



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

**INDEPENDENT
MONITORING BOARD
REPORT**

January 1st 2012 – March 31 2013

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

ANNUAL REPORT- CONTENTS PAGE

Section 1:	STATUTORY ROLE	3
Section 2:	DESCRIPTION OF PRISON	5
Section 3:	EXECUTIVE SUMMARY: ISSUES FOR MINISTER & GOVERNOR	7
Section 4:	RECEPTION & INDUCTION	15
Section 5:	REGIME	18
Section 6:	FOOD & PRISON ENVIRONMENT	27
Section 7:	HEALTH	31
Section 8:	SAFER CUSTODY	37
Section 9:	SPECIAL CATEGORIES	41
Section 10:	SECURITY, ORDER & CONTROL	47
Section11:	RESETTLEMENT & PAROLE	52
Section 12:	CUSTODY SUITES & HOLDING CELLS	63
	POLICE CELLS	63
	COURT CELLS	65
Section13:	WORK OF THE BOARD	69
	ADDENDUM	76

Section 1: STATUTORY ROLE OF THE BOARD

The Custody Rules 2001 requires 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 inquire.
- Direct the attention of the Governor to any matter which calls for the Governor's attention, and report to the Department any matter which they consider expedient to report.
- Inform the Department immediately of any abuse which comes to their knowledge.
- Consult the Governor in relation to any matter which may affect discipline before exercising any power under these rules.
- Report annually to the Minister of Home Affairs on the state of the institution and its administration and also give advice and such recommendations as it considers appropriate.

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

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

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

The Prisoner Escorts Act 2008 2(1) (2) (3) (4) directs the Independent Monitoring Board to:

- Keep prisoner escort arrangements under review and report them to the Department.
- Inspect conditions in which prisoners are transported and make recommendations to the Department.
- Investigate and report to the Department any allegations made against Prison Custody Officers by prisoners under escort.

- Investigate any alleged breaches of discipline on the parts of prisoners being escorted.

Section 2: DESCRIPTION OF THE PRISON

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

There are 5 residential wings and 1 segregation unit. Altogether, there is certified normal accommodation for 138 prisoners. Each wing provides single cell accommodation with integral sanitation, wash basin and cell power. There is no separate wing for prisoners on remand.

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

'A', 'B', 'C', 'D', and 'F' Wings each have a laundry for personal items, and a servery. Prisoners can eat either communally at tables or in cell. The wings have shower units and telephone facilities. In addition, there is a 'buddy' cell, which also provides suitable access for prisoners who are disabled. 'E' Wing also contains a dedicated Mandatory Drug Testing Suite 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. The unit is managed by Primary Healthcare through the Department of Health Primary Care Directorate.

The education area has 6 classrooms and each is capable of accommodating up to 6 prisoners per class. There are 3 offices and a library. One of these offices is now dedicated to the Resettlement Board. Education is delivered by a dedicated group of Isle of Man College staff under the leadership of an Education Manager. This level also provides for areas associated with staff training, legal visits and the 'Live Link' to the Isle of Man Courts of Justice and a Visits Hall for domestic or family visits. The Hall can seat 70 visitors and 24 prisoners at any one time.

The Reception area, Kitchen, Multi-faith Room, Laundry and Gym can be found on the lower level.

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

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

Section 3: EXECUTIVE SUMMARY

It has to be remembered that people are sent to prison as a punishment and not for punishment. To be deprived of liberty is the most extreme punishment that can be meted out to an offender in the Isle of Man and, as such, must be reserved as a just desert for those adults and young offenders who have committed the most serious and violent of crimes.

Long before they get into trouble and become caught up in the Criminal Justice System, many offenders are already used to punishment. As children, many have experienced neglect and abuse and will have been involved with or been in the care of Social Services prior to imprisonment. Perhaps the Government's Criminal Justice and Social Policies need to be more closely linked and should look at the 'bigger picture'?

Recent figures suggest that the length of sentences is tending to increase and the outcomes seem bleak. Only a small proportion of people leaving prison go into education, training or employment. On release, some enter the community homeless and in debt which is a major factor contributing to re-offending. An island wide strategy to reduce re-offending should be urgently considered.

It may well be time to look closely at community sentences for those non-violent offenders and most women in prison who are serving short prison sentences. Community sentences perhaps should be the norm, but in order to be effective and capable of reducing the re-offending rate, a total commitment is required from the Government with relevant agencies and funding in place. These types of sentences need intensive offender management and supervision, restorative justice, the development of personal responsibility, and support in the areas of housing, employment, addictions, and mental health. It is a lot to ask but the rewards would be considerable.

Prison is a harsh option for prisoners with mental health problems - most commonly depression and anxiety. It is particularly acute for women. Short spells in custody damage family life and do little to stop women offending again. An alternative would be funding for women's centres, run by volunteers and statutory bodies where therapeutic work could be undertaken.

Careful consideration needs to be given to how we treat people with mental health problems when they come into contact with the Criminal Justice System and what impact this treatment has on them, their families, and society as a whole. There is a clear need for higher levels of co-operation between the National Health Service and Criminal Justice sectors. People with mental health disorders should be cared for in the most appropriate location and not the most convenient. All too often, prison is used as a default option placing intolerable strains on the prison staff. Prison can exacerbate ill health heightening vulnerability and increasing the risk of self-harm.

It is also time to consider updating the Mental Health Act so that it includes people with personality disorders. Until such disorders are recognised, these unfortunate people are not entitled to treatment and many present serious management issues at the prison. It would

be appropriate to have diversion schemes at the Police Custody Suite and Courts of Justice where mental health clinical advisors could ensure that problems are spotted, assessed quickly, and early interventions set in place. Alternatives to prison for mentally ill people should be offered as a matter of course.

Another longstanding issue, yet to be resolved, is the conflict between the independent monitoring role of the Board and its involvement in awarding punishment and segregating prisoners. The Department is in the process of reviewing the Custody Rules, not before time and despite frequent requests being made to them over many years. Progress has been made, albeit slowly, but we need assurance that this concern will be given priority when it comes to the Primary Legislation stage. It is only a matter of time before the Board and, therefore, the Department find themselves the subject of a legal challenge in this area.

The Board has an important role to play in scrutinising the work of the prison and the progress it makes in tackling issues which arise. During this extended reporting period, we have witnessed numerous examples of the good relationships which exist between prisoners and caring Officers. Officers know their prisoners well and engage with them. This can be seen when we visit the wings and by looking at the prisoner records which log regular contact and interactions.

The prison's Healthcare service has developed and improved enormously and is seen as part of the island's wider provision with access to a range of clinical services. A prisoner can now expect the same treatment while in custody as would be his/her entitlement in the community. There is improved health screening at Reception, and a General Practitioner, Dentist and Optician visit regularly.

New procedures for administering medication have reduced the likelihood of trading and abuse. A qualified mental health nurse and a drug and alcohol nurse have been appointed to the team and are already making a big impact in this vital area. The withdrawal of night medication was carefully planned and introduced in such a way that it had a positive effect.

There are now tighter links between the Resettlement and Residential teams with weekly Resettlement Boards being held and prisoners attending knowing the process and therefore being able to make a more valuable contribution. The prisoners have Custody Plans and they are now dealing with issues which need to be addressed before they are released back into the community. Intervention packages, such as Restorative Justice, are being delivered with eighteen prisoners being presented with a certificate during the reporting period. A few Personal Officers are working in tandem with the prison's Probation Officers on drug and alcohol matters so that the latter then have more time for specialist probation duties.

Remand figures are lower as are the numbers of young offenders. We believe this is due to them being diverted to alternative streams of justice before they reach the courts. The mandatory drug testing target is ten percent failure - the results for this reporting period were well under that figure. However, there remains an increasing problem with the brewing of alcohol. Dog and staff searches have had many successes and will continue to do so, but the unknown strength and number of toxic substances in the liquid produced is something prisoners give too little thought.

We have found the prison to be more organised and proactive but we are still disappointed that some long term issues such as the 'Mother and Baby Policy' and the prisoner's 'Rough Guide to the Prison' are still waiting to be reviewed. Prisoners are locked up for an extra hour, morning and afternoon, but this has not been detrimental. In fact, it has led to them being more directed and focused when out and about and it permits wing cleaners to achieve a more satisfactory standard. When the new IEP changes are introduced later in 2013, these should make even more of a difference.

Monetary cut backs are never welcome, but to their credit, prison management has worked hard to come in under budget during this reporting period, but future and deeper cuts could have an even greater impact. The next few years will be challenging and we hope that the cuts will not be reflected in reduced staffing and a longer period of lock up for the prisoners.

Finally, this reporting period has been extended to fifteen months and so figures will not always be comparable to those in the 2011 Annual Report. In the future, the reporting period will run from the beginning of April until the end of March.

Issues for the Minister

- Ensure prisoners and those helping them to prepare for life outside prison are notified promptly about life-changing decisions on parole. Failure to maintain the current improvement following the provision of additional administrative support to the Parole Committee could have serious implications for the physical and psychological well-being of the prisoners. Delays decrease the chance of successful resettlement, increase the workload of prison staff and impact upon good order and discipline within the prison.
- Provide support at a ministerial level and encourage a more enlightened view outside the Department of Home Affairs so that the provision of varied and meaningful work for prisoners, which is a vital part of the resettlement process preparing prisoners for release as productive members of society, can continue to develop and progress. The prison's Work Allocation Board cannot work in a vacuum. They need the support of the Department when trying to secure work from other Government Departments and commercial organisations.
- Continue, in all urgency, with the updating of the Custody Rules thus removing the conflicting role of the Board in awarding punishments and authorising segregation. Their main role should be to provide independent scrutiny of the prison and the island's holding cells seeing that prisoners are being treated fairly, justly, decently and with dignity. The appointment of an Independent Adjudicator is also a matter of urgency even though this requires a change in Primary Legislation.
- The Board is concerned about the number of prisoners being held who have serious mental health problems. It would seem that the courts are disregarding the mental health issues of defendants and sending them to prison rather than to a more appropriate mental health environment. Once inside custody, it takes an inordinately long time to arrange the transfer of a prisoner to an establishment which offers appropriate treatment.
- The Board has concerns about the length of time taken to conclude Coroner Court Inquests. This delay results in prolonged distress to the bereaved family and causes anxiety to prison staff when closing a difficult situation. Human and emotional factors seem to be lost in the technical and legal process. Can the Minister obtain better liaison between the Prison Service and Coroner's Court for a more rapid response when dealing with bereaved families?
- Prison is not the right place for women offenders who pose no risk to the public. Community solutions for these non-violent women offenders should be the norm. The Board would encourage the Minister to consider developing a strategy and sustained funding to champion the role of women's centres to enable those with multiple problems and chaotic lives to cope without recourse to damaging institutional settings. Community solutions have been found to work better than prison to reduce women's offending at a fraction of the cost.

- Still waiting to be fully addressed by the Department is the issue of a new Bail Hostel and 'move on' accommodation. We understand that plans are in the pipeline but they need to be taken forward as a matter of urgency. Also, accommodation on release is still reliant on personal contacts of the Resettlement Team and there is acute concern about limited accommodation options for young female and vulnerable prisoners.
- The introduction of a Bail Act/Custody Limit still needs consideration as many prisoners are spending considerable lengths of time on remand. It should be remembered too, that prisoners held on remand are not eligible for courses run by Probation which address offending behaviour. We have evidenced some prisoners spending so long on remand that when they are finally sentenced there is no longer sufficient time to engage in the courses which have been designed to help them.
- Veterans could be identified as soon as they are detained at Police Headquarters by use of a simple questionnaire. Strategies and support could be offered by the agencies who are already equipped to help them and a custodial sentence could well be avoided.
- Prison has a poor record for reducing re-offending and action to reduce re-offending must be on a far broader front than just the Criminal Justice System. Improvements could be achieved in both clinical outcomes and re-offending rates through a national network of schemes to divert many offenders with mental health problems and learning disabilities to community based treatment facilities. In other words, there is a need for a National Action Plan to reduce re-offending.
- Review the amount of support that can be given to the prison and prisoners to reduce substance abuse. Provide more resources to assist the prisoners to break the habit and maintain this both in prison and when returning to the community.
- With the exception of Category 'A' prisoners, the Isle of Man Prison is an all category institution. This presents a range of difficulties, which are highlighted by a lack of flexibility, as the prison has to cater for four distinct groups of offenders. As a result, on too many occasions the Segregation Unit has to be used to house prisoners who have breached the disciplinary code and may have mental or physical health problems. On occasions, prisoners have to be kept in Segregation for excessive periods. There is no easy solution to this difficulty, but it should be acknowledged that it exists.
- Some families experience difficulties with public transport on a Sunday as the bus stops at Jurby and not at the prison itself. This presents a considerable walk to the prison especially if it involves a parent with a young family. This and the timing of the bus service should be reviewed.

Issues for the Governor

- Prisoner Exit Surveys would be better completed on the wing, prior to discharge, in order to increase the return rate. Personal Officers could assist the prisoner if need be. The survey could also be used to solicit feedback on how vulnerable or safe prisoners feel during custody and how the prison is performing from their perspective.
- At Reception, there is a need for more structured questions to identify whether the prisoner is 'applying for 'protection' or whether someone else is making that decision. Staff have considerable knowledge of the local community and those who are received into custody, but there needs to be a very clear audit trail which will stand up to scrutiny.
- Disappointingly, serious consideration has still not been given and time made available to holding table-top exercises covering the variety of serious incidents which may take place in and around the prison.
- There is no evidence of 'an active concern for well being' by prison management in respect of ongoing monitoring and support for Prison Officers or prisoners involved in a death in custody.
- The Chaplaincy Team is hard working and provides a valuable role within the prison, but has little management accountability or a structured role within internal meetings.
- There is still no strategy in place for dealing with the monitoring of incoming and outgoing mail written in a foreign language.
- Given climatic changes, and the increased numbers of days when the weather is inclement, consideration should still be given to prisoners who wish to exercise outside. A log should be kept to record the number of days when outside exercise is cancelled.
- Whilst the Board is delighted to note the increased availability of the Library to prisoners, the problem of training the prisoner volunteer still needs addressing.
- There remains a lack of signage in the Library itself to help prisoners to access legal books and there is a shortage of such books which should be available to prisoners who are representing themselves in court. The trolley of Library books on the Segregation Unit needs changing at regular and suitable intervals.
- A review of the Canteen Sheet needs to be made. Prisoners on the Basic Level of the IEP Scheme have the same access to 'privileged' items as those on the Enhanced Level.

- The use of heat probes for testing the temperature of the food delivered in the heated trolleys is, at present, only carried out on an ad hoc basis. A clearly attributed system needs to be established and records of temperatures routinely checked by the catering staff.
- Servery workers do not always wear the correct attire and, we have consistently evidenced that tongs are not being used by the workers and prisoners when handling food.
- The system of assurance provided by the Catering Manager for the vulnerable prisoners is still not sufficient. They have a perception that their food could be contaminated by other prisoners who work in the kitchen.
- Consideration should be given to allowing enhanced status prisoners extra minutes for telephone calls.
- The Board still has considerable concerns with regard to the management of prisoners on the Vulnerable Prisoners Wing. These prisoners fall into two distinct groups: sex offenders and those who have issues with prisoners on the main wings. We realise there are no easy solutions but a stronger, proactive approach by staff should be considered in order to meet the differing needs of the two groups of prisoners.
- We have witnessed the detention of mentally ill prisoners who are too ill to be held in custody. These prisoners frequently have a history of enduring mental health problems and the prison can do little to enable them to get their lives in order. Most are directed to the Segregation Unit because normal location is far too stressful. The Officers who care for these prisoners are under great pressure. If they are to continue to be expected to cope then provision should be made for training in mental health matters. Thought could be given to providing this in-house using the Mental Health Nurse recently appointed to the Healthcare Team.
- Congratulations on initiating policies that have reduced the number of Mandatory Drug Test failures. However, whilst understanding the difficulties of identifying and training testers, further consideration should be given to the introduction of a Voluntary Drug Testing system, exploring ways in which this could be put into practice within the present staffing constraints. Prisoners whose parole is within 6 months of being considered by the Parole Board would benefit enormously.
- The no-smoking policy creates a high level of indiscipline. Any way of reducing the number of breaches of disciplinary code related to smoking, including the possibility of allowing electronic cigarettes, needs to be kept under review. The introduction of a discreet category, within the Adjudication Data, which records all smoking related offences, should be considered.

