the agencies who come into the prison to provide medical and social support whilst also having to deal with significant problems outside the prison.

SECTION 15: SEGREGATION

- 15.1. The Segregation Unit is in E Wing, with a Special Segregation Cell in the Female, D Wing. The primary role of the unit is to house detainees who have been adjudicated on and have contravened Custody Rules.
- 15.2. There have been increasing numbers of detainees who are there for other reasons such as for their own safety or interest or medical reasons. This has been enabled due to sufficient cells in the wing and also the ability and patience of the Officers who work on the wing. They have dealt exceptionally well with the demands placed upon them.
- 15.3. During the reporting year, there was a small increase in the number of detainees who spent time in Segregation. However, approximately 30% were there for their own interest or medical reasons. 13 detainees were there for very short periods whilst awaiting Adjudications. Having been found guilty of an offence they were given alternative punishments, rather than Segregation. Given the short time in Segregation, we accept that this is as an acceptable practice.
- 15.4. The majority in E Wing were detained only once and for 3 days or less. Approximately 12% were there for over 10 days. However, there is concern about the length of time 3 detainees have been in Segregation, one of whom was in the cell in the Female Wing. 2 have been segregated for over 60 days with one being in Segregation for an excessive 185 days. 2 of these prisoners were eventually transferred to a Secure Psychiatric Unit in the UK.
- 15.5. Over the reporting year, there has been an improvement in the mental health input available. However, it was still too long before it was decided whether a detainee's mental health problems required a transfer in order for more appropriate treatment to be commenced. Additional to this is a problem in finding places in a Secure Psychiatric Unit. Even when a placement was available, further delay resulted from lengthy discussions within Government Departments about payment for the use of a UK Secure Unit. This resulted in further suffering for those who had the mental health difficulties. We know that the Officers in the prison are aware of the difficulties and we support them in their hard work to improve the situation.
- 15.6. Segregation means to the detainees little time outside their cell and limited access to other people and activities. They do have contact with the Officers on the wing and also should meet regularly with their Personal Officers. We have remarked previously that the latter does not always happen, but there has now been an improvement in the attendance and involvement of Personal Officers, but it still requires more development.

- 15.7. Where detainees have been held in Segregation for long periods, the Board has been concerned by the long-term effects of such isolation and the restricted routine on the mental wellbeing of the detainee. It would be beneficial to such detainees if more positive uses of time in Segregation could be found. The Board recognises the limitations imposed by the size of the prison and staff, the facilities, the number of detainees, and finance. However, as an example, consideration could be given to the possible benefit of having small group meetings in a different place away from E Wing where problems could be discussed
- 15.8. The longer the detainee is in Segregation and inactive the greater the potential strain on the detainee and the Officers. The detainees are more likely to return to their previous wing in a negative state of mind. Recently, we have seen schemes being used in the prison that result in detainees, including those who were regularly in Segregation, having changed to a more positive attitude. We do accept that schemes can be difficult and time consuming, both in development and operation, however, in the long term this could be advantageous to the staff and the prison population. We are pleased to note the excellent work that has been done by the Prison Probation Officer with a long-term resident of E Wing.
- 15.9. In presenting the Segregation Data there is still a need to show clearly the punishment or other reason for detaining. The most common punishment is Good Order & Discipline, but the data should always show when this includes Cellular Confinement as this is a more demanding punishment. Additionally, the data should be entitled "Segregation Population" and not E Wing as it should include details of female detainees who are placed in the Segregation Cell in D Wing.
- 15.10. We acknowledge the role of the Officers on the wing who at times are under great pressure. We commend them for this and the quality of the work they do to the benefit of detainees.

