

INDEPENDENT MONITORING BOARD

HMP ISLE OF WIGHT

(Albany, Parkhurst, Camp Hill)

# ANNUAL REPORT

1<sup>ST</sup> JANUARY 2010 to 31<sup>ST</sup> DECEMBER 2010

*“Her Majesty's Prison Service serves the public by keeping in custody those committed by the courts. Its duty is to look after them with humanity and help them lead law-abiding and useful lives in custody and after release”*

## **CONTENTS**

|  | <b><u>Page</u></b> |
|--|--------------------|
| Foreword.....                            | 3                  |
| Security and Segregation.....            | 4                  |
| Diversity & Race Equality.....           | 5                  |
| Drug Strategy.....                       | 6                  |
| Primary Care Trust (PCT) Healthcare..... | 8                  |
| Prison Libraries.....                    | 10                 |
| Risk Management & Public Protection..... | 12                 |
| Safer Custody & Diversity.....           | 13                 |
| Veterans in Prison Ass. (VIPA).....      | 14                 |
| Catering .....                           | 15                 |
| Reception .....                          | 16                 |
| Induction.....                           | 17                 |
| Chaplaincy .....                         | 18                 |
| Points for Ministerial response.....     | 19                 |
| Board Statistics.....                    | 20                 |
| Applications Received.....               | 21                 |

I have pleasure in presenting this report, the first for HMP Isle of Wight. The prison is a merging of the former Parkhurst, Albany and Camp Hill prisons. The prison itself merged in April 2009, whereas the Board officially became one on January 1<sup>st</sup> 2010. It was not without difficulties, but after 12 months the Board has come together very successfully as one Board. This was borne out at our Annual Team Performance review in November last year.

The Prison, as a whole, underwent an inspection last October, and at its conclusion, the Lead Inspector described the Prison as a Monster, from an inspection and monitoring point of view, something the Board would whole heartedly agree with!

The merger was intended to reduce the overall budget costs, and this it has done, but not without impacting on every aspect of the Establishment. Out of cell time has been lost and services have from time to time, been curtailed. The Prison has undergone “flattening out” processes with the intention of streamlining the systems. There have been job losses, but mainly through natural wastage.

A Governor was appointed in 2009 to manage and see through the changes, but, unfortunately he moved in to the Private Sector in October 2010, leaving the Deputy as acting Governor for the foreseeable future, although it has recently been announced that a new Governor has been appointed and takes up his duties in April 2011. The original role of the Governor in managing change was extremely difficult, particularly as there appeared to be much opposition in all three sites. The acting Governor has continued the good work, and, he has made further savings. The role of Acting Governor is particularly challenging, with quite a long period of time between the loss of one Governor and the appointment of another and the Board particularly acknowledges the way the acting Governor has approached a difficult period.

The merging of the three sites was given the “Royal Seal of Approval” with a visit in October to the Parkhurst site by HRH Princess Anne.

The Board would like to express their gratitude to the original Governor, the acting Governor, managers and staff for the openness and co-operation it has shown the Board, thus allowing members to go about their business of monitoring unhindered.

Finally, and importantly, I owe a huge debt of gratitude to all my colleagues, including those who have left us during the year, for their loyalty and commitment. The merging experience was new to all of us, and although we have experienced some difficult times, we have all come through our first year united and stronger.

Nigel Hawley, Chair IMB HMP IOW

## **SECURITY AND SEGREGATION**

Each site has its own Segregation Unit. Such units provide a number of functions, one of the most important being the housing of those sentenced by adjudication for breach of Prison Rules, as well as those whose offence within the prison is so serious, that it has to be referred to the Police for consideration of prosecution to be presented before Crown Court. It necessarily follows that the units care for some of the most dangerous prisoners in the prison. Others are placed in Segregation in order to preserve the good order or discipline of the Establishment. This happens when an incident has occurred that needs further investigation to establish whether or not rules have been broken. From time to time, some prisons feel threatened or bullied and need to be protected until a solution can be found. It is the latter two reasons that concern the Board most. There is a statutory obligation for the Board to meet these prisoners on a regular basis and discuss with management the best way for such prisoners to be returned to normal location. Being one establishment allows more freedom in moving prisoners from one site to another in order to de-escalate difficult situations.

As stated previously, many men in segregation are very dangerous and violent and the Board has nothing but praise for the dignified and professional way Segregation Unit staff carry out their duties

There was a consideration during the year that the merged Prison could exist with just two units, closing the third to be converted to normal accommodation in order to save budget pressures. However after many meetings and trials, it was found not to be a practical solution, although Camp Hill site has reduced its capacity by 50%. The Board supports the need for three units.