- As highlighted in our last report, consideration should be given to a review of the value of the current regime in the Segregation Unit and the need for any changes to the regime. Prisoners are housed on this wing for breaches of the disciplinary code and other reasons and there may well be alternatives to segregation which could be investigated. We acknowledge the improvement in the number of prisoners who have been segregated as a result of breaches of the Disciplinary Code.
- There is a need for a clarification of the way Adjudication Data is presented. In particular, the award of Cellular Confinement (CC) should be noted clearly in both the 'Punishments' Section and the 'Remarks' Section on the E Wing data.
- Although there have been more occasions when CC awards have noted that prisoners should be allowed to keep bedding during the day, consideration should be given to whether this should occur with even greater frequency.
- Untapped opportunities remain for Personal Officers to have a more structured probation support role with prisoners through more preparation, discussion, and review of the Custody Planning documentation. The voluntary work by a few officers has meant that they have given up their own time to complete a series of interventions. This has been appreciated by the prisoners but frustration arises when manning restraints prevent the attendance of Personal Officers at Resettlement Meetings who are able to update current family situations.
- Most Prison Officers want to do meaningful work and make a difference to prisoners' lives; they express how important it is to feel valued by those above them and by the public. The Personal Officer's role is still under-developed yet expectations of performance have increased. Their work can be dangerous, difficult and challenging. Consideration should be given to the further development of the role of the Personal Officer.
- The Visiting Order has yet to be amended. It does not reflect the fact that property cannot be brought into the prison at the weekends. It also lacks information on the amount of money visitors may take into the Visits Hall and the coinage required for vending machines. If there is to be greater consistency in the management of the visiting process, there needs to be a written policy document for all Operational Support Group (OSG) staff to follow. This would add uniformity to the procedure.

Section 4: RECEPTION & INDUCTION

Reception & Induction

Since our last report there have been approximately 343 new receptions which is an increase of some 31% over the previous reporting period. Unfortunately, it has not been possible to glean the specific breakdown of those who are being held in custody for the first time and those who are recidivists.

The Reception and Visits areas are staffed by 2 Senior Officers and 16 Prison Officers. Of that Reception has a team comprising of 1 Senior Officer and 8 Officers.

The Board has noted that the Reception Staff are considerate and understanding in their dealings with new arrivals, as it can be a rather daunting first experience.

Reception is open 7 days a week from 07.30 hours to 19.00 hours. It should be noted however, there are exceptions to this. If the Courts are sitting late or there is a potential recall of licence, then Reception remains open. The staff are advised of any late sittings at the Courts by the G4S staff. In this event, Reception will stay open even if it means the night staff taking over the running of the area.

Prisoners arriving at the prison are already handcuffed and remain so until they are located within the security of the Reception area. They arrive from Police Custody, via the Courts under escort by G4S, or directly from the Police if they are fine defaulters.

Every reception is subject to a special search – a strip search. However, no female prisoners will undergo this process unless a female member of staff is available.

The Board understands that there has only been 1 complaint in this reporting period. It was from a male prisoner who thought he could be seen by all the team when he was behind the closed curtained area. The Board investigated his concerns and the complaint was unfounded.

The necessity for the special search is always explained to newly arrived prisoners. The need for complete security is of paramount importance. The Board has evidenced that the search is conducted in such a manner as to endeavour to preserve the dignity of the prisoner.

When a new reception undergoes their interview process their property is catalogued, and any money is transferred in a clear plastic pouch to the Administration Department. At this time, staff explain what a prisoner is allowed to take onto the wings. They are given a hygiene pack which includes eating utensils and a pack containing both relevant and helpful information about the prison system.

As part of the Induction process, prisoners are advised that during their time in prison they will have 2 Personal Officers. It is also decided as to which the most suitable wing location is. The Board has noted that the Reception/Induction process takes a minimum of 1 hour. A more formal induction is conducted on the wing by a Senior Officer and the designated Personal Officers.

New receptions are seen by the Healthcare Team and the Education Manager within 24 working hours. Other agencies such as Chaplaincy, Samaritans and Board members see the prisoners on their next visit to the prison.

New receptions are advised that they are entitled to a telephone call which is usually conducted on the office reception telephone to a number of their choice, provided it is not controversial. The required number is generally stored on a prisoner's mobile phone which is usually amongst personal possessions on arrival. Only an Officer is authorised to obtain the number and the call is then made from the office landline.

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

There is, in the Reception area, a BOSS Detector Chair which is used to locate items which may be secreted in or on a prisoner's body. All new receptions are required to use this facility and a refusal will generally arouse suspicion and require that the prisoner is located on the Segregation Unit for the first few days.

Legal Visits

During the reporting period, professional/police/legal visits to the prisoners totalled 579. This is 37 less than last year even taking into account the Board's extended reporting period.

Jan 2012: 52	Feb 2012: 61	Mar 2012: 60	Apr 2012: 43
May 2012: 30	Jun 2012: 28	Jul 2012: 48	Aug 2012: 51
Sep 2012: 36	Oct 2012: 43	Nov 2012: 37	Dec 2012: 9
Jan 2013: 24	Feb 2013: 37	Mar 2013: 20	

'Live Link'

There are two 'Live Link' booths within the Legal Visits area. Bookings for the use of the 'Live Link' are made through the prison's Administration Department. A Senior Officer is responsible for the organisational needs within the Legal Visits area.

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

Instructions for the use of the system are given to the prisoner by prison staff. There is currently no video induction/information given to the prisoner on how to use the 'Live Link'. However, we have noted that the instructions are simple and the prisoner is not expected to operate any equipment.

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

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

During the reporting period, the facility was utilised 501 times. The breakdown is as follows:

Advocates:	430
Courts:	38
Probation:	11
Social/Administration/David Gray House:	22

The Court figures indicate less use of the system, which is disappointing, where as Advocates are making better use of the 'Live Link' as are the Social/Administration/David Gray House group.

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

Prisoner's Property

Within the Reception area is the designated Property Storage Store. This is a suitably sized and well organised facility. The area has clearly designated zones for stored property, incoming property, and a locked cupboard for valuables. The effectiveness of this facility is evidenced by the small number of applications to the Board concerning missing property. On another positive note there are very few prisoner applications regarding property held by the police. A revised system is now in place which is working well.

There is a system for retrieval of property. This is done by means of prisoners accessing their property through an application system. Each wing is allocated 2 days within the week on which they may request and receive their property. At each stage of this process, the Board found that security measures and checks, giving a clear audit trail, were in place.

When prisoners arrive at the prison, their property is checked. This is carried out in front of the prisoner.

With regard to general property, prisoners are allowed an allocated number of clothing items. Everything else is stored in their personal property box.

A pack of canteen items is given out to see prisoners through their first days in custody. Included in the pack are an envelope, paper and pen for that important first link with home and family.

Information concerning property is clearly outlined in the booklet 'A Rough Guide to the Isle of Man Prison'. This is useful information and an aide-memoire for prisoners, particularly those new and unfamiliar with the prison organisation. However, it is disappointing to note that after a year, the revised version has still not been signed off for distribution.

Section 5 REGIME

Social Visits

Visiting days remain unchanged from 2011. There are no visits Monday, Wednesday, Christmas Day, Boxing Day, and New Year's Day.

For those visiting the prison for the first time, procedures are explained and questions answered over the designated booking line. All visitors are photographed on their first visit.

The Visiting Order issued gives instructions as to procedures on arrival and during the visit. The Visiting Order has not been amended to reflect the fact that property can no longer be accepted at weekends. We observed visitors arrive with clothes for a new prisoner which they then had to take home again. The Visiting Order still lacks any information about the amount of money visitors may take into the visit, or the coinage required for the vending machine in the Visits Hall. No change is available in the Visits Centre.

Visiting Orders for convicted prisoners have no expiry date, while remand prisoners' Visiting Orders expire weekly. Visits last for 1 hour with remand prisoners entitled to 2 visits per week and convicted prisoners having 1 visit per week.

The drinks machine in the Visits Centre is, as previously noted, rarely used, and frequently out of order. We understand that the machine is to be removed in the near future.

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

There are ample lockers for storing property not required on the visit. Keys are distributed by the Operational Support Grade (OSG) on duty and a note is kept of which locker a visitor is allocated. There is a lack of consistency in how this information is recorded, with some OSG staff recording it in the Gatehouse Log Book while others do not.

There is a small play area outside, but this lacks any toys or equipment for young children and is consequently unused. We feel that efforts should be made to acquire some play equipment so that this space is not wasted especially as space is limited and young children may have to spend quite a long time in the Visits Centre.

On weekdays only 1 visit session is required and the average number of visits is around 10. Weekend sessions tend to be far busier and if necessary 2 sessions are held. There is a bus service to the prison with a shelter close by the Visits Centre, however, the majority of visitors find the journey by public transport to be long and difficult especially when young children are involved. On Sundays, there is no bus which calls at the prison. The nearest stop is about 10 to 15 minutes walk away. The only bus which could get a visitor to the prison for visiting time arrives at the nearest stop at 12.20pm leaving the visitors with a long wait before the Visits Centre opens at 1.00pm. While we recognise that bus timetabling is not the responsibility of the prison, we feel this is unacceptable.

Having arrived in the Visits Centre, visitors are taken over to the prison in groups of roughly 6 in order of arrival. We have again observed inconsistency in the methods used to call groups of visitors through to the prison. On some occasions, the OSG on duty notes the order of arrival and calls visitors to go to the prison by the name of the prisoner they are visiting. We feel that this is unacceptable as it offers visitors no anonymity. On other occasions, the OSG uses a colour coding system and uses the colours to call visitors. We feel that there should be an established policy for OSGs to follow which protects the privacy of visitors. We have observed that visitors are treated very courteously and with respect by OSG's while booking visits and by the prison staff during the visits.

The Gatehouse is now fully staffed and this has greatly reduced the difficulties experienced during busy visit periods.

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

Prisoners can apply for inter-wing visits and a Visiting Order is needed by both parties. Security checks are made but there is no delay in arranging the visit. In order to accommodate visitors from off Island, extended visits lasting for 1 ½ hours are facilitated. Manx prisoners (excluding Category 'A' Prisoners) serving sentences in the UK are allowed to return twice a year for accumulated visits over a 3 week period and are permitted visits on allocated visiting days. In 2012, 3 prisoners returned to the prison for this purpose.

Closed Visits

During Closed Visits, the prisoner and the visitor are separated by a clear Perspex/glass screen so that no physical contact between the two is possible. Communication is conducted via an intercom telephone. There are 3 closed visits booths and they are located at one end of the hall.

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

There has been a marked decrease in the number of Closed Visits in 2012. The number totals 8 as opposed to the 51 in the previous reporting year. However, this high number revolved around 7 prisoners.

Letters

On arriving at the prison, each prisoner is given 1 free letter, followed by 1 free letter per week while they remain in the prison. All further letters are at the prisoner's own expense and can be purchased through the Canteen.

Incoming and outgoing letters are routinely monitored by the Operations Group. About 5% are opened at random to ensure they conform to prison regulations. If there are specific security concerns about a particular prisoner all their letters may be read; all letters are checked for enclosures. Cash is recorded in a Cash Book and is taken to the Administrative Office for further processing. The Administrative Office also keeps records of Special/Recorded Deliveries.

Incoming letters per day number 30 to 80 while outgoing letters are 20 to 50 with more being sent out at the weekends.

The only exceptions to these guidelines are letters to or from a prisoner's Advocate or any Court, which must be clearly marked 'Rule 60'. Incoming envelopes must be clearly marked by the Advocate. Where there is suspicion that the letter may not be a genuine 'Rule 60' letter, the letter is passed to Security and opened in front of the prisoner. A log is kept detailing incoming 'Rule 60' letters opened in error usually because they are not clearly marked. In these cases, the letter is taken to the prisoner and an explanation is given. Outgoing 'Rule 60' letters are checked to ensure that the addressee is a genuine Advocate. Special Letters, marked SPL, may be sent to Social Workers, Doctors, Chief Constable, Embassies, Consulates and Members of the House of Keys.

We have still been unable to evidence any system for translating incoming and outgoing letters written in a foreign language.

Telephone

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

Credit is purchased through the Canteen. The amount of credit a prisoner can have on their account is determined by IEP status:

Enhanced £20.00

Standard £12.00

Basic £5.00

The Board has noted that many of the calls made by prisoners are to mobile telephones and to friends and family in England. The outcome of this is that their credit can be consumed very quickly.

The telephones can be used for 20 minutes a day by each prisoner but arrangements are in place should someone require extra time. Prisoners, who have no visits for a month, may apply for a second account and are allowed 3 free numbers. The Board believe that Enhanced prisoners should be allowed to have more minutes than Standard and Basic level

prisoners. This would be an added incentive to attain Enhanced Level as local calls after 6 pm are free to all callers whether they are on Enhanced or Basic.

There are an adequate number of telephones on all wings: 4 on the larger wings, and 2 on the smaller wings. All telephones carry a pre-recorded message advising both parties that the conversation is recorded and may be monitored. This is also clearly stated in the booklet 'A Rough Guide to the Isle of Man Prison'.

We have evidenced the telephone system working well and faults being dealt with within a reasonable time frame. As mentioned in the 2011 Report, some of the 'privacy hoods' above some of the telephones require replacement; we are given to understand this is to be remedied shortly.

There are 2 new specially adapted Samaritan telephones which have replaced the present aging models.

Canteen/Prison Shop

The Canteen/Shop is efficiently run by an experienced Stores Manager assisted by an Enhanced prisoner. A Canteen Sheet detailing everything available and the price of each item is distributed to each prisoner every Monday morning and has to be returned by Tuesday; orders are delivered Thursday mornings. Prices are reviewed and updated on a weekly basis. The prices are comparable with high street prices and around 80% of goods are price marked.

Each sheet is personalised using information from the Work Allocation Board to show how much each prisoner has earned, private cash, and how much they are able to spend. The average weekly amount spent by each prisoner is £10.00.

We have evidenced a clearly traceable system for issuing and collecting orders and a reliable system is in place for delivering orders correctly. There is a system for recording complaints which are dealt with quickly and reliably.

New receptions are issued with gender appropriate hygiene packs. They are also issued with an emergency Canteen Form with the proviso that they cannot spend more than the cash they have in hand.

Prisoners may purchase newspapers and magazines and they have access to a limited range of mail order catalogues such as 'Sports Direct'. Women prisoners have access to the 'Avon' catalogue. They are also able to request items from other catalogues or online stores such as 'Amazon' provided they can submit exact details of the item required and have sufficient funds to be able to pay for it in full. These items must meet with the strict privilege guidelines which are laid down.

In addition to the goods on the Canteen Sheet, prisoners (excluding those in Segregation) can request additional items subject to the Facilities List, in the section marked 'Privilege'. In 2011, the Board was given to understand that a review was to be carried out with regard to these items and the Incentives & Earned Privileges Scheme (IEP) in order to further incentivise prisoners to achieve and maintain Enhanced status. To date, no changes have

been made and prisoners on Basic Level have the same access to these goods as those on Enhanced Level. We feel this should be reviewed in order to incentivise prisoners in achieving enhanced status.

Exercise, Association & Physical Education (PE)

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

If it is raining then exercise is taken inside the wing. No wet weather clothing is provided although this matter has been raised on previous occasions by the Board and was raised as a housekeeping point by the 2011 HMIP Report. The Board has been unable to find any record of how often rain has prevented outdoor exercise. Given the severe weather during this reporting period, the number of cancelled outdoor periods could be considerable.

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

Association time is when prisoners are allowed out of their cells but remain on the wing. All wings have 1 period of association on weekdays from 18.00 hours until 20.15 hours and 1 on weekend days from 13.30 hours until 16.15 hours. During these periods, prisoners can talk to each other and take part in activities. They can also use the time to make telephone calls and have showers.

In 2012, the maximum time out of cell, on weekdays, was reduced to 10 hours and 20 minutes. The Board consider this to be generous compared with prisons in England. Prisoners who refuse exercise or do not work have less time out of cell. The Board notes that activities can be withdrawn if there is a breach of discipline at any time for a period of up to 28 days.

There is a minimum entitlement to PE for all prisoners but it does not include those who are held in Segregation. Additional sessions are available according to the individual prisoner's IEP Level:

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

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

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

Staff can cater for a maximum 20 prisoners per session. On an average day, approximately 56 prisoners use the facilities. Currently, 67 prisoners have been inducted. Notably only 3 to 4 vulnerable prisoners currently use the hall.

The Sports Hall and Gymnasium are managed by a Senior Officer and 3 other PI's, assisted by a Gym Orderly who is a trusted prisoner. One of these Officers was absent for 5 months due to undergoing surgery and is now on a phased return. The Board noted in 2011 that the PE team had been experiencing serious staffing issues due to an Officer being absent on long term sickness (two years and three months). He has now retired and it is hoped a replacement Officer will be recruited imminently.