SECTION 16: CRIMINAL JUSTICE STRATEGY (CJS)

- 16.1. Proposals for the CJS Legislation were put out to consultation in July 2016. The Board was one of 18 respondents to offer views on the terms of custody, probation, sentencing, flexibility, intermittent and/or alternatives to custody. The full results of the consultation have not been made public as yet, but the Board is pleased to note that some flexibility has already been introduced in the form of home visits for detainees on ROTL.
- 16.2. Further changes at an operational level have led to improvements in processes and more collaboration between the agencies involved in the CJS. This is reflected in the consistently lower numbers entering the prison on short sentences in comparison to 2012 when the strategy commenced and

remand numbers remain low. Stakeholders in the CJS have been kept well informed and engaged. In line with the CJS, there has been more diversion to alternative punishments such as Community Sentences which avoid loss of employment and adverse impact upon the families of offenders.

- 16.3. The Board feels that positive progress has been made towards creating a more coherent, streamlined and effective CJS and hopes that the changes in Government and political responsibilities will not result in any decrease in commitment to this process. The Board looks forward to the formalising of the many agreed necessary improvements and increased flexibility in reform of the system.
- 16.4. The Board is disappointed to note the further delay in the progression of the Sentencing Bill and hopes to see this progressed with all speed now that the consultation has been completed.
- 16.5. Key Performance Indicators (KPI's) were not published for 2015-16 breaking a 3 year pattern of information regarding NEETS, release without accommodation, remand times, re-offending rates etc. The Board recommends that the use of KPIs should be re-evaluated to make them more meaningful in the context of the recent 'Programme for Government'. We understand statistical records are kept on these matters even if they are not currently published.

SECTION 17: OFFENDER MANAGEMENT

- 17.1. This reporting period has seen a complete personnel change in the small three-man team that was established in 2011 following recommendations in the last HMIP Inspection Report.
- 17.2. The Board recognises that this change can present an opportunity for examining practice and procedures, but the gap between resignation in December 2016 and appointment of a full-time replacement not yet in post is a concern.
- 17.3. It is imperative that in seeking system review and reform, the continuity of Resettlement Meetings is maintained. Staffing shortages can sometimes cause a limited representation from Personal Officers and any Healthcare input is lacking at most Resettlement Meetings.
- 17.4. Every effort is now made to give the detainee prior notification of their Resettlement Meeting slot. Allocation of the Pre-Release Plan or CP4 seems to appear timelier than in the past. Custody Planning, in general, is carried out 6 weeks in advance. That said, an unexpected release at Court or a short sentence detainee can test the system.

- 17.5. Full CP1 completion whilst within the Induction Wing appears patchy as do regular Personal Officer introductions prior to wing allocation. In particular, the goal-setting for medium and long-term detainees remains weak as does the prisoner engagement in the meeting. It is disappointing that there is little progress to report on a Personal Officer profiled afternoon slot as this is one of the many areas which would benefit from greater Personal Officer flexibility.
- 17.6. Use of the Induction Wing as a base for detainees on ROTL projects is now well established. Hopefully this will facilitate even more community based work in future whilst not attracting work that could be interpreted as cheap labour causing potential local resentment and accusations of undercutting.
- 17.7. The Board greatly welcomes the achievement of finding successive projects for outside work and incorporating F Wing as a base for regular ROTL without impacting on prison security.
- 17.8. Ministerial and cross-departmental collaboration on projects of potential benefit to the wider community and a steady flow of PR is vital to continued success in this area.
- 17.9. Horticulture opportunities can be of significance to longer-term detainees. It is disappointing that the recruitment to the proposed Horticulture Officer post has yet to happen, but the Board is hopeful that its inclusion in the staffing review will lead to an appointment within the next reporting period.

SECTION 18: PROBATION

- 18.1. This has been another year of significant change for Probation. The move by Administration and Probation Officers to Tromode House was completed in July 2016.
- 18.2. Progress with regard to the Residential/Bail Hostel Contract has been slow. The timetable from expressions of interest to the finalised contract for Tromode House has slipped significantly which as the Probation Administration Team has been installed for almost a year seems unacceptable. The specification was with the Attorney General's Office in February 2017. The use of David Gray House has been extended by 6 months, but as the Board has often commented the facility is unsuitable for young offenders and those with disabilities. The Board hopes to see the completion of contract terms with the Salvation Army as soon as possible so that discharged detainees can benefit from a more modern and diverse facility.
- 18.3. The appointment of a Head of Community Rehabilitation in August 2015 led to re-organisation. The prison now has only one dedicated Probation Officer.