The success of a prison can often stand or fall, depending on the security and intelligence issues. Last summer, the coming together of Prison intelligence and outside intelligence provided by other agencies, in particular, the police, an elaborate escape plan was foiled. The escape was planned by one inmate in particular, who used letters, Sudoku puzzles, and writing in lemon juice, hence making it invisible, to disguise his plans. The operation required considerable assistance from outside and was thought to involve a helicopter using the nearby pop concert as diversion tactics, where artists were regularly arriving and leaving by helicopter. This incident was well publicised in local and national press and the Board congratulate all concerned.

Unfortunately, the main Security issues concern the amount of drugs that find their way in to the prison and the huge increase in the number of mobile phones in use. During the year, literally dozens have been found and seized by staff. Camp Hill site is the main problem, although the other two sites are far from drug and phone free. A serious compromise of the security of the mobile temporary unit in Camp Hill site was discovered late in the year. There is no doubt that this breach has allowed huge quantities of drugs and phones to get in. This breach has now been dealt with and the Board would hope this will reflect in the reduction of illegal substances being available.

## **DIVERSITY & RACE EQUALITY**

There continues to be no complacency in HMP Isle of Wight in matters concerning diversity. Prison policy and attitude to racism is prominently displayed throughout the establishment and the mission statement of HMP Isle of Wight reflects this. To build an environment that treats others in a manner that we would like to be treated ourselves”.

Prisoner Representatives dealing with Diversity are clearly identified on the wings. The “Diversity Manager” on each site has, weekly, 39 hours of time allocated to the role with 8 hours of administrative support to handle data. Unfortunately this time is not sacrosanct and is “eaten into”. Over a year, much of this time is lost to other duties. This obviously causes delays in dealing with RIFs etc., particularly in Parkhurst and Albany sites

Diversity meetings are held on each site on a rotational basis. This allows attendance by the prisoner representatives. The matters discussed however, relate to HMPIOW. All RIFs (Race Incident Form) are dealt with by the Diversity Managers. These are signed off by a Governor and are subject to any requested follow-up. The Area Manager also monitors the process.

Prisoner Representatives (normally one from each wing) are treated as equals at local Diversity meetings. Their views are noted and concerns dealt with as soon as circumstances, and regulations, allow. The role of Diversity Representative is now recognised as employment. Consequently prisoners are paid for carrying out that role. Prisoner Councils also allow matters to be discussed in the Focus Groups identified by prisoners. These may well include Race and Diversity.

Members of IMB are invited to attend training in matters in Diversity, as they are in all matters of prison life. Their involvement is encouraged and welcomed.

The monthly meetings monitor SMART data in matters such as work, adjudications, requests and complaints, segregation, HDC (Home Detention Curfew), temporary release, etc. This process allows managers to identify trends which are out of the normal ratios of the prison population. They also consider progress made against the Diversity Action Plan, which embodies concerns raised in the external audit.

The vision and dedication of the Diversity Manager in Camp Hill, has resulted in a greater understanding of Diversity among prisoners and staff alike. He has established focus groups, led by prisoners, in all areas of Diversity, including; Over 40s, Disability, Diet, Foreign Nationals, Faith and Religion, Gypsies and Travellers. This is being rolled out across all three sites. In spite of the willingness of staff, the scheme is hampered by a lack of support from prisoners on some sites!

Each site has established a "Foreign Nationals" wing. This facilitates specialist support being available. Prisoners only go on those wings if they so wish.

**IMB CONCERNS** These, unfortunately remain almost the same as last year's report.

- 1 *Concern among prisoners over the implications of making a complaint. Even with Confidential Access, "Will there be resentment from Officers which may subsequently affect the Parole Board's decision?" If I complain about other prisoners, how can I be guaranteed no reprisals?" This type of concern reflects life outside the prison, but becomes a greater concern in an enclosed community.*
- 2 *Time taken from the role of the Diversity manager to be used for "Other duties".*
- 3 *Foreign Nationals serving time beyond their release date, due to a backlog nationally.*

## **DRUG STRATEGY**

Across the three sites the following strategies are in place:

- **Mandatory Drug Testing (MDT)** – testing includes tests for opiates, codeine based medication and Benzodiazepines (Benzos). These showed a threefold increase in positive test results at Camp Hill in the third quarter of the year but by the end of the reporting period the numbers have dropped back. Results at Albany and Parkhurst stayed at a constant lower level. There has been an increase in positive results for Benzodiazepines. Prescriptions for Benzos are for liquid forms which are taken under supervision any tablets will be coming into the prison from outside.
- **Compact Based Drug Testing (CBDT)** formerly known as Voluntary Drug Testing (VDT) – where prisoners agreed not to use any drugs which would be part of a Sentence Plan and they would be taken off the scheme if they tested positive. CBDT was stopped in July 2010, due to the reduction in staff available to carry out the testing.
- **Counselling, Assessment, Referral, Advice and Throughcare Scheme (CARATS)** – drug and alcohol team who give advice and help prisoners with drug and alcohol dependency.
- **Prisons Addressing Substance Related Offending (PASRO)** – courses which use group therapy sessions have run through the year in Camp Hill. There have been 2 courses at Albany and plans to deliver at Parkhurst in 2011.
- **Integrated Drug Treatment System (IDTS)** – this treatment involves moving heroin addicts to methadone stabilisation and reduction treatment. Subutex is also used to detoxify prisoners. IDTS is running at Camp Hill, Albany and will be in Parkhurst in early 2011. The treatment is given in a separate area from the normal medication and has to be taken under supervision. There are concerns at weekends when the IDTS treatment rooms are closed and the treatment medication has to be given with the normal healthcare medication distribution.