Unfortunately, this staff shortage has resulted in the suspension of PE sessions on Fridays but they will hopefully resume when the new Officer is appointed. The staffing shortage has also led to a lack of staff training; one officer being 18 months out of date with training and another is a year out of date.

In addition to the delivery of PE, the Department plays a vital role in 'Family Days' and events such as the 'Healthy Living Day' held in November 2012. The Board feels it is of great credit to the PE Department that they have been able to maintain such a high level of provision and it is testament to the flexibility, dedication, and commitment of all the Officers involved.

'Family Days'

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

'Family Days' take place 3 times a year usually during the Easter, Summer and Christmas periods. Participation is limited to prisoners on Enhanced status who have been nominated by Officers or other agencies within the prison system. Prisoners must also have completed a course entitled 'Through the Eyes of a Child' delivered by the Isle of Man's Children's Centre.

The Board is pleased to note that the number of prisoners allowed per session has been increased from 8 to 10 in 2012.

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

Every effort is made to make 'Family Days' as relaxed and comfortable as possible for those attending. Prison staff are assisted by the Mothers' Union and the Isle of Man Children's Centre. The PE Department organises game and activities; entertainment is also provided for the children. Each family has a table at which to base themselves and eat together. Meals and refreshments are funded by a charity along with some private donations as well as FamilyWorks who pay for the Christmas meal in December. The organisation called

PrisonWorks has taken on the role of acting as photographers. 4 volunteers are assigned to a number of families and, with their permission, take numerous photographs throughout the day. After checks by Security, PrisonWorks provides each family and prisoner with a proper professional album. This is hugely appreciated both by those taking part and the prison staff too. Easter Eggs and Christmas presents are provided by the Salvation Army. The Angel Tree, part of the PrisonWorks charity, also provide Christmas presents so that a child may receive a gift from his or her parent although it may not necessarily be given on the Christmas Family Day.

'Family Days' have previously been limited to children under 13 years of age; however, if a prisoner has children within this age group and older, all would be invited. In recognition of the importance of maintaining bonds with older children, it was intended to have an evening 'Family Day' event for older children during Easter 2013. At the relevant time, there were only 2 eligible children and so they were invited to the daytime session. It is intended to plan another session for older children in 2013 if there is sufficient demand.

The Board has received positive feedback from both prisoners and staff involved in these events. However, we do feel the event could be extended to allow the grandchildren of elderly, Enhanced status prisoners to attend.

Library

There is a small prison Library in the Education Department which is run by 1 Enhanced status prison Orderly and 1 volunteer civilian. All wings have access to the Library which is well used.

The current prison Orderly has had no formal training. The Board feels that formal training should be made available for any future Library Orderly assuming that they have no previous experience.

There have been continued improvements and enlargements to the Library's stock which now numbers around 1,700 books. This has resulted in available space for storage etc. becoming limited. The Board is pleased to note that more magazines are now available and are frequently borrowed. The Library contains a reasonably wide range of catalogued reading material which includes sections on Manx culture, history, fiction, non-fiction and reference including legal reference although this section could benefit from enlargement.

There is a Mobile Library facility from which books can be requested, but this is not greatly used possibly due to poor advertising of the service. Because of the time it takes for requests to be met; only prisoners with at least 6 months to serve are added to the request list.

The Board is pleased to note that the opening time has now been extended to include a second 2 1/2 hour session on Sunday mornings in addition to the Wednesday afternoon session. The new session is well attended and is becoming as busy as the Wednesday session. Prisoners taking education classes can also use the Library during lesson time.

Prisoners in Segregation do not visit the Library and rely on a book trolley. The Board feels that the contents of the trolley should be changed more regularly. This would ensure sufficient variety of books to meet the needs of prisoners who are confined to cell for long periods and may rely heavily on reading to occupy themselves.

Incentives & Earned Privileges (IEP)

The IEP Scheme is a system which allows prisoners to obtain extra privileges during their sentence through continued good behaviour. The main aims of the scheme are:-

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

There are 3 levels: Basic, Standard and Enhanced. On Reception all new prisoners start on Standard regime. Prisoners can apply for Enhanced status after 8 weeks. Adult Prisoners who receive 3 warnings within 2 months are placed on a Basic regime for 4 weeks and young prisoners for 2 weeks. At the end of the reporting period, a typical breakdown of levels was as follows:-

A Wing (Adult Males)	63% Enhanced
	37% Standard
B Wing (Adult Males)	53% Enhanced
	47% Standard
C Wing (VPs)	62.5% Enhanced
	37.5% Standard
D Wing (Women)	100% Enhanced (only 1 prisoner)
F Wing (YOs)	30% Enhanced
	70% Standard

IEP Levels are reviewed at a weekly Review Panel. The Panel usually consists of the same core group of Officers to ensure a consistent approach. Applications and potential downgrades in IEP Levels are considered carefully and thoroughly. Prisoners can make written contributions and the views of Senior, Personal and Wing Officers are taken into consideration. The Panel also uses the entries on the Prison Information Management

System (PIMS) to gain a full picture of a prisoner's recent behaviour. Prisoners are personally informed of the Panel's decisions and are given clear indications of any necessary areas for improvement.

The prison has recently undertaken a review of the IEP system and changes are anticipated within the next reporting period. The Board hopes that these will include greater incentives for prisoners on Basic Level to regain Standard Level and incentives to achieve Enhanced Level especially for older prisoners. We hope that they will have set written targets to encourage them to improve their behaviour as soon as the regime is imposed as recommended in the HMIP Report of 2011.

Section 6: FOOD & PRISON ENVIRONMENT

Food & Food Hygiene

The Kitchen is headed up by a Senior Prison Officer, Catering who has completed 26 years service. It is noted that he has completed a course in Dietetics and Ethnic cookery. He is ably supported by 4 other Catering Prison Officers who have a combined service period of 56 years.

The Kitchen is a spacious well designed area which is able to prepare meals even under challenging weather/power failure conditions being equipped with both gas and electric units. Safety is paramount with a powder blanketing system should a fire inadvertently be caused - this is serviced every 6 months.

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

The hobs of the main cooking units and extractor hoods are cleaned on a regular basis and a deep clean of the whole kitchen, including extractor fans and canopies, is carried out on a 6 monthly basis by an external specialist cleaning contractor.

The Environmental Health Officer is entitled to make an inspection at any time. There were 2 inspections in February 2012, the previous inspection being in 2009. The Board understands that the findings gave the prison a 'Clean Bill of Health' apart from a few minor observations all of which have been implemented.

The Kitchen stores sufficient supplies on a rolling stock basis for a period of 7 days. This is in case of non delivery of produce due to inclement weather or for other reasons. Guarantees from suppliers have been obtained confirming that all supplies have been declared free of any contamination.

Pest control measures are taken seriously and a recognised pest control company is contracted to visit monthly or whenever required.

The Kitchen is staffed by both Catering Prison Officers and trusted prisoners. Suitable protective clothing is supplied and worn by all kitchen staff and is washed in the prison laundry after every session. The Board understands that all the present prisoner cooks have successfully passed the Chartered Institute of Environmental Health Level 2 Food Handlers Certificate. During 2012, one prisoner completed and obtained a NVQ Level 2 certificate, and another two prisoners are presently undergoing training for the same qualification.

The Kitchen serves both prisoners and the staff canteen. Prisoners are able to pre-select their meals from a menu that changes every 3 weeks. For lunch there is a homemade soup plus a choice of 2 mains and at dinner a choice from 3 mains with a vegetarian option included. Vegetables from the prison garden continue to supplement the fresh produce.

The Deputy Governors regularly inspect the kitchen and food tasting is carried out by them. This is recorded in the Daily Kitchen Journal. This Journal is reviewed on a regular basis by Board Members.

First Aid equipment is available and is kept in the Duty Office.

All meals are delivered to the accommodation wings for service using heated trolleys. There are food probes on each wing which are used sporadically prior to serving to ensure that the correct temperature has been maintained - these results should be recorded but we have found that, frequently, are not. The Board feels it would be prudent to use the probes on a daily basis. At present, there appears to be no uniform system of recording and the record sheets, when available on the wings, are not processed by anyone. Only 1 wing knew what the optimum temperature for hot and cold food should have been.

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

The Board understands it was pointed out in an Environmental Inspection that whereas disposable gloves are not a legal requirement, tongs or other kitchen implements should be used instead of servery workers or prisoners using their hands when touching unsealed food items. This is not being done on all wings and the Board feels this should be implemented, for basic hygiene reasons, without delay.

Since our last Annual Report there have been 11 complaints from prisoners about the food from the kitchens; 9 written and 2 oral. Of these, 5 were from the same prisoner regarding preferences and choice of product for a Vegan diet. Another 2 were made by 1 prisoner and they concerned health and hygiene issues. The other complaints concerned the preference and choice of product for a vegetarian diet, over-cooked vegetables and cold food – later, a section of the heated trolley was found to be at fault, and another was from a prisoner of the Muslim faith who was accidentally served a pork product.

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

Physical Welfare.

All prisoners are assessed as Standard on arrival and, as such, are allowed to wear their own clothes. Should it be necessary, clothing can be issued from a central store, and this is available in a variety of sizes. All prisoners are issued with a hygiene / sanitary pack including soap, toothbrush toothpaste and deodorant. Prisoners can buy additional items from the Canteen but some struggle to afford such supplies in the early days before acquiring work. Toilet paper is provided by the establishment. Prisoners are also allowed to wear their own clothes when they are going to court. There is a central laundry to cater for the washing of bed linen, which can be exchanged on a weekly basis. There are also washing machines on each wing so that prisoners can wash their own personal clothing.

In January 2013 a new mattress audit system was introduced, and all mattresses are now inspected annually. This includes the use of a set of callipers to measure the density of the mattress and ensure its suitability. All mattresses have a flame retardant cover and meet Health and Safety Department regulations.

Prisoners may shower in the morning or afternoon and evening at their discretion and there is a good supply of hot water available during the day. Prisoners are encouraged by their personal and wing officers to ensure that personal hygiene is given a high priority but it can be difficult for those returning from gym to shower prior to lunch and lunchtime lock up.

Environmental Health

On arrival each prisoner is allocated a single cell; there is provision for doubling up, utilising the "buddy system", should a new prisoner be considered to be at serious risk of self harm. Each cell is adequately furnished with a built in bed, table, TV, electric socket and storage area for clothes and personal belongings. The cells have hot and cold running water and their own toilet, but there is a lack of a modesty screen. There is a call bell in each cell and the Board have noted that this is answered within an acceptable time frame. Each cell has a privacy key. The prison is a no smoking establishment. Prisoners are able to switch out their own lights and there is in cell electricity. Both can be withdrawn from use by prison officers if required.

Showers are in individual cubicles, and these are adequate and the areas are kept clean and tidy although there have been problems with the decoration and some of the wooden privacy doors are showing fatigue due to water damage. Prisoners have reported to the Board that there have been repeated drainage smells and detritus emerging from the drain. Blockage problems reported in A Wing showers do now appear to have been resolved recently. The prison also has a contract with a recognised pest control company, and regular inspections are made, with a minimum of 8 visits per year

The communal areas of the prison are cleaned by prisoners to a reasonable standard, with Board members noting particular improvement in floor cleaning, since work is now done during the recently introduced morning lock up. There is an ongoing redecoration schedule and this appears to be maintaining standards. A small number of prisoners assist in this work.

General Health and Safety (H & S) Matters

There is an H & S Policy Statement which is accessible to all members of staff should a prisoner request to see it. The Health and Safety Committee meet at least quarterly and the minutes of the meeting are circulated to the members of the committee and are placed on the prison's computer system for other interested parties.

Risk assessments are ongoing, and the Head of Works keeps a register. They cover the manual handling of any hazardous material or dangerous equipment and processes are explained to prisoners who may have cause to come into contact with them. Prisoners sign a compact as part of their work process confirming that procedures have been explained. At present, there are no formal H & S inspections of the prison; however, all Line Managers are

expected to monitor correct procedures and the use of equipment. H & S and Work Inspectors can visit at any time, as can Environmental Health Inspectors, the latter group visiting in 2013.

Currently there are 3 accident reporting books: Central Hub Office, the Gatehouse, and the Works Department. Should an accident be reported, a form is completed, forwarded to the Duty Governor for investigation, and then retained by the Head of Works Department. During this reporting period there have been 42 filed reports.

First Aid

The Board are aware that there is a list of those with First Aid training displayed in the Central Hub Office. At the end of reporting period, it was noted that there was an active training programme in place to increase the number of Officers trained in First Aid and the deployment of defibrillation equipment. It is noted that there is First Aid equipment in all wing offices and it is deployed in all Departments accessed by prisoners.

Fire

The Fire Alarm is tested weekly, and there is planned maintenance by external contractors. In the event of a Fire Alarm, prisoners are locked up to achieve an accurate roll call. Although both internal and external evacuation points are agreed, a minority find the lock up an unnerving procedure in this situation.

Works

All maintenance jobs (Works Department) are prioritised on receipt with the aim to complete 'urgent' on the day and 'important' within 24 hours. During the last reporting period, there were 3,798 jobs reported. The number of completed jobs for this period was 3,654. There were no major works carried out during this period.

The prison has taken a proactive approach to minimise the impact of its activities on the environment. To achieve this there has been a phasing in of a recycling system, recycling plastic and paper waste from the wings and other departments.

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

Section 7: HEALTH

Healthcare

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

The Healthcare Department is staffed from 07:30 - 20:30hrs Monday to Friday, and 8:30 - 17:30hrs Saturdays and Sundays.

The Healthcare Team should consist of a Clinical Manager, assisted by a Deputy Clinical Manager. Other members of the team should be three Registered General Nurses (RGN), with one also having the Registered Mental Nurse qualification (RMN), and a registered Paramedic. During the period, the Clinical Manager was assisted by an acting Deputy Clinical Manager (who has now been appointed Clinical Manager), a Registered Nurse, and a Registered Paramedic. The rest of the team has been made up from bank staff.

In February 2013, a RGN with 10 years' experience with the Drug and Alcohol Team (DAT), and a dual registered RGN/RMN joined the team.

Two of the team are qualified non-medical (nurse) prescribers. Specific areas of responsibility are held by the team i.e. chronic disease management, mental health, sexual health, and minor injuries and illnesses. There is a dedicated nurse with overall responsibility for the disabled and older prisoners i.e. anyone over the age of 60. There is a link nurse for infection control who disseminates relevant information to the team and organizes training.

The Board is pleased to note that in November 2012, two members of the Prison's Healthcare Team were awarded Queen's Nursing Institute Awards. One of these nurses also gained the Non Medical Prescribing Course Certificate. The Board would like to congratulate them on their tremendous achievements and continued commitment.

All Healthcare staff have access to continuing professional development and mandatory training. Currently, a member of the team is undertaking a Drug and Alcohol National Occupational Standards (DANOS) course.

General Medical Services are provided by Ramsey West Practice with three named GP's holding satellite surgeries on Monday and Friday mornings and Wednesday afternoons. These run for two hours and cater for six prisoners per session. Telephone support is also available during the day from this practice. Out of hours service is covered by the Medical Emergency Doctors Service (MEDS) in line with the general community. Access to a female GP can be arranged for female prisoners who can partake in routine cervical smears and mammograms.

The prison's clinical records are computerised on the Egton Medical Information System, (EMIS) in line with all the island's GP's thus enabling Ramsey Group Practice and the prisoner's own GP to input relevant medical information ensuring continuity of care.

A very comprehensive 'Detainee Medical Record' has been implemented. The Custody Sergeant at the Police Headquarters initiates the record on the prisoner's arrival at the Police Custody Suite and the record accompanies the prisoner i.e. to court, hospital, and the

journey to the prison. The recording of medical information on this record ensures the prisoner has continuity of care and enables the prison staff to have an overview of care until the prisoner's arrival at Reception. Any confidential information is placed in a sealed envelope and only opened on a 'need to know' basis.

Many new initiatives have been introduced by Healthcare over the past fifteen months.

The introduction of new guidelines by the Royal College of Practitioners, which stipulated that some medicines need supervised administration, was implemented in January 2012.

Prisoners were circulated with a copy of 'Changes to the Routines for Medication', and a hatch was fitted in the Healthcare Department so that staff can hand through medication affording a greater degree of safety to Healthcare personnel.

Prisoners are now observed taking all medication with the exception of those on any night medication, and those in possession of their own medication where a documented risk assessment assessing both the prisoner and the medication has been carried out.

Problems can occur at night if a prisoner is in pain, as Prison Officers do not administer medication.

There has been a gradual withdrawal of all night sedation. Implementation of these guidelines is in line with national initiatives in reducing the number of sleeping tablets being prescribed. The cessation of supply should help with the control of bullying and overdosing. This was carried out over a six week period and prisoners were given the opportunity to discuss their treatment with the prison Doctor before their reduction commenced.