This Officer has been very pro-active in both daily matters and implementing courses in the limited time available.

- 18.4. Good inroads have been made in providing effective interventions including PEPS Courses for detainees. After a challenging initial 10 Week Course, a further 2 Courses have been completed. 30 detainees in total have attended a wide-ranging selection of challenging topics. The Officer has also been pro-active in visiting Segregation to carry out Interventions which is to be commended.
- 18.5. With only one prison based Officer, there are inevitably times when the prison does not have cover, although the Head of Community Rehabilitation dials into the morning meeting and attends in person weekly. Formerly, Probation had always kept a watching brief on potential issues arising from reception and discharge, as well as matters arising on a day-to-day basis. The same limitation on manpower also results in some particular categories, especially sex offenders who require 1-to-1 specialist interventions being potentially disadvantaged.
- 18.6. The Intervention Hub (IH) Pilot on Thinking Skills only commenced on an external basis at Probation in November 2016. 28 referrals have already been successfully completed against a target of 25 by 1 May 2017.
- 18.7. The IH has only been implemented for a single Thinking Skills Module within external Probation rather than the 6 Modules originally planned with licensing costs and GTS clearance for Wi-Fi operation within the prison proving problematical. The Board hopes to see these issues resolved to ensure detainees get Wi-Fi access to IH Modules as soon as practical. The necessity for Personal Officers to step up their support for Probation based Interventions has never been greater.
- 18.8. Restorative Justice (RJ) has only been achieved in small numbers but seemed very powerful when employed. More cases are hoped to prove suitable in 2017 and the complexity of proceeding sensitively with all sides to achieve a positive outcome is not underestimated.
- 18.9. The Board acknowledges an improvement in Interventions from a low base, but is concerned that the overall pressures on the entire Probation Service remain and are likely to grow with an increase in community sentences and without sufficient recruitment and retention policies in place.

SECTION 19: LEGAL VISITS AND 'LIVE LINK'

Legal Visits

19.1. During the period 1 April 2016 to 31 March 2017, visits to detainees and prisoners including Advocates, Children's Services, Coroner's Office, David Gray House, Education, Housing, Police Interviews, and Probation Services totalled 350 which is a decrease of 69 from the last reporting year:

2016:

April:	31	May:	32	June:	20
July:	31	August:	32	September:	42
October:	44	November:	27	December:	17

2017:

January:	30	February:	22	March:	22
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'Live Link'

19.2. During the period 1 April 2016 to 31 March 2017, the facility was utilised 355 times, 117 less than last year. This covered Advocates, Administration, Courts, David Gray House, Police, and Probation.

19.3. It has been noted by the Board that Government Technical Services (GTS) has described the current equipment as very aged and susceptible to failure. It is viewed as unreliable, and the Board understands that the Judiciary has no confidence in a system that frequently lets down all parties. The Board understands that a project is under way as a result of the Government's new Digital Strategy to replace the equipment in due course. A procurement process was due to have been undertaken and a supplier identified by the end of December 2016.

19.4. It is noted that under the Summary Jurisdiction (Live Television Link) Rules 2014, the legislation was modified to make the 'Live Link' the default position rather than the previous default position which was a journey to the Court.

19.5. We are now well into 2017 and it appears that there is no notification/indication of progress on the 'Live Link'. The necessity of transporting detainees to and from Court results in considerable extra costs as well as use of manpower and the Board hopes to see progress on the new system soon.

SECTION 20: DISCHARGES

20.1.