The IMB would like to commend the PASRO, IDTS and CARATS teams for their work in trying to reduce prisoner's dependence on drugs and alcohol as part of their rehabilitation and preparation for release.

#### DRUG SUPPLY REDUCTION STRATEGY

Security Information Reports – there was an increase in reports relating to drug and mobile phone information at Camp Hill over the end of 2010. Despite a regular dialogue between the Prison management and the visiting GPs, the amount of prescribed opiate based medication gives cause for concern.

Dogs – are used to search the wings for drugs, alcohol, needles and other drug taking equipment, and mobile phones. Dogs are also used to screen people coming to visit the prisoners. The dog team has been reduced from 5.5 handlers working with 11 dogs to 1 handler working with 2 dogs in early 2011.

#### MOBILE PHONES and SIM CARDS

There has been an increase in the number of mobile phones and sim cards found in the prison particularly at Camp Hill over the year. These are used to arrange drug 'throw-overs' time and place also to access bank accounts to pay for drugs used inside the prison. A number of "loopholes" and entry points have been addressed see the Security Report.

The price of drugs in prison can be up to 5 times that of the street value. One indication of the amount of drugs circulating within the prison is that the price reduces. Drug debts and drug abuse leads to intimidation, bullying and violence. There were 'roof top' incidents in the summer related to debt; the prisoners scared of violence and wanting to be moved out of the prison.

#### IMB CONCERNS

- 1. The rise in the amount of drugs and mobile phones within Camp Hill which has had an impact on the amount of violence and the on the regime of the prison by the restriction of Freeflow exercise in the mornings due to the number of violent incidents during Freeflow.*
- 2. The drastic reduction of Dog Handlers to 1 will impact on the amount of drugs, alcohol and mobile phones being detected within the prison and being brought in via visits.*
- 3. Drug Strategy staffing levels have been disproportionately affected by the budget cuts within HMP IOW.*

**The Board would wish to commend the CARATS team of whom the HMCIP inspection in September said the service was "Impressive" and "Could not be faulted".**

## **PRIMARY CARE TRUST (PCT) HEALTHCARE**

### Overview

HMP IOW is made up of three sites, leading to three healthcare sites and one in-house hospital unit, lead by a manager from PCT IOW.

### In-house Hospital Unit – IHU

The IHU unit was opened in 2009, with the facility of 18 beds for which there is direct funding for 12. Over the period the Prison had an average of eight prisoners in the unit ranging from mental health issues, to TB and convalescence from the main hospital. This has reduced the number of bed watches.

### Albany Healthcare Site

Major work was done this year to the centres, which over the summer lead to clinics being cancelled. In the past 3 months there has been a reduction in waiting lists.

At present the prison is working with reduced staff numbers with one being on maternity leave and one position remaining unfilled. The doctor attends the site 7 session per week; 1 IDTS; optician once a month; chiropodist once a month; hygienist periodically; physiotherapist once a month and dentists a half day per week. The main problem facing Albany is its ageing population of which 60 are diabetics. This leads to long periods of waiting for the optician and chiropodist as prisoners are checked annually. There are approximately 150 supervised medications every day.

### Camp Hill Healthcare Site

Minor work has been done at the Camp Hill site this year to make it more user friendly when obtaining prescriptions; prisoners now no longer have to wait in the open in all weathers. The doctor attends the site 5 sessions per week; optician one a month; chiropodist once a month; hygienist periodically; and dentists 1/2day per week.

### Parkhurst Healthcare Site

Parkhurst has been understaffed for a long period of time. At present there are five full time nurses and one part time with one position available. The doctor attends the site 6 sessions per week: optician one a month; chiropodist once a month; hygienist periodically, and dentists half day per week.

The healthcare centre is situated on the ground floor on D wing.

## **IMB CONCERNS**

1. *No disabled access (three stairs into the unit)*
2. *No disabled toilet, there is only a urinal*
3. *The unit also does not offer a waiting room.*

*These three points refer to Parkhurst Healthcare centre and obviously with an ever increasing population in the jail, not having access for prisoners with disability is against the Disability Act.*

#### Mental Health

In-reach Community Mental Health is made up of four nurses, shared service psychiatrist and one member of administrative staff. They cover the severe mental illnesses that present in the prison: at any one time 150 cases, which represent approximately 12% of the prison population. Last year it was recognised that more help was required and in November 2010 a Primary Healthcare team was established to deal with mild to moderate depression, anxiety and mental illnesses that need short-term intervention. This is in its early stages and is covered by a team of four and a Manager.