A very helpful booklet was written by the Healthcare Department advising prisoners of the help and support that was available to them i.e. relaxation therapy carried out in Healthcare or by a relaxation DVD which can be played in cell. Lavender oil and ear plugs are also available. Herbal sleeping tablets may be purchased by prisoners who have undergone a satisfactory assessment by Healthcare, however, the Board is pleased that this is monitored.

It was also pleasing to note that this initiative caused very few problems on its introduction due to the caring way in which it was implemented.

In line with prisoners in England and Wales, the abuse of prescription drugs is a major problem. One of the main problematic drugs is Pregabalin which is used for pain relief but can also have serious side effects if abused. Information leaflets and posters are displayed on all the wings highlighting the dangers of this drug. Prison Healthcare staff are taking this concern to the Primary Care Clinical Governance Group and the Drugs & Therapeutic Group.

Prisoners at risk, including the elderly, disabled, those identified as vulnerable, and prisoners on 'Altered Health Status' (those prisoners whose health is a particular concern) have a named health professional allocated to them to enhance continuity of care. If thought appropriate by the health professional, these prisoners are also screened using the Malnutrition Universal Screening Tool (MUST) and are monitored and regularly reviewed. With the prisoner's permission, their health needs (where appropriate) will be shared with the Prison Officers on the wing ensuring a multi-disciplinary approach.

In line with the recommendations of Her Majesty's Inspectorate of Prisons Report (HMI Prison Report, March 2011), the Board can report that all healthcare policies and procedures

are up to date and in line with the Primary Care equivalents in the community. Standard Operating Procedures are in place where these need to be adapted for the prison. One such important policy has just been implemented on 'Guidelines for the Role of the Healthcare Practitioner' during the Control & Restraint of a Prisoner.

Emergency equipment including Automated External Defibrillators is kept in the Healthcare Department and in strategic places around the prison. Due to work pressures during the last fifteen months, the Registered Paramedic was unable to carry out training for Prison Officers in the use of the Automated External Defibrillator or Emergency First Aid in the workplace. Since March 2013, this training has been taken over by the prison's training department. Five Officers have been trained in Emergency First Aid in the workplace and twenty-three Officers have been trained in the use of the Automated External Defibrillator.

Staff are trained in Venopuncture (the taking of blood). Four members of staff are also trained to carry out Electrocardiograms (ECGs).

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

The Dentist holds weekly surgeries and sees an average of six prisoners each session. Prisoners will now be recalled periodically and checked as often as they would be in the community. However, more health promotion could be done in dental care to improve dental hygiene and it is hoped this will commence in the current year.

Prisoners needing chiropody, physiotherapy, and dietary services are referred to Ramsey Cottage Hospital in line with the Community Services Directorate.

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

A recommendation made by HMI Prison Report (March 2011), was that there should be an emergency childbirth kit available. The Board is pleased to note that this is now in place.

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

5	Epileptics	(2011: 3)
2	Suffering with heart conditions	(2011: 3)
4	Diabetics	(2011: 3)
2	Hearing impaired, needing hearing aids	(2011: 1)

The number of asthmatics over the past fifteen months has been thirty-six, these ranging from mild asthmatics to very severe. This shows a significant increase on the figures from 2011 when there were ten asthmatics.

The Influenza Vaccine was again offered to all prisoners; the uptake however was lower than last year with only twenty-five prisoners availing themselves of this service compared to thirty-five prisoners the previous year.

National Health guidelines recommend that people living in a communal environment such as a prison, should be offered protection from the Hepatitis A and B viruses. Fifty-one prisoners either started or completed a course of this vaccine. Unfortunately, some GP's will not complete the course once prisoners return to the community, unless they are paid.

Prisoners over 65 years of age or those suffering from chest complaints were all offered the pneumonia vaccine but only one prisoner availed himself of this. As this vaccine is only given once, possibly some prisoners have already had this vaccine.

Due to the high number of prisoners who smoke, the 'No Smoking Policy' continues to be problematic as the number of relevant Governor's adjudications highlight. Prisoners are offered an extended course of nicotine patches and relaxation classes; lozenges can also be purchased from the canteen. At any given time, approximately thirty members of the prison population are using nicotine patches.

Prisoners are still not permitted barrier protection even though HMI Prison Report, (March 2011), states and recommends that barrier protection should be freely available to all prisoners.

Pharmacy drug control checks continue to be carried out on a regular basis by an external pharmacist.

Health promotion has been much more proactive this year. The high quality quarterly informative Health Promotion magazine for prisoners continues to be produced.

On Reception, all prisoners receive a copy of the newly updated 'Guide to Prisoners Health', an informative booklet outlining to prisoners what services they can expect from Healthcare.

A 'Healthy 2 Know Day' was organized as a joint initiative between Primary Care and the prison's training and residential section. Visiting guests included representatives from Noble's Hospital Genito-Urinary Medicine, Mental Health Promotion Team, Community Dental Services, and Lloyds Pharmacy. Nurses from the prison's Healthcare Service carried out health checks, and instructors from the Physical Education Department were on hand offering advice and information on exercise and sports activities. A pleasing 42.4% of the prison population attended the event.

The Isle of Man Director of Community Nursing stated:

'healthcare and prison staff consciously work together to ensure that prisoners receive similar opportunities to the rest of the community to access health information and improve their wellbeing. This very successful day helped in achieving that aim.'

The Board hopes this will become an annual event. They were disappointed to note that the Department of Home Affairs declined to release any publicity regarding this wonderful event.

It is pleasing to note that the practice of Community Health Visitors taking over the healthcare of discharged prisoners is working well.

Substance Abuse

Prisoners with drug/alcohol needs are identified on Reception to the prison. This group form about 65% of all prisoners entering the prison. The Psychiatrist who commenced in May 2012 has carried out 211 consultations with these prisoners.

The prison has a policy of detoxification; therefore, any prisoner who is in contact with the Drug and Alcohol team (DAT) will be offered a detoxification programme.

A DAT key worker continues to hold weekly sessions with prisoners and they work on relapse prevention, discharge planning, and rehabilitation. In the fifteen month period, the key worker has undertaken 126 consultations. The average number of prisoners on Methadone is 9.

As mentioned in the Healthcare Section of the report, there is abuse of prescription drugs with the main one being Pregabalin. This drug is known to have serious side effects and if abused fitting can easily result.

Over the last few months the fermenting of liquid (hooch) has caused grave concerns due to its high and often unknown alcoholic content.

Representatives from Alcoholics Anonymous visit the prison regularly and work with the prisoners on a one to one basis.

Mental Health

Prisoners are seen by the Healthcare Team usually within two hours of Reception at the prison, and any mental health concerns are referred either to the GP, or if necessary, to the Psychiatrist.

From January to May 2012, the Mental Health Psychiatrist attended only as and when needed. However, the Board was pleased to note that in May 2012, a Psychiatrist with dual expertise in forensic psychiatry and drug and alcohol abuse was appointed to attend the prison weekly. This has greatly enhanced the service to the benefit of many prisoners.

The Psychiatrist, who has attended weekly from May 2012, has carried out one hundred & sixty one mental health consultations up to the end of March 2013 compared to fifteen consultations the previous year.

Clinical indicators suggest that 70% of prisoners have low grade mental health issues, the majority of these being stress, depression and anxiety which is a reaction to the situation they are in.

Over the past fifteen months, the psychologist has attended the prison fortnightly and carried out 46 consultations. As each prisoner requires 6 - 8 sessions, 4 - 6 prisoners, therefore, receive psychological intervention during the course of a year.

As the Board has reported previously, disappointingly, there is still no Adult Secure Psychiatric Unit and no in-patient facility. Thus prisoners are received into custody for their own safety because there is no suitable place for them within the community. This puts undue strain on Prison Officers as they have no appropriate mental health training. This should be urgently addressed by Government.

Outside agencies carrying out valuable counselling work with the prisoners include 'Cruse' and 'Samaritans'. Bereavement is difficult to cope with at any time but even more so if dealing with it in custody. 'Cruse' supported many prisoners especially when there was a death in custody. The Samaritans Team visit the prison each Saturday morning and during the reporting period made over 1,300 meaningful contacts, a figure similar to 2011. Their presence and work is highly valued by prisoners and staff alike.

Section 8: SAFER CUSTODY

Safer Custody

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

On arrival and in the Reception area, a 1:1 interview with the prisoner takes place. This first point of contact with the prison is important to identify any concerns, conditions or issues with the prisoner, including any expression or intention to self-harm or of suicide.

The prisoner is asked to consider if they are aware of any threats to themselves of violence or bullying from other prisoners, or any likely change in their medical condition or mental state due to distress or stress. An application for protection or concerns of conflict may be flagged up by either the prisoner or a Prison Officer. Once on the wing, a further follow-up interview with a Senior Officer is completed. A Healthcare assessment will take place alongside this process. All information is recorded and used to develop and establish an individual Care & Support Plan. This information is used to highlight if the prisoner is considered to be a vulnerable prisoner, given Folder 5 status (enhanced observation and monitoring process), or a prisoner needing protection.

During the reporting period, the numbers of new arrivals totalled 343 including any prisoners remanded and subsequently released on bail.

Within the same reporting period, there were 146 placements on to C Wing considered as vulnerable prisoners, or prisoners with conflict and protection issues. On average this is nearly 10 a month and ranging from 1 to 17 per month.

Suicide Prevention & Self-Harm

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

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

Within the period of this report, a total of 26 prisoners in custody were placed on 'Folder 5'. The length of time for each prisoner on 'Folder 5' varied in the range of 3 to 41 days, with at least 4 'Folder 5' prisoners considerably longer and ongoing. The average was nearly 9 days each.

In over 65% of cases, 'Folder 5' documents are opened for actual self-harm issues, which can range from application of ligatures, cutting oneself, consuming harmful substances, and prolonged refusal to eat. Less than 4% of 'Folder 5' documents were concerned with an indication of suicidal intent.

Areas of Innovative or Good Practice

The Board is very aware of much good practice being carried out across the prison and feels it is important to highlight recognition of examples of this; in particular the promotion of safer custody.

'Altered Health Status Folder'

An example of such is the work being undertaken by the prison Healthcare Team with regard to the introduction of the 'Altered Health Status' (AHS) Folder procedure.

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

The folder also enables Healthcare and prison staff to be mindful of a patient/prisoner with long or short term health issues and where health may deteriorate. A positive outcome has been improved communication as well as an increased understanding of each other's various roles by mutual sharing of information.

Safeguards

Ongoing AHS Folders are reviewed as standing items within Safer Custody and Clinical Governance meetings; ensuring information reaches the relevant people.

With the consent of a patient/prisoner, their Personal Officer is involved in reviews and any relevant information is shared with prison staff. This has significantly reduced any risk of problems caused by a lack of communication or misunderstandings.

Each time an AHS Folder is reviewed an observation is written into the folder and recorded on *EMIS* (Egton Management Information System). When an AHS Folder is closed the hard copy is scanned onto the patient/prisoner's clinical notes ensuring the records are complete. As AHS Folders are opened or closed, the Lead Nurse Manager of the prison Healthcare Team notifies the Director of Community Nursing who, as Line Manager, acts as a Clinical Supervisor to ensure that the Healthcare Team support and are in agreement with the Treatment Plan and any outcomes.

Some Important Features

The plan is patient/prisoner centred. 2 allocated members of the Healthcare Team are up to date with the individual Treatment Plan being reviewed on a regular basis by the GP.

Positive Feedback & Success

Specific patient/prisoner feedback to the Healthcare Team confirms that the AHS Folder procedure makes the patient/prisoner feel their views and concerns are listened to. They feel safer knowing that if their health should become a concern, it will be picked up quickly.

In one example of using the AHS Folder and working together with the prison staff, the Healthcare Team were able to ensure that one patient/prisoner could have access, outside normal healthcare hours, to the necessary prescribed treatment and specialist equipment required. This patient/prisoner was able to self manage any necessary medication. Prison staff were aware that if use of the equipment was ineffective the patient/prisoner would require hospital treatment.

Consequently the patient/prisoner only once required 'out of hours' healthcare treatment in the prison and it reduced the patient/prisoner's anxiety knowing their individual specific treatment was available if and when needed at all times. The patient/prisoner felt that an officer would know that the prisoner *'isn't just blagging it'*.

Death in Custody

Sadly there was 1 death in custody during the reporting period. At the time of writing, the Inquest into this death has not been concluded. A Memorial Service was held in the prison shortly after the death and a further Memorial Service was held on the anniversary a year later.

Support and assistance through counselling was made available to staff and Officers who attended the incident using the facilities of a Government Staff Welfare Officer. Prisoners in close contact were also offered support. However, the Board feel it was an oversight on behalf of prison management not offering any support service to the members of the Board who attended the incident. This should be addressed.

The Board does have concerns over the length of time taken to conclude the Inquest and the impact this may be having on family, friends, prison staff and prisoners. Further follow up support for staff or prisoners should continue beyond the initial offer of counselling sessions.

Bullying

In the reporting period a total of 18 prisoners were subject to 24 recorded Bullying Incident Reports (BIR). On average 3 BIR's were opened every 2 months. 3 prisoners' victims were subject to BIR's on 2 or more occasions. The number of prisoner named perpetrators of bullying recorded was 27 with 4 prisoner perpetrators named and responsible for 2 or more incidents.

The nature of bullying incident reasons varied from 'talcing cell, general 'horse play', personal historical issues, goading, pressurising, verbal abuse, physical abuse, alleged assault and actual assault. The length of opening, recording and closing BIR's varied from 4 to 48 days. The prison seeks to maintain zero tolerance of bullying.

Safer Custody Meetings

Monthly Safer Custody meetings provide an opportunity to identify and review prisoners who particularly require regular monitoring and consideration of suitable safeguarding options within the prison environment. These meetings are attended by designated Prison Officers with responsibilities for maintaining a safe environment and personal welfare, together with Healthcare staff and other agencies such as the Chaplaincy and Samaritans. At least 1 member of the Board attends as an observer.

Faith & Worship

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

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

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

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

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

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

Section 9: SPECIAL CATEGORIES

Elderly Prisoners

The term older prisoner is now classed as being a prisoner over the age of 60 years as it is known that such prisoners are likely to be functionally older than their chronological age. This, in many cases, is as a result of their previous lifestyle, lack of previous medical care, and the experience of being locked up in custody. At the end of the reporting period there were a total of three prisoners over the age of 60 being held in the prison.

The number of older prisoners is expected to increase due to the ageing population and the advances in forensic science making it possible to secure convictions for 'historical' crimes, especially those of sex offenders that carry a long sentence.

A policy is in place for the elderly with a 'Needs Analysis' carried out by a member of the Healthcare Team and a Care Plan is devised and put in place on Reception. All newly arrived prisoners are seen by a nurse and undergo a comprehensive health assessment. This assessment is adapted to meet the needs of older prisoners who are also allocated a named health professional. With the prisoner's permission, the named health professional will liaise with the Prison Officers involved in the prisoner's care enabling a multi-disciplinary approach.

As reported last year, a high degree of boredom still exists amongst this category due to lack of available and suitable activities. Older prisoners tend to make very few complaints and we have found that this, in itself, causes problems as staff can overlook their problems.

Women Prisoners

Women prisoners are held on 'D' Wing in conditions and within regimes that meet their gender specific needs and which facilitate their successful resettlement. Women in prison bring with them a considerable amount of vulnerability and many of them have experienced domestic violence and sexual assault at some time in their lives. Both Probation Officers and outside agencies are very much involved in their care and the regime is often a little more relaxed than when dealing with male prisoners.

There are 15 cells, one Segregation cell, and a Medical Isolation Unit/Mother & Baby Unit on the women's wing. In 2012, the number of prisoners including 2 young people less than 21 years of age, ranged from 3 to 10 with a mean of 7. From 1 January 2013 until 31 March 2013, the range was 1 to 3 prisoners, the mean being 2.

The HMIP Report (2011) noted the ratio of male to female officers on 'D' Wing was thought to be appropriate. However, the report recommended staff working with women prisoners should be given specific training for the role. The Board feels that male Officers on the wing would appreciate such training, enabling them to interact more effectively with the female prisoners.

The Board is pleased to note there continues to be very few applications from the women prisoners concerning their treatment. They believe this is down to the good working relationship the Officers have with prisoners.

There are 4 showers and 1 bath on the wing. The 1 downstairs shower is also adapted as a cubicle for the disabled. As noted in our previous reports, the women prisoners prefer to use the showers upstairs when there are male staff present, at the dais, on the ground floor.