End of sentence	78
Release on licence	21
Released on bail remand	11
Release from Court non-custodial	9
Transfer to an establishment off Island	7
Release on parole	3

SECTION 21: WORK OF THE BOARD

- 21.1. The Board works very well as a team, maintains good relationships with prison staff and monitors the establishment effectively.
- 21.2. Members are encouraged to involve themselves and participate in the numerous training sessions, on a variety of subjects, which take place on prison premises at periodic intervals throughout the year. The Board Development Officer also arranges for various individuals to attend Board meetings from time to time to give a specific insight into their own particular area of prison life.
- 21.3. In anticipation of attracting potential volunteers, it is envisaged that another recruitment drive will take place during the coming months.
- 21.4. Many of our members have been on the Board for a considerable amount of time and each and every one of them has contributed a terrific amount to the role. During the next few weeks and into the next reporting year 4 members have or are due to resign from their position. Between them they have around 30 years of experience. Their knowledge, expertise, varied skills and selfless commitment to the Board will be greatly missed.

21.5. We are hugely indebted to our Clerk who is an extremely capable and widely respected member of the prison staff. Our role would be bereft without her duties.

	2014	2015	2016
Number of members at the start of the reporting period	11	11	13
Number of members at the end of the reporting period	11	13	13
Number of new members joining within the reporting period	3	3	2
Number of members leaving within the reporting period	3	1	2

Applications to the Board

21.6. The Board receives 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	2
Adjudications	3
Equality/Diversity including Religion	1
Finance and pay	0
Family/visits including telephone and mail	2
Food/Kitchen related	8
Health related	18
Property:	
Prison	4
Police	4
Canteen, facilities, catalogues	1
Sentence related, ROTL (release on temporary licence)	7
ROCG's (release on compassionate grounds) parole release dates	
Transfers to other establishments	1
Staff/Prisoner/Concerns re Bullying	4
Requests/Complaints to 'Resource'	0
Confidential access to Chairperson	0
Miscellaneous	12
TOTAL NUMBER OF APPLICATIONS:	67

21.7. There has been a slightly upward trend in the number of Applications to the Board during the period resulting in a 15.8% increase. We are of the opinion that this may be partially due to some detainees continuing to express themselves in duplicate on the same issues in separate applications.

Monthly Meetings

21.8. Board Meetings are held on the second Monday of each month and are attended for part of the meeting by the Governor or one of his Deputies. The meetings have been attended on average by 73% of the Board. The Board wishes to thank the Ministers, Police Custody Inspector, Departmental Members and other prison staff and agencies who have attended Board meetings to contribute to members' knowledge and understanding.

21.9. The number of hours spent at the prison by members during the period was 853 which equates to 107 working days all given on a voluntary basis with the exception of the standard Fuel Allowance and Statutory Government Allowance for attending the monthly Board meeting.

	2014/15	2015/16	2016/17
Total number of Board meetings during the reporting period	12	12	12
Total number of attendees at Board meetings	101	122	114
Total number of Board meetings with Minister and/or his representative	2	2	2
Total number of Board meetings with Police Custody Inspector (ICV)	3	2	2
Total number of attendances at Ministerial meetings	19	20	19
Chair/Vice Chair Meetings with Minister of DHA	0	0	0
Number of visits to prison (excluding meetings)	120	122	125
Total number of IMB Adjudications	3	2	2
Total number of IMB attendance at Segregation Reviews	0	1	1
Total number of attendances at other prison meetings	34	36	30
Total number of Applications dealt with	79	53	67

	2014/15	2015/16	2016/17
Total number of Significant Incidents attended	6	6	4
Total number of Significant Incidents advisory	10	10	18
Total number of Training Days attended	0	1	0
Average time spent on a Rota Visit in hours	4.1	3.5	3.75

SECTION 22: POLICE CUSTODY SUITE

- 22.1. Members of the Board (IMB) act to safeguard the interests of detainees prior to any custodial sentence.
- 22.2. The premises monitored are Isle of Man Constabulary, Custody Suite at Police Headquarters, and any other institution so delegated.
- 22.3. The Board visits, unannounced and in pairs, throughout the year with a minimum visit frequency of once per month. All matters affecting the care and treatment of detainees are monitored, offering a level of protection both for those detained and for the staff entrusted with that responsibility.
- 22.4. A report is written after each visit which is circulated within the Board, and to the Inspector in charge of the Police Custody Suite.
- 22.5. There are regular reporting meetings between the Board and the Custody Inspector. These take place at the Isle of Man Prison three times a year or more frequently if thought to be necessary.
- 22.6. During this reporting period two members had input into a Custody Training Course in that they gave details of the Independent Custody Visitors' Role and Remit and also took part in a Question & Answer session.