#### Pharmacy

The pharmacy is located at the Parkhurst site and next March will be relocated to the IHU site at Albany. At the present time there is one pharmacist, two technician and three assistants + a rolling placement from the hospital on a two month placement. A new role has just started where a pharmacy assistant will be placed at the Albany site for 6 months to assist healthcare in reducing the amount of wasted stock. If successful this may be implemented in the other two sites. Currently a grade 6 pharmacists and a pharmacist assistant are being recruited.

#### Integrated Drug Treatment System - IDTS

In 2000/1 a Detox nurse was introduced into the prison to assist the GP. From 2006 it was stated that a program be introduced to be in line with the community, with funding coming from the Ministry of Justice and The Department of Health.

In the department there is a Team Leader, five full time nurses, with one post vacant. Both Camp Hill and Albany have one assigned nurse with the remainder being based at Parkhurst covering all three sites. Over the three sites there are approximately 60 prisoners following the program, half of which are at Camp Hill. From September 2010 a system was established to receive prisoners from other prisons who attend the program. The Substance- Misuse doctors attend clinics at Camp Hill twice a week, Parkhurst and Albany once a week: and other times as required.

#### Bedwatches & Escorts

With the opening of the IHU bed watches have decreased over the year. Prison staff are offered the work on an overtime basis, paid for by the PCT. The lack of transport of prisoners to a hospital appointment has caused problems. Since July this year there have been 336 cancelled appointments; 11% attributed to the prison not being able to deliver the prisoner, 19% the prisoner not wanting to attend, and remainder being the hospital cancelling the appointment.

*There is often a lack of communication between St Mary's, the Healthcare Centre and IHU.*

#### New Clinics- established in 2010

Retinal Screening

Minor Surgery

Pre assessment for a day hospital appointment

Chronic diseases

Well man clinic

### IMB CONCERNS

1. *Healthcare provides regular statutory attendance at Segregation Reviews on two out of the three sites; there has been an ongoing problem at Albany between the communication with the healthcare and segregation staff.*
2. *Dentists – there is an ongoing problem with the dentist, as at the beginning of the year being was on sick leave and then retiring. This has lead to lots of complaints from prisoners who have been waiting for long periods of time.*
3. *General – healthcare of the IHU and healthcare centres come under the PCT Healthcare manager. All other services e.g. optician, dentist and mental health come under the administration of the St Mary's hospital.*
4. *Parkhurst Healthcare centre. The main problem that seems to be facing Healthcare is the establishment of systems between healthcare and the prison. Historically, Healthcare staff have been employed by the prison and as such would conform to their routine.*

### PRISON LIBRARIES

Each of the three sites has its own library staffed by the IOW. Council Library Service, which has a contract with the Ministry of Justice that expires in April 2012 when it will be either renewed or go out to tender. This means the prison library staff feel a little more secure in their posts than if they were employed in libraries outside the prison.

The Library service has a manager in each site. Each library should have four members of civilian staff (incl. the manager) plus orderlies from the prison population. However Parkhurst is short of one civilian member of staff since July last year; this results in a reduction in library-based activities.

On average, 500 prisoner visits per week in Camp Hill library. In Albany the figure is 400 and in Parkhurst 200.

The location of Camp Hill and Albany Libraries are better for the prisoners than Parkhurst Library which is not as conveniently located for prisoners. The library is cold, which may be one of the reasons that the library in Parkhurst has fewer people utilising their services than the other two sites. Parkhurst induction is not held in the library, which also contrasts with the other two sites. Consequently prisoners cannot see the facilities in the library as they can in Camp Hill, and Albany Libraries. Shortage of prison staff often causes disruption to prisoners' planned use of the service. Library staff try to be very flexible to meet the needs of prisoners.

Education visits to Parkhurst library happened for a short time, but as there is no member of uniformed staff available to bring prisoners for the morning sessions, this seems to have ground to

a halt.

### STORYBOOK DADS

This service has recently been taken over at CAMP HILL from the Library Manager by an Officer in the Resettlement Unit and the work is handled by an inmate, a Peer Support Worker and classroom assistant on an I Media Course which is part of an Open University course.

A request has been submitted to do the whole operation in Camp Hill with the additional possibility of filming the fathers speaking to make an even closer link with their children. But so far permission to go ahead has not been granted, presumably because of costs. However the costs would be minimal or the service may even be self-funding.

ALBANY PRISON do their own Storybook Dads Scheme run by the Librarian who is in the happy position of having a quiet extra room in their library to operate the service, although a long time leak in the library roof which affects the books detrimentally still needs attention.

PARKHURST PRISON has the Storybook Dads scheme which is going well with numbers increasing.