The Mothers' Union runs fortnightly Arts & Craft classes on the wing which are well attended and enjoyed by the women. Women prisoners have the opportunity to attend Cookery Classes once a week but with only 6 places per class this is often oversubscribed. Weekly Educational classes are also available to attend on certain days.

Low security risk assessed and enhanced female prisoners are able to work unsupervised in the prison gardens. There is also a vegetable plot in 'D' Wing's exercise area. However, the women's regime does not always offer sufficient activities and work to address the identified needs and interests.

Healthcare continues to run a 'Well-Woman' Clinic. Prisoners can be referred for cervical smears and mammograms and a female doctor is available on request. A choice of sanitary products is available without having to ask a male Officer.

There are 2 cells within the Mother & Baby Unit on the female wing. However, these have never been used for this purpose, and the environment is not deemed fit for purpose. If there should be cause to use the unit, the relevant services would be involved and a solution found. The Board has noted that there is still no Operational Policy for women prisoners or a Mother & Baby Unit Policy.

Currently, any pregnant prisoner would be offered the same care as if they were in the community. They would be seen regularly by the community midwife and the GP when necessary and would also attend planning and review meetings.

If a woman went into labour at the prison, an ambulance would be called and she would be taken to the Jane Crookall Maternity Wing. If she wished, her partner would be notified and he could attend the birth. A 'Birthing Pack' is also available on the wing. During the reporting period 1 prisoner was pregnant and expecting her baby in April 2013.

The catering staff continues to offer a diverse menu taking into account the wishes of the women for weight loss and other specific dietary needs including those of religion.

Perfume and beauty products are allowed but must be ordered from the Avon catalogue. There is also a Sportswear catalogue available which is more appropriate for male prisoners. As noted in last year's report the Board feels that a clothing catalogue should be made available as it would help women who have little family support.

Women prisoners are allowed extra shoes and some styles of boots within their clothing allowance.

The transportation of women still continues to be a concern to the Board, with women often travelling in the cubicle of the escort van which is not only very claustrophobic but can also leave them open to verbal abuse from male prisoners. The Board feels they have the right to be treated on an equal basis with male prisoners and should not have to travel in this way. Women prisoners who object to going in the escort van do have the opportunity to travel by car. However, this in itself presents a problem, as the prisoner is exposed to public gaze which contravenes Custody Rule 15 (1).

There is a broad consensus that community solutions work better than prison to reduce women's offending and at a fraction of the cost than holding individuals in custody. Perhaps we should be making better use of community provision for women who have less serious offences. This would benefit the women, their families and the community. However, there is no strategy and sustained funding in place to make this happen. Government and public support can help to change this and make the reform of women's justice a priority.

Veterans

Veterans are defined as anyone who has served in Her Majesty's Armed Forces, Merchant Navy, and also fishermen who served in a vessel involved in military operations by Her Majesty's Armed Forces.

They are identified through the initial reception process followed by a member of staff who is a part of the Veterans Support Team interviewing the veteran again. The team member will also act as first point of contact if the veteran is experiencing difficulties in the prison system.

In 2012, 9 male and 1 female veteran were identified which formed approximately 11% of the prison population. In the first quarter of 2013, there were 3 veterans. This figure is much higher than those recorded in English prisons which vary between 5 and 9%.

A main part of the Veterans Policy, which is now operational, has a focus on re-integration by making their transition from custody back into society stress free and bearable utilising a system of service providers equipped to meet the specific needs of each individual. The team offers the same support to visitors as well as staff who are ex-servicemen and women. The Board finds this commendable.

It is interesting to note that the Manx Government are now in full support of the Military Covenant.

The Board feels that greater support could be offered to veterans before they fall into the prison environment. If the Officers working in the Police Custody Suite were to include some simple questions with regard to identifying whether those being held have served in the forces, then support could be offered at this early stage and intervention strategies put into place.

Life Sentenced Prisoners

There are presently 6 life sentenced prisoners but none are held on the Island. 2 prisoners are in Category 'A' prisons, 3 are held in Category 'B' prisons and 1 in a Category 'D' prison. 1 female prisoner was released on licence from custody.

The life sentence system is explained in detail to both prisoners and families. A grant of £400 maximum per year is available to help families with travel and accommodation expenses if they visit. Prisoners held in Category 'A' prisons may not return to the Island for visits as the Isle of Man Prison is classed as Category 'B'. However, those held under other categories may return for accumulated visits. A 3 week stay period is allowed every 6 months and social visits are permitted every visits day.

Life sentenced prisoners must sign a compact agreeing to accommodation conditions and travel before they are allowed to visit the island. Unfortunately, the policy for life sentenced prisoners is still not in operation.

Young Offenders (YO's)

Male YO's are housed on a wing of their own. The mean number for the whole of the reporting period was 6 and the range for 2012 was 3 – 8, and for the first quarter of 2013 was 5 -7. These numbers are less than last year when, at one period, there were 15 YO's on the wing.

Female YO's are accommodated on the female wing as permitted under the Custody Act. There are rarely any receptions in this group and there were none in the reporting period.

The carefully planned gym sessions are well attended and it gives the young men something to focus their energies on. Education classes are also well attended and enjoyed especially the Cookery Classes. Their work periods cover the same range as that of adult male prisoners and they mix with this group if they are kitchen workers.

The Board note that this wing is staffed by experienced Officers who are used to managing young people. The wing and cells are always well presented and a good working atmosphere prevails. The policy for YO's came into operation in 2012.

Remand

Un-sentenced, un-convicted, and convicted prisoners are accommodated on the same wings.

Approximately 23% of the prison population are remand prisoners but the figure has fluctuated throughout the reporting period and at one time was 30%. During 2012, the mean number on remand was 22 and dropped to 11 in the first quarter of 2013. The range for 2012 was 15 – 29 which is lower than 2011. Time spent on remand is still excessive and, again, the Board stresses the need for the introduction of a custody limit and/or a Bail Act. Excessive time spent on remand can seriously damage the family unit and the prisoner's mental and physical health.

Remand prisoners can send and receive as many letters as they wish. 1 letter is paid for by the prison plus a Visiting Order and a letter may be included in this. 2 social visits are allowed each week.

Under Custody Rule 62 following reception, the Governor may allow not more than 3 visits by a bona fide business associate for the purpose of settling business affairs. Books and stationery have to be supplied at their own expense. They are able to see their own GP and Dentist at the Governor's discretion, provided they meet the cost. If a remand prisoner requires the services of the prison Dentist we note that this only covers emergency treatment i.e. extractions, fillings and pain relief.

Remand prisoners can elect not to work and if this is their choice they receive no pay. Mostly they opt to work as otherwise they would receive £5 unemployment pay per week. It is disappointing to report that the policy for this important category is still under review.

Foreign National Prisoners (FNP's)

Most FNP's are able to speak some English; however, there are several staff members who are proficient in several foreign languages i.e. Polish, Latvian, Russian, Dutch, Spanish, and French. Language Line and Google Translate are also systems available to staff. After Reception they are placed on a wing with others who speak the same language if that is possible.

As most do not receive domestic visits, they are entitled to free telephone calls for a 5 minute period each day. The Board has noted that to date, there has not been a problem telephoning a country in a significantly different time zone.

We are pleased to record that kitchen staff respond quickly to supplying culturally different dietary requirements. In this period, we have evidenced Halal and Vegan menus being made available. The Stores Manager will source appropriate reading and DVD material in the language required if requested. The prisoner is made aware of this both at Reception and on the wing and they can add their requirements to their Canteen Form.

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

Vulnerable Prisoners (VP's)

The mean number housed on this wing was 22 and dropped to 16 in the first quarter of 2013. The range in 2012 was from 17 - 27 and in the first quarter of 2013 was 15 – 17. During 2012, the increased numbers brought considerable pressure onto the wing.

The wing houses 2 groups of prisoner i.e. sex offenders and prisoners who are unable to cope on the main adult wings for a variety of reasons. The decision to place these prisoners on the Vulnerable Wing is often made at Reception. A concern of the Board is they do not have access to the 'better' jobs within the prison because of its size and the need to segregate them from other prisoners.

VP's are able to access Cookery Classes, which are offered in Education through the use of split sessions. As there are only 6 places available there is a waiting list to join this class. The Board is pleased to note that the wing has its own garden areas and a poly-tunnel has now been erected. This is available to enhanced vulnerable prisoners only.

Again, we raise the concern with management in respect of the mixture of prisoners on the wing. There is evidence that the truly vulnerable are being intimidated by the more aggressive prisoners who for various reasons have issues on the main wings. This is evidenced by some prisoners withdrawing into their cells and so they are unable to take advantage of association periods which they should be able to. This problem still needs to be addressed as a matter of urgency.

Over the past 15 months, Sex Offender Therapy Programmes have been carried out in the prison by 2 prison Probation Officers and one prisoner has attended a course in England.

Unfortunately, there have been a couple of serious incidents on this wing mainly due to the fragile mental state of some of these very vulnerable prisoners. The Board commends the quick responses and actions of the Duty Officers who, on one occasion, without thought to their own safety, certainly saved the life of a prisoner.

The Board has noted that the policy for this group still awaits approval by management.

Disabled Prisoners

The Board is pleased to report that there is now a policy which addresses the needs of disabled prisoners and those with impairments. The policy covers all disabilities, physical and mental, as well as visual, hearing, and speech disorders. Each disabled person is assigned to 1 of the Disability Liaison Officers of which there are 6.

Every wing in the prison has a cell which can be allocated to a physically disabled prisoner. Unfortunately, the design faults reported in last year's report still remain and have not been remedied mainly due to budget restraints.

As with the elderly, all disabled prisoners are allocated a named health professional who will liaise with the prison Officers involved with the prisoner thus ensuring a multi-disciplinary approach to their care. All prisoners with a disability or impairment have a separate screening with Healthcare on entering the prison.

There have been no disabled prisoners in custody since the beginning of 2012. However, there have been 3 with hearing related difficulties who have undergone special interventions and benefitted from routine visits to the Hearing Clinic at Noble's Hospital.

Section 10: SECURITY, ORDER & CONTROL

Segregation

The Segregation Unit, 'E' Wing, comprises 9 cells, with 6 normal cells and 3 dry cells which are used, for instance for special accommodation when a prisoner may be having a 'dirty protest'. There is also a segregation cell on the female wing.

The main function of the wing is for isolation of prisoners who have breached the disciplinary code of the prison. Only on 1 occasion, in the reporting period, was the wing being used to full capacity. Normally, on average, only 2 cells are in use, and there were a number of days where there were no prisoners segregated. The cell on the female wing was used 3 times, and on one occasion, 2 prisoners had to be confined in their own cells as there was conflict between several women on the wing.

During the period of the report, there were 67 different prisoners housed in the segregation cells. Adjusting the figures (to reflect the time period of this report which is 15 months compared with the 12 months of the previous report); this is a reduction of 30%. The total number of days of cell occupancy was 159, a reduction of 22% compared with the previous time period. To an extent this will be a function of the lower prison population in recent months, but it still is a positive reduction in the number of prisoners breaching the disciplinary regime.

The reduction is even greater when you take in a factor which is of concern to the Board. This is the number of prisoners who are being housed in Segregation for reasons other than indiscipline. The main reasons for this are Healthcare needs, to monitor self-harming, and for their own interest and safety. For this reporting period this totalled 29 different prisoners who were on the wing for a total of 71 days. This is a significant increase on last year, but the positive aspect compared with the last report, was that the cells did not have to be used to cover for lack of room on the other wings. This is a difficult situation given the economic circumstances and the physical lack of flexibility resulting from the design of the prison. However, there is a need to keep this situation under a continuous review.

The main reason for the punishments of the prisoners was 'Good Order and Discipline' (GOAD), with the data showing that 25 prisoners were awarded 'Cellular Confinement' (CC). However, the accuracy of this data is questionable as some of the CC awards which are noted on the 'Punishments Section' of the Adjudications Data; do not appear, on the 'Remarks Section' on the 'E' Wing data and vice versa. There is a need to look at how this data is presented on both sets of figures. This is particularly relevant as there has been no change in the policy of having an additional punishment of the withdrawal of bedding during the day for prisoners on CC. However, subject to the data problem above, there do appear to be fewer CC awards, and on more occasions the CC award comes with the instruction that bedding should not be removed.

The other area which concerned the Board is the number of repeat offenders and the time being spent in Segregation on some occasions. Although most prisoners were in for 3 days or less, on 11 occasions the prisoners were in 'E' Wing for over 10 days. Half of the prisoners were only segregated once, however, at the other extreme 5 were sent to the wing on 5 occasions or more and one was in there on 12 occasions in the reporting period. Given the nature and possible impact of segregation it continues to be necessary to keep under review the balance between the welfare and deterrent value of punishments.

The Board also needs to raise an issue which is related more to the systems in the Isle of Man rather than just the management of the prison. This is highlighted by 2 prisoners, one of whom was in segregation for a period of 45 days, and the other who in a 2 month period, was segregated for 49 days. There is a lack of flexibility in the system compared with the UK, because of the size of the island. There is not the ability to easily move prisoners to other prisons when they develop the attitude that: -

'You cannot do any more than segregate me so I have no intention of changing my behaviour'.

Also, there is a need to relocate those who may have specific mental health needs which cannot be catered for in a small general prison. Although the Board needs to raise this matter it acknowledges that there is no easy solution to the difficulty.

As a result of a specific problem during the year, there was the need to locate 6 prisoners from 'E' Wing to the Young Offenders Wing, as a half-way house towards their return to their normal wing. This was managed well, but it did mean that there was an increase in the time the young offenders had to stay in their cells and this could have produced more difficulties. We would hope that this was a one-off situation and the need to do this does not re-occur.

The Segregation Wing is well run. The current information is available and up to date. The Officers on duty in the wing are highly skilled and develop a good relationship with the prisoners which is reflected in the comments they make to the Board.

Officers are helpful to the Board in its monitoring role. Also, they can often assist the prisoners as they have time, inclination, and ability to help them reflect on the reasons for segregation. One member of the Board witnessed how 1 Officer spent well over an hour in the exercise yard in which there was an icy gale blowing speaking to a prisoner who was protesting and refusing to return to his cell. The Officer's patience and the relationship he developed eventually led to the man returning to his cell and removing the need for more extreme measures to force him back.

Governor's Adjudications

Governor's adjudications are judgements of breaches of the disciplinary code of the prison by prisoners. They are conducted by the Governor or a Deputy Governor. The prisoner is

given details of the charge and the evidence being presented. They can request legal assistance and/or advice, or be accompanied by a friend or associate who can support them during the Hearing (a 'McKenzie Friend'). Normally the prisoner does not choose to have an advocate or to be accompanied. During the Hearing, the accused will have the right to cross-examine the reporting officer and the witnesses. In the majority of cases, the prisoner pleads guilty to the offence. Many of the offences are recorded on CCTV. The punishment given is known as an 'award'.

During the reporting period there were 393 planned adjudications. During recent months, the prison population has been lower than average but this figuring does suggest a significant fall in the amount of ill-disciplined behaviour. Adjusting for the fact that the report covers a 15 month period, the number of adjudications has fallen by 30, a reduction of 28%. This corresponds with the view of some members of the Board who have commented on a calmer atmosphere in the prison over the last few months.

The largest category of offences relates to smoking paraphernalia such as cigarette papers, lighters, and interfering with electrical cables - 80 such offences. This represents 20% of all offences which were adjudicated, but is a reduction from 30% of offences in 2011.

Throughout the reporting period there were only 7 prisoners charged with actual smoking. These adjudications are a function of the No Smoking Policy in the prison which has been a matter of discussion between the Board and the Governor. Although we recognise the difficulties of allowing smoking, both in its management and in terms of passive smoking by staff, there is a need to review a situation which creates this level of indiscipline. We would hope that serious consideration should be given to allowing electronic cigarettes, if and when, the medical evaluation of such products is concluded. The Board also feels that it would be helpful for the continuous monitoring of the problem by the Board and the prison if there was a discrete category within the Adjudications Data which records all smoking related offences.

The difficulties the prison staff face in their daily work are highlighted by the number of adjudications for assaults, threats, abuse and obstruction. There were 75 such offences which went to adjudication. Although still small in number, the number of assaults on staff has risen over the time period and this added to the number of cases of indiscipline that had to be handed on to the police for investigation. There were 11 times when their intervention was required as well as 6 cases that were handed to the IMB for adjudication.

The need for IMB adjudications is a major issue in that it brings into conflict the roles of the Board. Recent Annual Reports have highlighted the need to change the relevant legislation to remove this judicial role from an organisation whose primary role is to monitor the conditions of prisoners. Presently, the matter is under discussion for inclusion in forthcoming changes to the Law. It is a priority that any remaining problems with the new planned legislation are resolved.