Statistics

- 22.7. For the period of this report there were 1325 arrests - breakdown as follows:

Month	24<48 Hours	>48 Hours	All Arrests
April 2016	10	1	100
May	5		124
June	9	2	169
July	9	1	105
Aug	7	1	106
Sept	10		106
Oct	4	1	99
Nov	6		97
Dec	8		112
Jan 2017	5		107
Feb	5	1	109
March	6	1	91
Total	84	8	1325

- 22.8. For reference, these figures are always calculated based on cumulative time in custody, and it is possible that a number of the arrests calculated as exceeding 24 hours did not achieve this in one continuous period.
- 22.9. Under an agreement with the Police, members of the Board are available by rota to be called by the Custody Sergeant when it is thought that a detainee is likely to be held for up to or beyond 48 hours. A member will attend the Suite to ascertain and confirm that the detainee in question is being cared for and treated justly, fairly, and with humanity whilst in custody. During this reporting period, the Board was called and attended on 8 occasions visiting a total of 10 detainees; however 2 of the detainees visited were subsequently released prior to the 48 hours' timeline. In addition, there were 13 unscheduled rota visits of which one was an induction visit for newly appointed members. The average visit duration was 60 minutes (ranging from 30 to 120 minutes). Visits were undertaken at a variety of times including evenings.
- 22.10. Staffing was always appropriate; staff members were invariably co-operative and helpful, despite their sometimes heavy workload.

Treatment of Detainees

- 22.11. 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 visiting members and offer a chance for detainees to speak in private out of the Officer's hearing.
- 22.12. The Board observed that the provision of drinks, food, blankets and reading materials were adequate.
- 22.13. First Aid Kits, anti-ligature knives, anti-suicide blankets and clothes, were in positions known to staff. Food stocks were satisfactory, and it was noted that there were supplies to cater for vegetarians and those of different religious faiths.

Space & Cleanliness

- 22.14. The Suite is bright, fresh and appears to be easy to clean. It works on an open plan system for "booking" detainees. One of the main snagging problems is the temperature fluctuation around the Suite. The Board understands that the thermostats for each individual cell are in the corridor and as such when the cell door is closed the temperature for that cell is governed by the temperature in the corridor and does not take account of the comfort of the detainee who will sometimes be either too hot or too cold. The Board understands that this has been repeatedly raised by the Officers in charge with nothing apparently being accomplished and this is now giving the Board concerns.

Mental Health & Other Services

22.15. The Custody Suite is regularly a temporary home to many detainees with mental health issues which is a concern to the Board and to the Police. The number of Police attendances to people with mental health issues is rapidly increasing and a great deal of their time is taken up dealing with these issues to the detriment of other policing work. However, there appears to be a good relationship with the Crisis Team. There are "Appropriate Adults" trained and available to help both the very vulnerable and younger detainees.

SECTION 23: CUSTODY SUITES & HOLDING CELLS

Introduction

23.1. In our role, members of the Board visit in pairs. The visits to the Custody Suite at the Isle of Man Courts of Justice take place at least once each month and without prior notice. At least one member also attends the regular meetings held between the senior management of the Isle of Man Prison and the firm holding the Escort Contract (for this reporting period 'Resource').

Statistics

23.2. Between April 2016 and the end of March 2017, the reporting period, there were 13 visits made during various times of the working day. One visit was for the induction of new members. The duration of the visits ranged from 30 minutes to 85 minutes with the majority lasting approximately 50 minutes.

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

23.4. On the few occasions, juveniles were in the Suite; they were located in an unlocked cell and were accompanied by Police Officers or Social Workers. However, since the early part of this year 'Resource' took over the escorting and handling of juveniles whilst in custody.