### TOE BY TOE SERVICE

The Toe by Toe initiative is operated through the Shannon Trust and is designed to help prisoners improve their reading skills. The scheme is supported by the author J.K.Rowling

CAMP HILL Scheme has grown since last February when staff started the service. 1500 hours were put in the scheme till October 2010. Camp Hill has been nominated for an award from the Shannon Trust. The prisoners taking part in Camp Hill in teaching reading and writing are paid as orderlies but they are not paid for doing the same service in Albany and Parkhurst. Toe by Toe is held in the Resettlement Unit co-ordinated by the library manager working with the prison council.

ALBANY – Toe by Toe now relaunched.

PARKHURST – Toe by Toe is on hold waiting for the prison to provide support for the library in monitoring the scheme. The Library Manager has found it impossible to manage the scheme from its base in the library.

### FURTHER FACTS ON LIBRARY FACILITIES

- ALBANY runs four language courses with tapes and CVs going well.
- A new booklet regarding library services has been produced for inmates in the library.
- Services for Blind and Visually Impaired and Senior Citizens also available
- IHU a weekly delivery service is available for prisoners in hospital.
- Albany has the best stocked and largest amount of stock and produces its own publications in house as well as utilising the services of the Albany Print Works.
- PARKHURST organised a writing competition in November with a cash prize to be paid

into prisoner's accounts before Christmas. Christmas packs were well received to occupy minds over the break.

### CONCLUSION

The Board considers that there is an excellent Library Service in all three sites supported by dedicated staff. The Board's reservations are expressed above.

### RISK MANAGEMENT AND PUBLIC PROTECTION

Meetings are held monthly in Albany and Parkhurst and fortnightly in Camp Hill to reflect the comings and goings of prisoners. The meetings are usually chaired by the Head of Public Protection and attendance by staff from OMU, Police Liaison, CARATS, Mental Health In-reach, Housing and Resettlement is good. Occasionally through cross-deployment uniformed staff are unable to attend.

A similar agenda is used for all three sites however the actual content reflects the differences between the sites, for example in Camp Hill emphasis will be about ensuring appropriate accommodation has been found and approved prior to release, in Albany it may be about what materials are appropriate or inappropriate which are conducive to the individuals programme of rehabilitation. In Parkhurst it could be about new arrivals and what materials can be available in an 'integrated' prison!

Reports from Offender Managers are sometimes late or difficult to obtain due to work load pressures, so it is said!

The professional relationships between staff are good and there is an air of cooperation within the meetings and each case is treated with the same thoroughness and professionalism to achieve the right decision.

Family days have become a very successful feature in Parkhurst and Camp Hill sites, albeit only for trusted prisoners so far, but it is hoped to extend the range and frequency. The days are very relaxed and staff work hard to 'entertain' the children so that adults can have some quality time together. These days are very much appreciated by prisoners and their families alike.

Resettlement days at Parkhurst are also appreciated by prisoners when they can meet informally with the various agencies that may be able to assist them both whilst they are in prison and upon release.

### Visits

Each site has its own timetable for visits but these are generous in the number of days in which visits take place. It is noted that on occasions during the week the number of prisoners having visits is quite small but this still requires a significant number of staff to supervise.

The Family Days are always well received across all three sites and the prison officers ensure that there is a varied day to suit all ages. In view of the difficulty that families have to reach the Island and given the fact that transport booked well in advance is often cheaper, the Board hopes that

Family Days are publicised well in advance and that dates are maintained unless there are exceptional circumstances.

### **SAFER CUSTODY AND DIVERSITY**

This year's report covers the three sites, Parkhurst, Albany and Camp Hill. When clustering took place last year it was evident there were differences across the sites in the area of Safer Custody. The Board is happy to report that there are now common practices, goals and policies across the whole prison, under the leadership of the Director of Safer Custody. For various reasons, the Albany site has unfortunately not had the same level of cover from the IMB in this area and therefore what follows mainly relates to Parkhurst and Camp Hill; the Board has this deficiency in hand and all three sites are now monitored by a dedicated member.

Meetings in the prison now take place at regular intervals under the chairmanship of the Director of Safer Custody. There is one meeting each month for Safer Custody at each site and one per month for Diversity & Race Equality Action Team (DREAT), which alternates around the three sites. The meetings are well attended by relevant people and information is prepared and circulated well in advance to members of the committees. This information is comprehensive and understandable and identifies trends as a focus for the meetings. Meetings are attended by a dedicated member of the IMB. Other regular attendees include Samaritans, CARATS, CPN and prisoner representatives of violence reduction, Listeners, Safer Custody co-ordinators, prison council, diversity and MPQL (Managing Prisoners Quality of Life) co-ordinators. Evidence from these meetings shows every indication the issues are taken seriously and are acted upon, mostly with serious commitment.