The conduct of Governor Adjudications witnessed by the Board has been seen as fair. There is also an apparent improvement in the consistency of the awards being made for the offences which is welcomed, but there are still a relatively large number of cases, 11.5%, that are being dismissed. Although this does reflect the desire by the adjudicator to ensure that a fair Hearing is given, the reasons for the dismissals do need to be considered, especially in relation to staff training. In 5% of the cases there was a lack of evidence, or evidence not presented properly, and there were other cases where errors by the staff led to the dismissal of cases or cases being brought that should not have been heard. The Board's overall impression of adjudications is that it is a system that is conducted in an even manner and, generally, is managed efficiently.

Drug Testing

The main aspect of the drug testing regime is Mandatory Drug Testing (MDT). The programme selects a target of 10% of the prisoners each month using a random number generator. The samples are sent off to an independent analyst. A second sample is also sent for verification testing if required. The goal for the prison is to have fewer than 10% of negative outcomes over the year. Additionally, there is Target or 'Reasonable Suspicion' testing. This tests prisoners when there is strong intelligence that they are using prohibited drugs or where they have previous test failures. A third category is Voluntary Testing which is not being used at present.

Over the reporting period, there were 147 MDT's. Of these only 8 proved positive mostly for cannabis - this represents a 5% failure rate well within the target zone. In contrast in 2011, there were 14 positive tests - an 11% failure rate.

The figures can be influenced by the number of prisoners who are selected, but refuse to take the drug test. These are regarded as failures, but are not reflected in the data. However, even in this area, there was one less refusal in the current reporting period compared with 12 in 2011. This is despite the current period being 3 months longer. To underline the improvement, the data shows there have only been 2 failed tests out of the 67 tests administered in the last 6 months. This is a significant and welcome improvement in the MDT failure rate and suggests there has been an improvement in the management of illegal substances.

The results will have been influenced by a change in policy in the administration of medicines. They are now given to the prisoners in the Healthcare Department where the staff observe that they are taken. This reduces the ability of those on prescribed medicines to pass them on to other prisoners (it also has the positive effect of reducing the amount of bullying by those who want to acquire the drugs). An example of the impact is the drug benzodiazepine which was the main drug identified for test failure in 2011, but has only been found once in a failed MDT in this reporting period and that was in April 2012.

The data for adjudications of prisoners who break prison regulations shows that there is still a problem. There were 30 adjudications for drug related offences, mainly being in possession of unauthorised medication in addition to failed MDT. Although this is a 33%

reduction compared with 2011, it does show that unlawful use of prescription and recreational drugs remains a significant problem.

There are two areas that particularly cause concern to the Board given the number of drug offenders who are in custody. The first area concerned support of the prisoner but we are pleased to report that in February 2013, a nurse with 10 years' drug and alcohol experience was appointed to the Healthcare Team. This has now made a difference as she has dealt with many of those with this type of difficulty when working in the community. She is also able to carry out Relapse Prevention work.

Once a prisoner is released, they can choose to engage with a drug and alcohol worker who works in the prison for half a day a week. However, given the high percentage of prisoners with substance abuse problems this is a minimum package. Consideration should be given by the Department of Home Affairs to providing resources for a wider range of social and educational input to support the work that is now in place. A more comprehensive programme would not only assist prisoners but be cost effective by reducing the rate of re-offending.

The second concern is in the field of Voluntary Testing. Within this prisoners opt to be tested at random. This has two positives in that it will assist them in keeping off the substances if they are tested more regularly. It is also of considerable benefit for those who are approaching Parole Hearings as they can give proof to the Parole Committee that they are staying clean of drugs.

Following the last report, the Board was optimistic that a programme would be restarted and currently 24 prisoners have registered their desire to be on the programme. Part of the budget of the Resettlement Department was spent on buying testing kits which differ from the Mandatory Drug Testing in that they give an immediate response to the test. Unfortunately, this programme has not yet been implemented - the main concerns appear to be the identification and training of suitable testers, and whether it would create a demand for the testing that available resources could not satisfy. The Board hopes that these problems can be resolved in the near future even on a trial basis. Possibly, the testing could, at first, be limited to those who are within 6 months (or some other suitable period) of a Parole Committee Hearing. Alternatively, prisoners could also be asked to pay a charge toward the cost of the testing kit. This would give an extra incentive to stay off the substances as well as limiting the numbers to those who are serious about attempting to beat the addiction.

Section 11: RESETTLEMENT, PROBATION & PAROLE

Strategy

Although significant changes are expected with the impending Criminal Justice Act, the Government has no published National Action Plan to reduce re-offending despite high re-offending rates on the Island. Only a few outside agencies such as Kemmyrk and the Salvation Army through David Gray House actively provide any practical support to prisoners after release, and even fewer actually visit prisoners prior to release.

It is difficult to see how the prison and prison probation staff can substantially improve outcomes for prisoners on release when Government provides very basic service levels with few funds to underpin them. Hopes for a much needed replacement Hostel seem distant but are in the 'Pink Book'. Other Department of Home Affairs capital projects surviving within the 'Pink Book' include the long overdue Police Custody Suite replacement, but this does not lessen the urgent need for a safe place to stay for released homeless prisoners, especially females and young prisoners.

The use of mental health places at Grainagh Court is hopefully appropriate rather than the last resort. Hardening attitudes towards preserving prisoner's rental agreements with Local Authority Housing officials is also a concern.

Probation

Probation has experienced further significant changes in 2012. In its second year with external & internal (in-house) probation combined under the Prison Governor's control, hopes for improved communication and cost savings seem realised. A more co-ordinated approach linking sentence planning to resettlement plans is being further refined.

Probation, under prison management, has been in place since April 2011 with budgets fully integrated from April 2012. A common IT system between in-house and external probation services is yet to happen. They remain separate though each has access to view records.

The in-house probation staff is very proactive in seeking intervention opportunities although large numbers of Social Enquiry Reports (SER) still dominate the workload. External probation attendance within prison improves opportunities for prisoners to move more easily from internal to external services via weekly Resettlement Boards. The formalisation of Custody Planning seems to be helping to process prisoners' resettlement issues in a timelier manner by pulling together the various internal departments and external agencies with some involvement of both Prison Officers and prisoners. Referral of prisoners by prison staff to multi-agency arrangements now appears smoother although it is a concern that budgetary issues could be having increasing influence on decision making in some cases.

Offender Management & Planning

The formalised through care or Custody Planning procedure to quantify prisoner needs to external agencies is now 2 years old. Informal arrangements produced by co-operation between the in-house Probation Team, Prison Officers and external agencies are the norm. The Resettlement Team, headed by the Resettlement Deputy Governor, Principal Officer,

and Officer, has been refining the 4 stage Custody Planning procedure which has been in place since February 2011. The ability to track interactions with both convicted and remand prisoners from induction through regular reviews through to a planned 6 month countdown to release has further improved throughout 2012. Input of external information into the model such as healthcare issues and accommodation needs helps to build an overall picture to facilitate an individual plan. A copy of the updated plan is now offered to every prisoner after each meeting although Personal Officer attendance is still low. In the absence of the Personal Officer, a recent comprehensive PIMS entry might help the prisoner to feel that an up to date assessment from someone in daily contact was being discussed.

Wide ranging sentence lengths, large variation in category of prisoner risk, and mixture of remand and convicted prisoners further complicates an already complex picture. Some informality continues, but with an underpinning Custody Planning framework being built it is hoped that, in future, it will be easier to assess the effectiveness of the resettlement provision and reframe strategies accordingly.

The necessity of identifying specific needs of female, younger and older offenders, and addiction support in Resettlement plans is essential. Information is being added to the procedure to help in this respect. However, it is difficult to envisage how multiple issues from accommodation, education and training, mental and physical health, drugs and alcohol to finance and benefits, family issues, and attitudes, thinking and behaviour, can be successfully integrated under one roof without more time being invested. We hope that the prisoner felt more at the centre of the process in 2012 rather than on the end of it. Refusals to attend the process were negligible in 2012 - viewed by the Board as a good sign.

All offenders should participate in Custody Planning. This begins with the Reception Questionnaire completed as part of first night screening and enables the prisoner to raise any immediate concerns. It is followed by a 4 stage Sentence Plan with 6 monthly reviews leading to a pre-release plan. These 4 stages are progressed through the medium of weekly resettlement meetings attended by members of the Resettlement Team, Education and Healthcare, internal and external Probation. They discuss prisoners' progress, educational needs, and anticipate external probation needs. Whilst it is good to see agencies co-ordinating knowledge and agreeing strategy prior to the prisoners' appearance, prisoner involvement is essential. Evidenced by many Board attendances in 2012, prisoners attending are now participating more actively especially when a Personal Officer also attends. Many prisoners ask for Voluntary Drug Tests which are currently unavailable. Finally, a copy of the Custody Plan, once updated, is offered to the prisoner ideally using the Personal Officer as the delivery mechanism.

Remand prisoners have formed a significantly smaller proportion of the prison population (ranged up to as much as 34% of the prison population during 2011 but averaged just over 20% during 2012). However, the need for the introduction of Custody Limits and a Bail Act still remains an issue of concern.

Intervention Programmes to Address Offending Behaviour

In terms of prisoners, fewer interventions have been held in 2012 due to a 4 month staff member gap in Probation. That said, the increase in individual interventions in particular appears very effective in the last 6 months.

Programmes include: Drug Trafficking, Cannabis, Alcohol Usage, Victim Awareness, and Anger Management. Recently, Prison Officers volunteering to assist Probation in the delivery of individual interventions has been most welcome. Their willingness to commit to a series of modules which do not correlate with shift patterns, i.e. personal time is used to ensure continuity seems appreciated by both prisoner and Probation.

'PrisonWorks' is a voluntary organisation that has taken over the 'Inside Out Restorative Justice' (RJ) programme supported by non-uniformed Personal Officers. Prisoners seemed to find the RJ content quite a personal challenge. It requires them to acknowledge the effects of their crimes on themselves, their family and friends, and importantly, their victims.

The success of the RJ programme continues. 15 certificates were awarded in 2012 and 3 in the first quarter of this year. 11 of these were awarded by His Excellency, the Lieutenant Governor, while the Prison Governor presented the others. Other training ideas have not yet come to fruition but not for the want of gargantuan efforts by the Resettlement Team to source options.

In the light of increasing imprisonment for fines, some training such as money management and curriculum vitae advice are yet to be delivered on loop via the in-cell TV system.

Seeking Parties to Provide Opportunities in the Workshop

Courses in literacy and numeracy have their place, but the resounding request from prisoners who talk to us on our visits, is the need for practical skills training such as Painting, Decorating, Building and Joinery. These sadly continue to be unavailable for both practical and financial reasons with the exception of a very successful 47 day tie up with DEFA producing garden fence panels. The scheme is currently suspended after Trade Unions raised fears of job losses in the DEFA workforce. However, the quality of prisoners' work was acknowledged during its brief existence.

Despite active attempts by the Resettlement Team, limited progress has been made in expanding off wing work positions. Recycling facilities finally commenced in July 2012 for wing rubbish to be sorted for separate collection rather than added to current weekly chargeable general waste collections. This has saved money but significant amounts of wet food waste from in-cell meal eating makes these jobs very challenging and deservedly better paid.

External Interest in Forming Outside Prisoner Working Parties

Since an MHK raised a question in Tynwald in October 2011 (as to what initiatives the Department of Home Affairs were pursuing to develop and promote work opportunities for inmates at the Isle of Man Prison), there has been vocal public support for supervised community projects. However, discussions with Department of Infrastructure regarding this

issue were not successful. The practicalities of operating low risk assessed prisoners safely and maintaining visible supervision outside prison proved insurmountable. This reality check throws the emphasis back upon the need for a flexible space within prison grounds where ad hoc work can be carried out.

In conclusion, overall it remains difficult to monitor the quality and outcomes of Resettlement and Probation during such change, but there are positive signals. The Custody Planning procedure continues to grow in quality and quantity. There appears to be a wider understanding by prisoners and their Personal Officers of what the Custody Planning procedure can do for them and what they can/should contribute to it.

However, the absence of Voluntary Drug Testing Scheme is a common prisoner complaint. The role of Probation and Personal Officers in contributing to the Custody Planning system is vital but, in reality, this varies. Personal Officers are still often not making a significant contribution to a prisoner's Resettlement Needs Analysis which could relieve the Probation workload in certain areas.

Weekly Resettlement Boards are held, and more prisoners seem to understand how to contribute. They are now consistently offered a copy of any agreed objectives and timescales but Personal Officers are not always involved in assisting the prisoner to achieve named goals in a timely manner. Healthcare has attended more regularly in 2012 (though not always at practitioner level) but other departments such as Physical Education still do not seem to have any input to the Resettlement process.

Learning & Skills

2012 and early 2013 have presented further challenges for the Education Department. The budget has been reduced and the Deputy Education Manager post ceased to exist at the end of the 2011 - 2012 academic year. The Education Manager is now the only permanent member of staff with the rest of the Education Team being made up of sessional tutors and volunteers.

All prisoners, apart from fine defaulters, are encouraged to take part in induction for education when they arrive at the prison. They are given a colourful leaflet with details of the courses and qualifications available. Prisoners are assessed and then interviewed to complete an Individual Learning Plan (ILP). A specialist assessor is available to screen prisoners who may have dyslexia or other learning difficulties. Student records and work are stored so that those returning to prison can resume their studies if they want to. Those who refuse to take part in education are gently reminded about the opportunities at resettlement and review meetings. Provision of education within the prison is governed by the policy and procedures agreed in July 2012, and all prisoners attending classes have to sign and abide by written classroom rules.

Statistics given to the Board by the Education Manager show that on average a total of 48.09% of the prison population attended education classes between January 2012 and March 2013; a reduction on the figure reported in 2011.

The total decreased from 55.45% in January 2012 to 46.46% in May 2012, increased to 46.6% in June 2012 and 51.49% in July 2012, then reduced steadily to a low of 39.53% in November 2012 (apart from a slight increase in October 2012).

Since December 2012, the number of prisoners in education has increased and at the end of March 2013 the figure was 54.32%. It is to be hoped that this upward trend will continue but budget cuts and a reduction in the number of classes are bound to take their toll. The fact that the prison now has almost full employment may also affect the number of prisoners wishing to attend classes and there were fewer prisoners in full-time education at the end of the reporting period. The transient nature of the prison population does affect class numbers and turnover is high with prisoners leaving education due to release, personal problems, job changes etc. The Board would welcome any measures that can be introduced to ensure that classes are full and prisoners attend regularly to make the best use of precious resources.

The subjects prisoners are able to study have changed very little in recent years. They include Mathematics, English, Information Technology (IT), Personal, Social & Health Education (PSHE), Cookery, and Art/Crafts. Prisoners are encouraged to study for formal qualifications in the first 4 subjects and ability levels from Entry Level 1 to Level 2 are catered for. Mathematics and English can also be offered at AS' or A' Level. Budget restrictions make it difficult to broaden the range of subjects on offer but prisoners who have sufficient funds to pay for correspondence courses are given support and encouragement. There is one prisoner studying bookkeeping and another following an AS' Level Business Studies course via this route.

Art and crafts and cookery continue to be very popular. Prisoners who attend these classes must also study Mathematics, English, IT or PSHE. The Board observed a number of classes during the reporting period and the enthusiasm of those taking part was evident. In Art, the entries for the national Koestler Awards were of a high standard with one prisoner receiving Gold and Bronze Awards and other entries achieving one Highly Commended and three Commended classifications. Two pictures were selected for the Koestler North West Exhibition in Liverpool and one picture was included in the Koestler 50th Anniversary Book which was auctioned at their gala dinner to raise funds. Two of the craft classes work on charity projects and students also undertake individual projects such as gifts for family members - an important part of maintaining those vital links with loved ones. The cookery classes aim to teach practical skills and healthy eating. The produce grown in the horticulture area is used, where possible, and entries were submitted to the horticultural shows during the summer months with some success.

The success rate in formal examinations has been very high. Statistics are collated by academic year so are not available for the entire reporting period, although the indications are that they will remain much the same in 2012-2013. In the 2011-2012 academic year, the pass rate was 92.16% for English, 93.75% for Mathematics, and 97.62% for IT. PSHE began part way through the academic year; the first entry was very poor, but the second entry had a 100% pass rate, although it should be noted that the number of portfolios submitted was very low. One of the aims of the Education Action Plan for 2012-2013 is to improve the PSHE success rate.

The Level 2 NVQ in Catering is still available for prisoners working in the Kitchen. A handful of prisoners took the Level 2 Chartered Institute of Environmental Health (CIEH) Food Safety qualification and all of them passed.

