

SECTION 5: ISSUES FOR THE GOVERNOR

- **The Board would still like to see consideration given to the installation of cameras in the kitchen for safety reasons.**

Response:

There are no recorded incidents in the Kitchen. Offenders are carefully selected and risk assessed before being employed.

To provide full CCTV coverage would require 16 cameras and the current CCTV infrastructure is not capable of handling the increased amount of cameras.

We will review this again if the bid for CCTV upgrade is successful.

- **The timing of the transfer by the contracted company of detainees from Court to prison is, on occasions, causing issues for the Healthcare Team in that they are not always able to fully risk assess late arrivals. The Board would ask the Governor to review the new contract with the escort provider with a view to facilitating earlier arrival at the prison after sentencing.**

Response:

This issue has been raised by the Independent Monitoring Board and Healthcare at our regular meetings with 'Resource'. The issue is not one which could be solved by changes to the contract as generally speaking (with a few exceptions which we have addressed) 'Resource' do get prisoners up to us as soon as they can.

The problem, on occasion, is that the Court will sit until a case has been completed and 'Resource' will only receive the defendants/new receptions at the conclusion of the Hearing.

This has been less of an issue of late but we will discuss a possible solution at the next Healthcare Partnership Meeting.

- **The introduction of the in-house Healthcare Meetings has been a positive step forward in aiding communication. The Board looks forward to seeing this develop further during the next reporting year.**

Response:

The meetings have improved the communication and relationships. They will continue with the aim of developing even better relations.

- **The Management Team is to be complimented on their continuing endeavours to generate external work opportunities for detainees and the Board applauds the extension of the Resettlement Day Release/Resettlement Overnight Release (RDR/ROR) initiatives over the Christmas and New Year holiday period for detainees who demonstrated reliability and trust throughout the year. The Board hopes that these initiatives can be continued and expanded.**

Response:

The RDR and ROR schemes are central to encourage offenders to engage in their targets and as part of the Resettlement Plan.

There have been 300 RDR successful days in the last three months involving 10 prisoners (including 2 females) – 7 in paid employment and 4 have led to job offers. This is compared to just 16 days RDR for the same period last year.

In addition, there have been 52 days ROR in the last 3 months – all successful involving 8 prisoners including 1 female. This is compared to none for the same period last year.

The Resettlement Team continue to look at ways to improve the work opportunities for offenders.

- **The Board is delighted to learn about the proposed refurbishment and extended use of the Vocational Workshops and the recruitment of a Trades Officer to lead Vocational Training. The Board would urge the Governor to ensure that this happens at the earliest possible opportunity and to identify and allocate sufficient funds to enable the full use of this important facility.**

Response:

The Trades Officer is part of the Resettlement Team contained within the new staff profiles.

A costing has been completed in respect of the necessary conversion of the workshop. A bid will be submitted in the next bid round.

- **The Board would urge the Governor to look at options to increase the number of tutors available to conduct Vocational Training options. It would be a major benefit to the prison if members of staff were qualified to teach and assess vocational qualifications in Cookery, Horticulture, Cleaning and Physical Education.**

Response:

There is a clear strategy to train our staff as assessors in the Kitchen, Horticulture, Cleaning, and PE. Together with the Head of Resettlement and the Education Manager I met with the Managers in these areas to progress this initiative.

- **The Board would encourage the Senior Management Team (SMT) to look at widening the options for work and to explore possible RDR opportunities for female detainees.**

Response:

One of our female offenders is working full time in a local restaurant and another worked as a cleaner for the outside Visitors Centre, Administration Offices, and also had a successful Resettlement Overnight Release before discharge. A third female offender has now taken over the cleaning duties in the outside Visitors Centre.

A further positive is the newly created Horticultural area to grow herbs on D Wing Exercise Yard.

- **The Board would encourage the SMT to bring further changes to items and issues that impinge on detainees to the Prisoners' Council for early notification and discussion.**

Response:

The Prisoners' Council has made some tangible developments with regards to enhancements over the last year.