23.5. There is now a dedicated secure area, away from the main cells which acts as a holding area. 3 Officers are delegated whose primary function is to look after detained juveniles.

Detainees

- 23.6. Detainees can arrive at the Court Custody Suite from the Isle of Man Prison, the Custody Suite at the Police Headquarters, directly from the Courts of Justice, or Noble's Hospital. Most detainees present on members' visits were spoken to. The occasional refusals to engage were recorded.
- 23.7. 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 be detainees who are also deemed "at risk" or are 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. There is sometimes an issue with regard to the excessive length of time a detainee from the prison can be left in the Court Cells awaiting transport back to the prison after their appearance in Court. The detainees sometimes do not arrive at prison until late afternoon or early evening. This can cause difficulties for the prison Healthcare staff in establishing medical histories and obtaining emergency prescriptions for required medication. However, there is now an established Court link with the Healthcare Department for mini assessments.
- 23.8. The Board observed that provision of food and hot drinks, spare clothing, toiletries, blankets and reading materials was adequate to good.
- 23.9. Critical materials (First-Aid Kits, anti-ligature knives, anti-suicide blankets, cuffs, etc.) were in positions known to staff and easily accessible.
- 23.10. Most detainees volunteered that they were satisfied with the way they had been treated by "Resource" staff. No detainees reported adverse treatment. The Board's visit reports consistently comment on the helpfulness and courtesy of staff in the Suite and on Reception both towards Board members and to the detainees.

Detainee Transport

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

Staff

- 23.12. Routine cleaning of the Suite continues to be conducted by "Ultimate Clean". The management of detainees in the Custody Suite and their transport to and

from prison and hospital, including some bed watch duties, was the responsibility of 'Resource' throughout this reporting period.

23.13. Board visit reports consistently comment on the sensitivity and professionalism of "Resource" staff and Managers.

Prisoner Escort Act

23.14. Under the Prisoner Escort Act dated 2008, the Board is tasked with reviewing escort arrangements, and the handling of detainees whilst being escorted to and from appointments. During this reporting period, a detainee absconded during a hospital appointment resulting in an Adjudication by the Board. It was felt by the Adjudication Panel that protocol was not followed by the Escorting Officers who failed to utilise handcuffs and a closet chain whilst undertaking their duties. The detainee was apprehended within a short period of time, but the situation would not have occurred if correct procedures had been adhered to. The Board would recommend further training of staff and updating and adhering to correct escort procedures.

Layout of the Custody Suite

23.15. There are 6 cells in total. 3 are located separately and can accommodate females, young offenders, or vulnerable detainees. Of the other 3 cells, 2 can accommodate up to 2 detainees each, and the remaining larger cell can accommodate up to 6 detainees. Each cell contains a bench seat, a flush toilet, a hand wash facility and a 'panic 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.

23.16. The rest of the Suite includes an Interview Room for Advocates, 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 public entrance which is contravening Custody Rule 15(1).

Maintenance of the Suite and Fittings

23.17. The Department of Infrastructure is the recognised Landlord of the Custody Suite. The Board has been disappointed by this Department's extremely slow response to issues repeatedly raised by them through the Prison's Senior Management Team. Specifically, the lack of fixed furniture in the second Advocates' Room, the door to the same room which opens inward presenting an opportunity for barricading, and the broken call buzzer in the multiple occupation cell. We do not believe these issues are being given sufficient priority and constitute a Health & Safety hazard. The airflow and temperature in the Suite are uncontrollable, leading to exceptionally uncomfortable

conditions for detainees and staff. The Board feels this is also a breach of Health & Safety Regulations.

23.18. The storage system for detainee property is in a designated area and cupboard.

Information Systems

23.19. The 'Green Form' and 'Pink Form' System set up by the Police and Prison Healthcare Team for enabling important relevant health information to accompany all movements of detainees continues to be satisfactory and useful for the Court Custody staff.

For & on behalf of the Independent Monitoring Board

Mrs AILEEN GELLING

Chairperson

7 August 2017