The 'Story Book Parents Scheme' is well established but the parenting classes to be run in conjunction with the Isle of Man Children's Centre have not materialised. The Education Manager has asked the Children's Centre for the course materials with a view to designing an 'in-house' course for the prison.

The Education Department organised various talks and activities during the academic holidays in 2012. For the most part, these were poorly attended. The Education Department attempted to obtain some feedback in August 2012 by giving a questionnaire to both prisoners and speakers but the response from prisoners was very low. Prisoners complain frequently of boredom, but it can be a struggle to match volunteers who are willing to give talks with suitable subjects of interest to prisoners and a decision has been made to discontinue the holiday talks from Easter 2013.

The prison continues to receive vacancy lists from the Careers Service but Careers Advisors do not visit regularly or often enough to meet prisoners' needs. The Education Manager is exploring alternatives and the first meeting by video link was conducted in March 2013. The Education Manager and another member of staff are being trained in the use of KUDOS Career/Skills matching software and the Education Manager also liaises with the Isle of Man College to help prisoners to apply for suitable courses prior to their release. Prisoners have the opportunity to take an aptitude test for construction apprenticeships at the Isle of Man College but results are mixed, particularly when prisoners refuse to attend the preparatory sessions before the test. This is a shame because those prisoners who have successfully completed BTEC and other courses at the Isle of Man College have done very well and have not returned to prison.

The Education Department sent out a Needs Analysis Questionnaire in January/February 2012. The return rate was very high which was encouraging and the exercise will probably be repeated in 2014. It highlighted the fact that the range of subjects available through the Education Department needs to be better advertised because some of the facilities requested by those responding are already available e.g. study CD's for various European languages are available in the library. It also showed that the value and relevance of qualifications in core subjects such as English and Mathematics is not fully appreciated by prisoners. The Education Manager is constantly seeking volunteers to run additional classes and has met with some success e.g. a Manx Language class in autumn 2012 and Spanish Conversation from January 2013, but much depends upon finding suitable volunteers and filling the classes to make them worthwhile.

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

Work

2012 has seen significant developments in the variety and amount of work available to prisoners. The Work Allocation Board (WAB) is now very well established, continues to circulate a list of vacancies, and meets weekly to fill vacant posts. A new policy document on work is awaiting approval.

All convicted prisoners are required to work and un-convicted prisoners may apply for jobs if they wish to. Prisoners over the age of 65 who choose not to work, and those unable to work through ill health or disability, are eligible for an allowance of £8.50 per week. Prisoners who refuse to work or fail to carry out their duties in a satisfactory manner are liable to be placed on report. There is an unemployment allowance of £5.00 per week but this is not payable to those prisoners who have refused to work or carried out their duties unsatisfactorily. These allowances were the same in 2011.

The first half of the reporting period saw an average of 85% of convicted prisoners working with individual months ranging from a high of 93% in February 2012 to a low of 72% in July 2012. The Board is pleased to note that since August 2012 statistics show that more than 90% of convicted prisoners were working. The early months of 2013 have shown a very pleasing trend of a lower prison population and virtually full employment with only those unable to work or recent receptions being unemployed. Interestingly, this trend has brought a different set of problems with some less popular jobs proving difficult to fill. The WAB met to look at the issue and changed the pay rate for certain jobs with effect from 11 March 2013 to try to make them more attractive.

During 2012, Board Members observed prisoners carrying out various activities including painting the wings, working in the prison grounds, library, gym, stores, kitchen and laundry, wing servery duties, and cleaning. Jobs for female prisoners are still limited and seem likely to remain so. However, the Board is pleased to report that the female prisoner who was working for an employer outside the prison for some time prior to her release now has permanent employment with the same organisation and is doing well. Sadly, relatively few prisoners can be given the chance to work with outside employers and the close-knit nature of the Island community brings its own problems, but those responsible for work in the prison do try to develop any opportunities when they arise.

There have been two major success stories during 2012, although it is regrettable that the concerns of the Trade Unions and certain Government Departments meant that one of them was relatively short-lived.

The recycling initiative began in July 2012 and is now a well-established operation. It brings a number of benefits including a 50% reduction in waste disposal costs, useful and meaningful work for two prisoners and the effective use of part of the workshops which had been lying empty for some time.

The second initiative involved the production of fence panels and matching trellis with materials provided by the Sawmills. Over 200 good quality items had been produced in the prison workshop and the Sawmills were keen to increase the range of products, but concerns raised by the Trade Unions resulted in the operation being suspended pending

further discussion at a ministerial level. The Board understands that a meeting is scheduled for April 2013 and hopes that a way forward can be found. Sadly, this latest setback is not an isolated incident as a number of previous initiatives failed at a very early stage due to the perception that giving work to the prison would result in the loss of jobs in the wider community. It is particularly regrettable that other Government Departments are not receptive to approaches from the Department of Home Affairs, especially when budgets are tight and these Departments are saying that they do not have the money to carry out certain important tasks.

The Board realises that the current financial climate and security considerations make it hard to find varied and meaningful work for prisoners and acknowledges the considerable efforts of the WAB to improve the situation in spite of the many obstacles created by outside agencies. It is to be hoped that there will be support at a ministerial level and a more enlightened view outside the Department of Home Affairs so that this important part of the resettlement process which aims to release prisoners as productive members of society can continue to develop and progress.

Parole

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

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

19 cases were considered by the Parole Committee during 2012. 5 interim meetings were held to supplement the quarterly meetings held in March, June, September, and December. The Parole Committee met in January, February, and March 2013 to consider 6 cases.

The 2011 IMB Annual Report noted that certain prisoners had to wait quite some time to hear the outcome of their application for parole. The Board had understood that steps had been taken to speed up the process but unfortunately the first half of 2012 provided ample evidence that these measures had not improved the situation; in fact, it appeared to be getting worse. It should be stressed that the prison management and staff had done everything possible to ensure that the Parole Committee received all the paperwork in good time, but damaging delays still occurred, causing serious concern and distress to those involved.

In June 2012, the Chairperson of the Board wrote to the Minister for the Department of Home Affairs drawing his attention to the fact that some prisoners had waited several

months to hear the outcome of their parole application. The letter highlighted the consequences of such delays and quoted examples where prisoners had not been notified of the result of their application until their release date was imminent, thus making it virtually impossible to make meaningful plans for their resettlement and return to the community as useful and productive members of society. The fact that those in prison tend to be less able to cope with stressful situations and uncertainty as well as the impact on prison staff and other prisoners of the delays was also stressed. Finally, the subject was discussed at some length during the Board's six monthly meeting with the Minister in August 2012.

The Minister responded to the Board's representations with a proposal to provide additional administrative help to the Parole Committee. This has been in place for some months and the Board is pleased to report that most prisoners now hear the outcome of their parole applications within a month of the Parole Committee meeting. The Board will continue to monitor the situation closely to ensure that prisoners and those helping them to prepare for life outside prison are notified promptly about such potentially life-changing decisions. Failure to maintain the current improvement could have serious implications for the physical and psychological well-being of the prisoners, decrease the chance of successful resettlement, increase the workload of prison staff, and impact upon good order and discipline within the prison.

Release on Temporary Licence

Paragraph 16 of the Custody Rules allows the Governor to release a prisoner temporarily for any period or periods and subject to any conditions. There are certain exceptions to this rule but release on temporary licence (ROTL) is used regularly and for a variety of reasons. The Deputy Governor and the team responsible for security carry out a risk assessment whenever temporary release is to be considered so that the Governor is in possession of all the relevant facts before making a decision and signing the warrant. During the reporting period prisoners were released on a temporary licence to attend appointments with the Probation Service, attend David Gray House, meet Alcohol/Drug Counsellors and visit Employment Agencies. ROTL is also required for those prisoners who help to maintain the grounds surrounding the prison because they are supervised by a person who is not a Prison Officer. Board Members were pleased to observe various prisoners engaged in this activity during the reporting period. One prisoner was granted ROTL to work for an employer outside the prison. ROTL is also used when prisoners attend funerals or make short local trips in preparation for their release.

Early Release on Compassionate Grounds

There is provision for a prisoner to be released early on compassionate grounds but this is an extremely rare occurrence and this facility was not used between January 2012 and March 2013.

Final Preparation for Release & Discharge

The Resettlement Team has continued to develop the systems and support available to prisoners to prepare them for release. The team meets every Wednesday afternoon with

input from Probation, Education, Healthcare, and various agencies. The aim is to ensure that each prisoner has accommodation and is aware of the support systems available.

As far as possible, the prisoner's belongings will be prepared, packed, and checked by Reception staff the day before discharge. Toiletries and a few items needed for the last night in prison are kept in the cell. The prisoner is responsible for cleaning his/her cell the night before discharge and for ensuring that all prison property is in good order prior to release. Unfortunately, some prisoners have not taken this responsibility seriously and it was necessary to issue a Governor's Notice to Prisoners setting out the procedure for leaving the wing on discharge at the beginning of March 2013. This notice made it clear that failure to follow the procedure would result in a delayed departure and that any damage to the mattress, curtains, or cell fixtures would be dealt with by placing the prisoner on report and moving him/her to the Segregation area pending adjudication.

As part of the discharge procedure a 'tick list' is completed and signed by both the prisoner and a Reception Officer to ensure that nothing is missed. This covers both administrative procedures and practical points such as return of valuable property, money, clothing, and other personal effects, travel to discharge address etc. Those prisoners who have been in prison for some time are encouraged to 'hand out' items of property during visits in the weeks prior to their release date to reduce the amount they have to carry when they are discharged. Unmarked cloth bags are provided for any belongings.

All prisoners receive a 'Health Pack' produced by a well known pharmacy. This contains basic items such as toothpaste, vitamin tablets, condoms, and information leaflets about sexual and general health. The Healthcare Team give the prisoner's medication to Reception in a sealed envelope.

Monies from the prisoner's account are paid by cheque. In 2011, the Resettlement Team set up an arrangement with a local bank which made it possible for prisoners to open a simple bank account subject to the usual checks. For those prisoners who do not have a bank account or any form of photographic ID, the Reception Officers will produce a proof of identity document to enable them to cash their cheque at the Post Office. Prisoners travelling to the UK are given their cash in UK bank notes.

Valuable property is stored securely in the administration area and is brought to Reception immediately before the prisoner's release. This continues to be a problem if a prisoner is unexpectedly released at the weekend and there is nobody available to access the valuable property i.e. when a fine is paid. If this is the case, the Reception Officers liaise with the prisoner to make arrangements for their valuables to be returned to them as soon as possible on the Monday.

Prisoners can be picked up outside the Gatehouse by family and friends or can catch the bus from the bus stop within the prison grounds. The Reception Officers make telephone calls to explain the arrangements and will ensure that those prisoners catching the bus are ready in good time. Prisoners leaving the Island are expected to meet the cost of air or ferry tickets and these arrangements are usually made by their families or friends. Those being excluded from the Island are collected by G4S.

Prisoners are encouraged to complete an Exit Questionnaire immediately before their release and when this is done it can provide valuable feedback. Unfortunately, very few prisoners complete the Questionnaire, probably because they see it as something which delays their departure. It has been suggested that it might be better to give prisoners the Questionnaire while they are still on the wing immediately prior to their release so that they would have more time to complete it.

Overall, the discharge procedure runs smoothly and is handled sensitively although Officers report that it can be difficult to obtain a reliable discharge address in some cases. A policy on discharge procedures has been produced and is awaiting final approval.

Section 12: CUSTODY SUITES & HOLDING CELLS

POLICE CELLS:

Background & Context

Members of the IMB act to safeguard the welfare and interests of detainees; in these circumstances the role is known as Independent Custody Visitors (ICV). The premises inspected are Isle of Man Constabulary Custody Suites at Police Headquarters, Douglas, Lord Street, Douglas and Port Erin Custody Suite.

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

The ICV write reports on each visit, which are circulated to the Board and the Custody Inspector. There are three reporting meetings between the ICV and the Police Custody Inspector which are held at the prison for convenience. These areas are also discussed during meetings with the Minister of Home Affairs and/or his representative. These are held twice yearly.

Statistics

For the period of this report there were 2,497 arrests (details by month below) which represent 1,633 individuals:

Jan'12	198	Jun	205	Nov	125
Feb	200	Jul	181	Dec	156
Mar	201	Aug	136	Jan'13	160
Apr	141	Sep	142	Feb	148
May	183	Oct	182	Mar	139

The Custody Suite at Police Headquarters was visited 17 times between 1 January 2012 and 31 March 2013. The average visit duration was 57 minutes (range 20 to 90 minutes). Visits were undertaken at a variety of times including evenings. A visit was undertaken to the Port Erin facility in August 2012.

Staffing was always appropriate: staff members were invariably co-operative with the ICV despite their sometimes heavy workload. On one occasion the training of Officers in preparation for Custody Suite duty was witnessed.

Treatment of Detainees

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

ICV observed that the provision of drinks, food, blankets, and reading materials were adequate to good. Critical materials i.e. First Aid kits, anti-ligature knives, anti-suicide blankets etc were in positions known to staff. Food stocks were adequate to good, but there were sometimes comments on frost build up in the freezer.

During the period it was noted that:

- **There was provision of special diet meals.**
- **'Soft' cutlery was introduced.**
- **Improvements were made to CCTV monitoring.**
- **A defibrillator is available in the Suite.**
- **Paperwork and procedures to improve healthcare monitoring were introduced.**

Cleanliness

Considering the age and decorative state of the Custody Suite, the cleanliness level was good. A number of comments were made on cracked tiles reducing cleanliness; whilst the reluctance to repair a facility scheduled to be replaced can be understood, ICV members have consistently highlighted shortcomings.

Space

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

There are 10 cells; during the period improvements have been made to the Medical and Advocate rooms. Other cells are available at Lord Street, Port Erin, and the Douglas Courthouse for use during times of high demand. Using the overflow premises present issues:

- **Lord Street facilities can only be accessed by lift and so prisoners must be risk assessed before they can be used.**
- **The distance to the Port Erin facility is a problem and prisoners can only be held here for 6 hours before they must be transferred to the Douglas Suite.**
- **There is a need to vacate the Courthouse cells on days when the Courts are in session.**

The scheduled upgrade to facilities at Police Headquarters is eagerly anticipated; at the time

of writing initial design has been completed, consultation is underway with necessary parties, and full planning will be sought as soon as possible thereafter.

- **The point was raised in last year's Annual Report, reference the shower/washing facilities still being in need of attention. However, the Board is pleased to note that efforts have been made to upgrade these outdated facilities.**
- **There remains a difficulty in obtaining an Advocate during normal office hours but this has improved since August.**
- **There is no facility for exercise in the open air.**
- **There is no suitable room to allow visits with ministers of religion, family etc.**

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

Serious Incidents

There was a single serious incident (of attempted self-harm) during the reporting period which actually took place during an ICV visit. Members were able to observe and, after the event write a report. In response to the incident, some changes to grill fixings were made. Further, as a result of this incident, all potential ligature points were identified and necessary remedial action taken; practices regarding footwear were also revised.

An Incident Rota has now been put in place enabling the staff to call upon the monitoring services of the ICV as and when necessary.

Long Term Detainees

At the request of the present Custody Inspector, ICV members can now be called to visit long term detainees who are being kept in custody for over 24 hours. One such request for a visit was made in January 2013.

ISLE OF MAN COURTS OF JUSTICE CUSTODY SUITE:

Background & Context

In their role as Independent Custody Visitors (ICV) members of the Board visit, usually in pairs, the Custody Suite at the Isle of Man Courts of Justice at least once each month and without prior notice. At least one member of the ICV also attends the quarterly meetings held between the senior management of the Isle of Man Prison and the firm holding the Escort Contract, for this reporting period G4S. Reports are written after each visit and are circulated to members and the Prison Governor.

Visit Statistics

During the reporting period, there were 19 visits made, 3 of which took place in the afternoon and the remainder at various times of the morning. The duration of the visits

ranged from 40 minutes to 100 minutes, with the majority (approximately 70%) lasting between 55 and 75 minutes. Apart from the usual monthly Rota visits, the ICV undertook several extra visits for familiarization for new Board members, as well as a visit to accompany Mr. David Quirk, MHK, and one visit to liaise with two members of the Department of Infrastructure and Prison Deputy Governor Colin Ring.

The total number of detainees present in the Custody Suite during ICV visits was 64. This number included 2 vulnerable, 5 female, and 2 juvenile detainees being mentioned in visit reports. Regarding the latter, the procedure has been that on the few occasions that juveniles have been in the Suite, they would **not be locked** in a cell and they would be accompanied by Police Officers or Social Workers. It is G4S policy and part of their contract that young persons are not handled by them.

The maximum number of detainees present in the cells during an ICV visit was 11, although discussions with the Suite Manager and records in the log books suggest that there have been as many as 17 detainees going through the Court Cells system in one day.