There has been a greater focus this year on the completion and monitoring of Assessment Care in Custody & Teamwork (ACCT) documents. For example, in Camp Hill in March 2010 the quality of the document and the application of the ACCT policy left much to be desired, but there has been a very big improvement in the application of processes and procedures so that we now have a much tighter system that has been embraced by all concerned. There is the occasional unacceptable situation when the prisoner and the document become separated, but these are occurring less often.

Staff have received training at Foundation and Case Manager Level and about 86% of relevant staff are now trained in using ACCT documentation, the target being 100%. Training is open to everybody at the prison and all, including IMB are encouraged to attend. The aim of the Board is that all prisoners on an open ACCT should be seen at least once each week and this is managed most of the time. There has been a downward trend over the year in the number of open ACCTS (e.g. down at Camp Hill by 21%) and the vast majority of those opened are at the request of staff, rather than prisoner self-harm. This would indicate a pro-active approach by the staff. New initiatives, such as the presence of a Listener at Camp Hill Reception when new prisoners arrive, have undoubtedly contributed to this. However, in recent months there has been a turn in the trend that is likely to be partly due to the drugs problem at Camp Hill and the integration of sex offenders at Parkhurst.

There continues to be a worrying level of illegal drugs in the prison and in particular at Camp Hill, which is a category C site with a one-skin outer wall. The ease at which prisoners get hold of

drugs is a concern to us all for the obvious reasons including the link with bullying and self-harm. Too many prisoners are seen in the Segregation Units for 'own interests' as a result of drug debts.

The perennial problem of mobile phones in circulation, which again must contribute to the debt problems and consequent bullying, is ever present. There have been some initiatives to try and reduce this problem, with limited success.

In an attempt to reduce bullying and violence in general, initiatives have been put in place such as the suspension of general free-flow at Camp Hill before work each morning. Prisoners have reported, through their Council and in a survey, of being vulnerable at these times, especially as not all the open areas are monitored by staff or cameras. This measure alone has seen a marked reduction in the reported incidents. The Board has reported areas where there has been no surveillance.

The Board is concerned over the number of roof-top escapades this year at Camp Hill, resulting in specialist teams from the mainland being deployed, at very great expense. A recent survey at Camp Hill showed over 100 vulnerable spots where prisoners could gain access to out-of-bounds areas. However, this is not unusual in a Cat C jail, where security is at a lower level.

There have been three Deaths in Custody over the year, none of which has yet been dealt with by the Coroner/Ombudsman.

## **VETERANS IN PRISON ASSOCIATION (VIPA)**

VIPA was initially founded in May 2009 by a Prison Officer and a Governor based in the Parkhurst site of HMP Isle of Wight. It is now run by the Chief Executive Prison Officer David Wilson, with the help of other colleagues who are mostly ex-veterans, on a voluntary basis and in their own time. It's core aim is to reduce re-offending and in turn the number of victims, by rehabilitating the veterans who are currently in the Criminal Justice System and to reconnect them with the positive aspects of their past while serving in the Forces.

When ex-servicemen arrive in HMP Isle of Wight they are encouraged to register with VIPA and with their consent, contact is made with their Regiment and Regimental Association. This enables them to receive their campaign medals and veterans badges and help is provided in applying for service records and pensions.

In March 2010 VIPA was awarded Registered Charity (1135098) status with Lord Ramsbotham GCB, CBE as President and Simon Weston OBE as Patron. The following month there was a National One-Day Conference titled "Dealing with the Demons" which was attended by approximately 100 delegates and there is another similar event planned for this coming April.

The Princess Royal visited the prison last October and David Wilson spoke of the aims of VIPA and the work that is being done to re-integrate veterans back into society. He has also received

Butler Trust Recognition and been presented with a letter from the Chairman congratulating him on setting-up VIPA.

The Board are very impressed with the aims of VIPA and how much time and effort is given freely by David Wilson and his colleagues. Between them they try to facilitate a weekly meeting for all the VIPA members, they put them in contact with relevant external service providers and agencies to address any issues that may need resolving from their military service. They are encouraged to engage in the sentence planning process, to address their offending behaviour and to attend education if needed, or to apply for an Open University course if able, thus increasing their prospects of employment without re-offending upon their release.

At present there are 67 veterans registered with VIPA in Parkhurst and Albany together, but it is thought that there could be as many as 200 in these sites but they are too ashamed or embarrassed to come forward. The Camp Hill site does not participate due to it being a short-term establishment, but approximately 26 other prisons have set up similar groups as a result of VIPA, who now have their own web site, 575 members on their Facebook account and are currently putting together a business plan in the hope of receiving funding from the Lottery Commission.

## **CATERING**

The IMB regularly monitor the quantity and quality of food served to all prisoners. All members make a point of sampling food.