The responsibility to Chair the Council now lies with the offenders and this is operating well.

The Council Chairs have access to new policies in draft format for their input on any recent changes that will affect the prison population prior to implementation. The Councillors have also been given control of a notice board on each wing to communicate any changes.

- **The Board has evidenced some friction on C Wing. This wing accommodates two types of vulnerable detainee, i.e. those who are at risk due to the nature of their offence, and those who have serious issues with detainees on the other Residential Wings. This continues to be the case and requires staff to be alert to situations as they arise. The Board would be pleased to see the introduction of a policy relating to this.**

Response:

Staff are very aware of possible conflicts between offenders and with the low numbers on this wing supervision is of a high standard.

- **Education and Sentence Planning should be at the heart of the Core Day if detainees are to leave prison better equipped to be productive members of society.**

Response:

Every offender has a Resettlement Plan and is seen by the Resettlement Board at regular intervals.

There is an expectation that all offenders will engage with their resettlement targets to reduce risk.

This is clearly linked to Privileges, Family Day, Resettlement Day Release, Resettlement Overnight Release, and Parole.

- **The Library sits empty most of the time and although the introduction of the Friday afternoon 'drop in' sessions are of great benefit to the students, consideration of ways to better utilize this learning resource would make it an even greater asset.**

Response:

A 'drop in' session on Friday afternoons has been set up for prisoners to utilise the Library for research, course work, and tutorial work.

Education staff are in attendance to assist with research and provide tutorial support for students. Basic English support is also available during this time.

- **The Board remains of the opinion the introduction of Voluntary Drug Testing would be beneficial.**

Response:

There is potential for this with the introduction of the new staffing profiles and cost effective 'dip' tests. This is something the SMT are keen to implement.

- **The Board would ask the Governor to consider what can be done to encourage more Personal Officer contact with detainees on the Segregation Wing. Consideration should also be given to identifying a suitable area to allow discussions in private.**

Response:

With the introduction of the new Custody Support Officers there are now more safeguards in place to ensure that the offenders are properly supported and reported on whilst in the Segregation Unit.

Senior Officers now have a smaller group of Officers to supervise and the way in which the conversations are recorded is a lot more manageable. With the management checks in place it will be very apparent if contact is not being maintained in a timely fashion.

Officers are encouraged to ensure that the environment where they have their conversations should be as comfortable and as private as possible. The Adjudication Room fits that criteria and I would encourage Officers to utilise it when available.

- **The Board feels that Resettlement work by Personal Officers needs further encouragement and would urge the Governor to reward the Personal Officers who support Interventions and are setting high standards for interactions with detainees.**

Response:

Once the Intervention Hub has been contracted, we will be delivering inductions for its use with all the staff. Resettlement is a key priority of the Prison & Probation Service and as such is a mandatory performance requirement of all of our staff.

- **The Board would wish to encourage efforts to resolve the outstanding problems delaying the full use of 'Tromode House' so that this vital facility can be fully operational at an early date.**

Response:

Every effort is being made to ensure that the accommodation at Tromode House becomes available at the earliest opportunity. This has involved significant areas to be addressed to bring the building up to standard requirements and the procedures and policies have had to be revised to meet minimum operating standards and there have been lengthy negotiations in order to satisfy ourselves that the new contract going forward will deliver an improved service. We hope to be able to update the Independent Monitoring Board in the autumn with the final timelines for delivery of this service.

- **The Board would urge the Governor to keep up the pressure to use technological innovation to reduce the need for prisoner escorts.**

Response:

The Criminal Court Audio/Video (AV) kit refresh is a major capital project currently being undertaken by the General Registry and will include all the Courtrooms, Advocates' Booths at the Court, Vulnerable Witness Suite, and the Video Courtrooms here at Jurby.

Once the refresh is complete I would expect to see a large increase in the use of 'Live Link' as the Judiciary have clearly stated previously that they had no confidence in the reliability of the old kit and that was the reason they were reticent to use it.