Treatment of Detainees

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

With regard to cell accommodation and handling, there are 4 basic categories of detainee: adult male, adult female, young offender (usually male), and vulnerable detainee. Within these, there can also be those deemed 'at risk' or potentially violent. Any detainees arriving from the Police Cells are required to be housed apart from those from the prison. The number and diversity of detainees can at times cause logistical problems with cell accommodation at the Courts. This has been alleviated slightly by liaising with the Deemsters over the Court Lists. On at least one occasion, the Police Custody Suite was used as there was insufficient space at the Court cells. The recent introduction of the 'Live Link' system may also help towards lessening the problem.

The ICV observed that provision of food and hot drinks, spare clothing, toiletries, blankets, and reading materials was adequate on some occasions, and good on most. Critical materials i.e. first-aid kits, anti-ligature knives, anti-suicide blankets, cuffs, etc were in positions known to staff and easily accessible.

Most detainees volunteered that they were satisfied with the way they had been treated by the G4S staff. No detainees reported adverse treatment. ICV Visit Reports consistently comment on the helpfulness and courtesy of G4S staff in the Suite and on reception, both towards the ICV and to the detainees.

Detainee Transport

Generally the vehicles used have been 2 vans, one of which contains a pod/box facility for specific detainees who require more secure or separate transport. 1 vehicle, which was not

originally designed for purpose, did not meet the required standard. It was modified several times before being regarded as suitable to safely transport detainees and prisoners.

A car is also available for use. On occasions, there has been a need to hire other vehicles. Since the latter do not have shaded windows, the ICV have some concerns that use of them is in danger of contravening Custody Rule 15(1) regarding taking proper care to avoid exposing detainees to public observation.

Staff

Routine cleaning of the Suite is undertaken by a firm contracted by the Department of Infrastructure. There have been mixed reports, mostly unsatisfactory, on the standard of this throughout the reporting period; and the poor state and maintenance of the cleaning store/sluice has been a regular point of concern.

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 G4S throughout this reporting period. Their contract to carry out these duties finishes on 30 June 2013. ICV Visit Reports consistently comment on the sensitivity and professionalism of G4S staff and managers. The ICV are also aware of positive comments regarding these staff from one of the Advocates attending the suite.

The firm 'Resource' is due to take over these duties on 1 July 2013.

Layout of the Custody Suite

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

The rest of the Suite includes interview space for Advocates, the staff office/control room/kitchen, a walk-in storage cupboard, a sluice and storage area for use by the contract cleaner, staff toilets, and a stairway down to the van docking area. As there is no disabled access through from the van dock area, this has to be via the public entrance – again in danger of contravening Custody Rule 15(1).

Maintenance of the Suite and Fittings

The Department of Infrastructure is the Landlord.

Recent updating of the Suite facilities includes installation of a second stair rail. This means that detainees can now be handcuffed for moving to and from the van dock area and up to the Courts. There has been a distinct improvement in the appearance and brightness of the Suite since the repainting work was carried out at the end of 2012. An alarm system for the Courts has also been installed.

The storage system for detainee property continues to be far from ideal. Although it has progressed from the bags in corridors system highlighted in previous ICV reports, this has only been to the extent of provision of an inadequately-sized metal crate positioned at the end of the corridor by Cell 1. The ICV have repeatedly mentioned that, on top of it not being large enough for its purpose, they consider its positioning constitutes a potential hazard. It must be stated here that G4S staff do not see its position as a risk, but do acknowledge that it is frequently not large enough for its purpose.

Replacement chairs for the damaged ones that are currently used in the interview rooms have been offered but not yet installed by the Department of Infrastructure. The debate continues between ICV and Senior Prison Management as to whether the furniture in these rooms needs to be fixed down or not.

The ICV have some concerns regarding facilities and procedures in the event of fire. It was noted that the Fire Alarm Control Panel was not fully functional for a period in excess of a month.

The long-standing concerns of the ICV over the inadequacies of the 'motorised duct' ventilation system have **still** not been addressed. It is encouraging that the Department of Infrastructure has this year been asked by the Department of Home Affairs to provide 'options' for this and it is to be hoped that this request will prove to be constructive.

Information Systems

The Suite Office can receive e-mail communication, but cannot e-mail out. Fax or telephone is used instead.

The 'Detainee Medical Record' system set up by the Police for enabling important relevant information to accompany all movements of detainees has proved to be very workable in general, and useful for the Court Custody staff.

For new receptions arriving at the prison after 5pm from Court, the prison's Healthcare Team have implemented a form for Court Suite G4S staff to complete and fax through to them. Without affecting any 'medical in confidence' criteria, this has enabled the Healthcare Team to have useful information about a detainee's medication that has been prescribed by their GP and/or the Drug and Alcohol Team.

These two systems are commendable for enabling much greater continuity of care of detainee health.

Summary

The Custody Suite continues to be a badly ventilated and frequently crowded environment in which to operate. It can be said that it is used for temporary accommodation only and that there has been some improvement in some facilities and procedures; but its safe and effective functioning relies very heavily on the high degree of organisation, flexibility, care and coordination amongst the staff, as well as on speedy and thorough maintenance and repairs by the landlord.

Section 13: THE WORK OF THE BOARD

Members

The reporting period has seen a number of changes in the makeup of the Board. However, in spite of this, the numbers remain consistent and we operate efficiently with eleven members, albeit being one less than the optimum requirement. The Board is made up of a diverse group of people from various backgrounds, offering the individual skill sets which are required for the role. As part of the interview process, selected individuals are invited to take an orientation visit to the prison when the wings are in a state of lock down. This is followed at a later date by a more formal interview.

	2010	2011	2012
Number of Board members at the start of the reporting period.	13	11	12
Number of Board members at the end of the reporting period.	11	12	11
Number of new members joining within the reporting period.	0	3	4
Number of members leaving within reporting period.	2	2	5

In addition to the Chairperson, a Vice-Chairperson and Vice-Chairperson Designate have also been nominated and elected.

Visits

The Board is committed to giving of their time and knowledge during visits to the prison. This is all done on an unpaid, volunteer basis. Members visit twice weekly on a rota basis and always in pairs. Visits to Healthcare, the Kitchen and the Segregation Unit are required each time. At the end of each visit, a report is written and a copy given to the Governor.

Applications from prisoners are collected and considered during a visit and dealt with accordingly. They may be written or given verbally to members whilst walking around the wings. In addition, any new prisoners are visited by the next members on rota. Each member is encouraged to take an active interest in a specific area of prison life.

Members attend various internal meetings acting as observers namely: Safer Custody, Issues, Security, Drug & Alcohol Strategy Group, Resettlement, Clinical Governance and the G4S Group who provide escorts for the transportation of prisoners.

Throughout the reporting period, a total of approximately 1,087 hours has been spent by members on the prison premises during planned rota visits, observing internal meetings, and attending significant incidents when required which equates to 136 working days.

A new, first response contact/call out rota system has been initiated for any significant incidents which occur. Two members are on call each week. Of course, this necessitates the requirement for 24 hour a day provision, 365 days a year and members give their time freely. During the course of the reporting period, the Board was advised of 28 significant incidents, 7 of which required the presence of the Board. Sadly one of the notifications was of a Death in Custody which occurred in March 2012. This required sensitivity from all involved including prison staff, prisoners and the Board who were in attendance throughout the day.

We are pleased that prison staff indicated that having a call out system is an easier procedure to follow when attempting to contact members at short notice.

Applications to the Board

A varied range of applications are received from prisoners. The applications are looked at on each rota visit and are categorised below showing comparisons to previous years. Given the length of the reporting period, there is a significant decrease in the number of applications which suggests that more questions are being resolved by the prison staff and also, the prison population is lower.

Subject	2010	2011	2012/13
Accommodation	11	0	2
Adjudications at Governor Grade	9	5	4
Allegations	-	-	1
Computer Records	-	-	1
C & R (use of Control & Restraint)	-	-	3
Custody Rules	-	-	5
Diversity	0	0	0
DVD's	-	-	1
Education / Employment / Training	6	8	1
Electronic Cigarettes	-	-	1
Equality	-	-	1
Exercise	-	-	1
Fabric of Establishment	-	-	3
Facilities List / Canteen	14	11	2
Family Days Visits	10	19	3
Food / Kitchen	6	1	11
Gym Related	-	1	1

Subject	2010	2011	2012/13
Health Related	28	23	26
Hobbies	-	-	7
I E P Scheme	3	8	1
Kettles (in cell)	-	-	6
Legal Issue	-	-	1
MDT	N/A	N/A	1
Miscellaneous	6	18	9
PAT Testing (Portable Appliance Testing)	-	-	3
Police	-	-	1
Parole Matters	-	-	12
Personal Cleanliness Products (free supply by prison)	-	-	1
Personal Safety	N/A	7	0
Personal Search	-	-	1
Prison Clothing	-	-	4
Prisoner Wages	-	-	1
Property (including police related)	13	5	13
Punishments	-	-	1
Reading Material	-	-	3
Regime	-	-	1
Resettlement	N/A	1	0
Samaritans Phone	-	-	2
Smoking/Nicotine Patches	N/A	1	2
Sentence Related	8	14	8
Staff / Prisoner Related	15	8	5
Telephone / Mail	5	5	3
Television	-	-	5
Transfers to Other Prisons	3	4	0
Transport by G4S	N/A	2	0
Visits	N/A	N/A	1
Total Number of Applications:	137	141	159

Monthly Meetings

During this longer reporting period, the Board held its 15 statutory monthly meetings. On each occasion, either the Governor or her Deputy join us for a part of the meeting and they give a detailed report of the previous month's activity along with various statistics which have been collated.

The timing of Board meetings has recently been moved to the second Monday of the month. This removes the need for delay when there are Bank Holidays at the beginning of the month. The average attendance at Board meetings, within the period, was 79% of the total Board members.

3 meetings with the Minister of Home Affairs and/or his representative were held and, there were opportunities for the Chairperson and Vice-Chairpersons to meet informally as and when necessary.

The Independent Custody Visitors Scheme meetings take place quarterly at the prison. In this particular reporting period, 5 meetings were held. We are joined by the Inspector who is in charge of the Custody Suite. The latter meetings are held before normal Board meetings in order to cut down expense, however, these are usually a 4 to 5 hours marathon for members and Clerk alike.

Subject	2010	2011	2012/13
Total number of Board meetings during reporting period	12	12	15
Total number of attendances at Board meetings	120	110	146
Total number of Board meetings with Minister and/or his representative	7	6	3
Total number of Board meetings with Police Custody Inspector (ICV responsibilities)	4	4	5
Total number of attendances at Ministerial meetings	38	19	31
Chair/Vice-Chair meetings with Minister DHA	3	2	4
Number of visits to prison (excluding meetings)	91	242	193
Total number of IMB Adjudications	5	2	6
Total number of attendances at other prison meetings	21	47	44
Total number of prisoner applications dealt with	137	141	159
Total number of significant incidents attended	3	9	7
Total number of significant incidents – advisory only	N/A	N/A	21
Total number of training days attended	2	0	2
Average time spent on a Rota Visit (in hours)	3.75	4.2	4.2

Training

Short training sessions, on a range of subjects relating to prison life, have periodically been given at the start of the monthly meetings i.e. PIMS (computer training), personal safety awareness, fire drill, and a short presentation highlighting the necessity for an imminent change regarding the safe practice of the dispensing and consumption of prescribed medication have all taken place recently together with another session giving an interesting insight into the prison catering system.

The Board attended a 2 day more formal training session in March 2012. This provided a vital insight to the newer members as well as a refresher course for the longer serving members. The course was run by recognised Independent Monitoring Board National Trainers who had specifically travelled to the Island. The content of the modules was fine-tuned to reflect the unique establishment we operate in.

Additional Responsibilities

Further to our role, we are assigned as Independent Custody Visitors (ICV) which involves monitoring and observing the operation and function of the Custody cells at Police Headquarters. Also, encompassed within the ICV role are the Court House cells where, once again, we operate as independent monitors.

All visits to both establishments are done on a rota system with members visiting monthly, in pairs, on an unannounced basis. Reports are written after each visit and any issues at Police Headquarters are discussed with the serving Custody Inspector who meets with us on a quarterly basis. Issues from Court cell visits are raised with the Prison Governor and the Department of Home Affairs.

As ICV's, members attended an incident which took place during 2012. Visits to both establishments as ICV's tend to be shorter in duration but members still gave approximately 48 hours of their time.

G4S run operations at the Court House cells and Courts. They are also responsible for the transfer of prisoners to and from Jurby. On occasions, for various reasons, it has been necessary for the Board to attend and observe escorts; there have been 3 of these instances during the reporting period.

Visitors

On occasions, visitors have been into the prison for a familiarisation tour and some Board members have attended. In January 2012, members were given the opportunity to accompany newly appointed MHK's on a tour of the prison and talk to them about their role within the prison. It was disappointing that only 3 of the political figures accepted the Governor's invitation. Those who did attend found the visit informative in respect of some of the issues facing prisoners and staff and were interested to learn more details of our role.

Other visitors to prison have been a group of the Island's Magistrates and a representative from the Board assigned to the Secure Care Home. The Speaker of the House of Keys, the Hon Steve Rodan, accepted an invitation and visited for an afternoon during May 2012.

Adjudications

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

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

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

During the reporting period the Board carried out 6 adjudications, an increase of 4 over the previous year.

General

From the hours spent within the prison, the Board believes that the Isle of Man Prison is a successful establishment as it has both a good environment and positive staff/prisoner relationships. There are, of course, issues which need to be addressed, but the foundations for this are in place. We have evidenced prisoners being treated humanely and decently with many of the staff putting in extra time to help distressed individuals. We have also witnessed many of the brave and unselfish acts of Officers who would, no doubt, turn and tell us that they were only doing their job. We greatly value the support of these Officers and, particularly the support, patience and understanding of the Governor, her Deputies and the Senior Management Team.

The unusual inclement weather during March of 2013 posed its own problems for prison life and the establishment as a whole. Extra commitment from staff ensured everything ran smoothly with minimal disruption.

We thank the Clerk for her continued infinite commitment and dedication to the Board without whom we would be most deficient; her organisational skills are remarkable.

The reporting period has, again, been a busy one and it should be remembered that the Board members are lay people who are unpaid volunteers sharing a passion for prisons! The Chair is grateful and appreciates the way members have risen to the challenges and their support, commitment and team work.

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

Finally, we were pleased to hear that one past member (Chairperson), who retired from the Board in 2009, received a MBE in the New Year's Honours in January 2012 in recognition of her services to the community in the field of Criminal Justice.

For and on behalf of the Independent Monitoring Board

Mrs Aileen Gelling

Chairperson

15th June 2013

ADDENDUM:

PRISON POPULATION FOR 2012 & JANUARY-MARCH 2013

The monthly figures show a fall in numbers between October and December 2012 and again in the first quarter of 2013. High points appear in February and March 2012. There is a distinct fall in most categories in the first quarter of 2013.

Category	Jan-Dec 2012		Jan-March 2013	
	Mean	Range	Mean	Range
Adult Males	88	81-97	70	67-75
Male Young Offenders	6	3-8	6	5-7
Vulnerable Males	22	17-27	16	15-17
All Women	7	3-10	2	1-3
Lifers	1	1-2	1	-
Sentenced	73	66-85	61	58-64
Un-sentenced	3	1-7	5	4-5
Remands	22	15-29	11	-
Fines	2	1-4	3	-
Total:	101	82-111	78	73-84

BREAKDOWN OF SENTENCE LENGTHS

Sentence Length	Jan-Dec 2012		Jan-March 2013	
	Mean	Range	Mean	Range
Less than 12 months	17	11-23	12	8-17
1 – 2 Years	5	2-8	1	1-2
2 – 4 Years	9	7-13	10	9-10
4 Years & Over	43	39-47	39	38-39
Over 10 years including 4 years & over	13	9-15	9	9

Approximately 44% of the prison population are held in custody on drug related charges, 22% for violent crimes, 15% relate to property, and 12% are sexually related.

POPULATION FIGURES FOR ACCOMMODATION WINGS

Wing	Jan-Dec 2012		Jan-March 2013	
	Mean	Range	Mean	Range
A	32	28-37	28	26-29
B	37	28-42	27	26-28
C	22	17-27	16	15-17
D	7	3-10	2	1-3
*E	1	0-2	1	0-2
F	6	3-8	6	5-7

*'E' Wing is a Segregation Wing and not an Accommodation Wing.

2012 Saw great pressure on the Adult Male Wings ('A' & 'B'), and also on the Vulnerable Prisoners Wing ('C'), but this eased in the reporting period for the first part of 2013.