The IMB has visited the Central Kitchen, observed the preparation of food, toured the unit and spoken with senior staff. The Kitchen has up-to-date inspection certificates and is inspected regularly by environmental health inspectors from the local authority. This is a new facility and as such, is well equipped. Food is stored in appropriate spaces and at the required temperature. All health and hygiene requirements are met and the relevant, dated certificates displayed. Religious dietary preparation requirements are met.

The kitchen is staffed by specialist catering staff employed by the prison service and currently by four prisoner kitchen assistants from Camp Hill who meet the criteria for such employment as the Kitchen is outside the prison. The kitchen continues to have vacancies for Prisoner Kitchen Assistants and has recently advertised. Prisoners appear to enjoy their work and comply with all the Health and Safety and other rules of the workplace. This is a privileged job and all work under 'Release on Temporary Licence' as they have to walk to work and back without supervision. Relationships within the kitchen appear to be good.

The IMB has been provided with information on the organisation of the kitchen, menus, methods of preparation of food, health and safety, check lists and information on the catering service training provision. Prisoners have wing representatives who raise issues regarding food directly with wing officers and the catering manager. Food surveys are also carried out. All prisoners' representatives and wing staff know that having followed the normal complaints procedure if dissatisfied with the outcome may raise matters with the IMB.

Menus are planned six months in advance and give a some choice to all prisoners and is published in such a way that it is obvious to non readers as to what is on offer. Symbols also indicate special diets and dishes meeting various religious requirements. The variety of menus on offer is satisfactory. The dieticians, mindful of the interest prisoners take in their food, do try and do their best with some imaginative meals.

The amount of food for three meals plus additional bread, milk and fruit meets the £2 per head per day cost agreed with the Ministry of Justice service level agreement. Most prisoners supplement their diets with purchased food.

The IMB has followed up the following complaints;

- The continuance of a “summer” menu in autumn and winter seasons.
- The size of portions. Prisoners complain that portions are inadequate.
- Shortages of food. In particular, shortages of Breakfast Packs (replaced on wings).
- Cool food. Transportation of food within sites, delays in prisoners returning from work adding to this problem.
- Quality of food – Food sampled by IMB is edible. This is bulk catering at low cost.
- Hygiene. Complaints about dirty trolleys and utensils.
- Special diets. There is provision for prisoners with special diets and all medical conditions are catered for.
- The provision of food during Ramadan was appropriate in quantity and quality. Religious leaders especially the Imams advise on dietary requirements.

#### IMB CONCERNS

1. *.Quantity of food per prisoner and portion size.*
2. *Provision of special diets for medical reasons*
3. *IMB will raise with wing staff food on wings being transferred to the servery hot plate prematurely so allowing cooling.*

#### RECEPTION

HMP IOW has separate Reception areas within each site. The average number of prisoners moving through the Receptions varies, reflecting the different categories.

Camp Hill has a consistently higher number of admissions (25-30 a week) transfers and discharges as a Category C training establishment. Earlier in the reporting year there was a

change from prisoners wearing prison uniform to include those on Standard regime wearing their own clothing with only prisoners on Basic regime, in uniform. Officers in Reception were responsible for handing over 'own clothes' from stored property which led to a backlog of applications for clothing with some prisoners waiting for a month there was a knock on effect of delays in distributing parcels. The IMB received a number of complaints about this. Now all prisoners arriving at Camp Hill have their own clothes and the problems have been resolved.

Albany has the lowest number of receptions through per week (5-6) having a more static population many serving long sentences. In August 2010 Albany had a large number of prisoners through Reception and the Induction wing due to the change of Regime in Parkhurst.

Earlier this reporting year Parkhurst had large numbers of prisoners through Reception due to the change of Regime integrating the Vulnerable Prisoners into the general regime. This has now been achieved. Average per week is six with a further four to six for court appearances.

Officers in all three Receptions complain of escort transport arriving late in the afternoon so that the prisoners cannot be processed fully on the day they arrive and property has to be dealt with the next day.

### IMB CONCERNS

*HMP Isle of Wight is one prison, but when there are transfers from site to site a full reception procedure is followed. The in- possession items permitted varies from site to site. Prisoners frequently complain to the IMB that their property has not been transferred from their previous establishment or that their stored property is incorrectly listed.*

### INDUCTION

Induction procedure across Albany, Camp Hill and Parkhurst sites follows a broadly similar structure.

First day/night:

- Healthcare
- Shared Cell risk assessment, if applicable
- ACCT information and assessment
- First 24 Hours information
- First night phone call

### Induction Programme

This covers a structured week of timetabled compulsory sessions, the week can be commenced on any day during the week depending on when the prisoner arrives from another prison. The sessions include presentations on:

- Health and safety and Fire Awareness
- Library

- Care of prisoners and Listeners
- Offending behaviour programmes
- Gymnasium
- Education assessment and information
- Tribal (Careers Information Advisory Service)
- Diversity and Race Equality
- Violence reduction and Anti Bullying
- CARATS/PASRO information
- Independent Monitoring Board
- Citizens Advice Bureau

Much of the induction programme is delivered by prisoners who have been specially trained in various specialities.

**The Board is impressed by the care demonstrated by the Induction Wing staff over the three sites to help newly arrived prisoners to settle into their new environment and understand the Prison Regime.**

### **CHAPLAINCY**

IOW Prison Muslim population is 141 and cared for by 3 Imams. Currently there is no Buddhist or Hindu provision but these are endorsed by the appropriate faith advisers to the prison service. The team is pro-active in providing pastoral care across all faiths. Regular faith forums are held enabling greater understanding between faith groups and prisoners take more responsibility for promoting the benefits of faith groups. As a consequence there have been fewer complaints. The board has witnessed a growth in confidence as individuals share their knowledge with fellow prisoners.

#### **This Year**

A favourable inspection report relating to the Chaplaincy, with only three recommendations, the main point being a need for greater input from the diversity team.

Providing visits for the large number of foreign nationals and prisoners isolated from any family contact is a challenge due to the limitations of being located on an island. The team are actively looking at ways to recruit suitable candidates. The need for Cruse Bereavement Care representatives remains an issue, as the charity is unwilling to provide their services to the prison. Alternatively they are willing to train internal staff but with staff reductions this is less likely to happen. The Chaplaincy Team who have always been proud of their "Can Do" attitude will have to prioritise their work due to drastic, imminent budget cuts. The cost of bringing faith leaders over from the mainland is also going to be affected as the cost of ferries and hotel accommodation is not allowed for in the budget.

**The Board would be pleased to receive a Ministerial response to the following points.**

- 1. A proper system put in place, nationally, for the transfer of Prisoner's property. It is a source of frequent complaints from Prisoners when transferred from one establishment to another, often with missing property never located. Too often missing property includes personal items such as family photos and letters**
- 2. Like many other establishments, HMP IOW is housing prisoners of foreign nationalities whose sentence is completed, and they are awaiting deportation. This area needs urgent attention, not only for the individual, but to free up spaces for other prisoners**
- 3. The lack of disabled access to the Parkhurst site, Healthcare Centre, needs to be provided; such improvements should also include upgrading the toilet area.**
- 4. Not a year goes by without a report mentioning the failure of successive Governments to provide proper locations for the care of Prisoners with serious mental health issues. Staff at HMP IOW provides excellent care for some of the most difficult and challenging prisoners, but such care should be carried out in special units with specially trained staff.**
- 5. Cold food (salads) was still being provided during the extreme conditions experienced early in the winter. The "summer" menu continues to November, and the Board would like to see a review of this practice**
- 6. Drugs. The amount of drugs freely available, especially in Camp Hill site is wholly unacceptable, and causes bullying and prisoners living in real fear for their safety. Parkhurst and Albany sites suffer from illegal drugs less, but the sale of prescribed drugs, by one prisoner to another, causes great problems and funds should be provided in order to properly control the issue and taking of prescribed medication. Although dogs will not completely solve the problem, the Board find it totally unacceptable, and unbelievable that in an establishment housing almost 1700 prisoners, there is only one dog handler, who uses one passive and one active dog. Taking normal working hours, annual leave and training into account, this leaves the Jail unprotected for a cumulative total of over 130 days a year. The Board asks the Minister to review this situation as a matter of urgency.**
- 7. Although the Night Sanitation system has been much improved this year, it still fails from time to time , leaving prisoners with the only alternative of "mop and slop" As Albany site houses quite an older population, many need the toilet more than once during the night, creating even more problems. It is about time that this electronic system is put right once and for all. Just one breakdown is one too many.**

## **BOARD STATISTICS**

|  |     |
|--|-----|
| Recommended complement of the board          | 22  |
| Number at start of reporting year            | 19  |
| Number at end of reporting year              | 16  |
| New members                                  | 2   |
| Members leaving                              | 5   |
| Number of board meetings                     | 12  |
| Average attendance at board meetings         | 15  |
| Attendances at other meetings                | 42  |
| Total visits to meetings                     | 54  |
| Total number of Applications                 | 564 |
| Total number of Segregation Reviews          | 130 |
| Total number of Segregation Reviews attended | 124 |
| Total number of Deaths in Custody            | 7   |

## Applications Received

| Application Content              | Number     |
|----------------------------------|------------|
| Accommodation                    | 19         |
| Adjudications                    | 6          |
| Diversity / Immigration          | 27         |
| Education / Employment           | 45         |
| Family Contact / Visits          | 20         |
| Food / Kitchen                   | 10         |
| Health / Medical                 | 38         |
| Property / Mail                  | 107        |
| Sentence Issues / Categorisation | 83         |
| Staff & Prisoner Issues          | 34         |
| Transfers                        | 60         |
| Miscellaneous / Not stated       | 115        |
| <b>Total for all sites</b>       | <b>564</b> |

## Applications received

