



INDEPENDENT MONITORING BOARD

Of

HMP Manchester

Annual Report

1st March 2010 – 28th February 2011

Section One

The Statutory Role of the Independent Monitoring Board

1.1

The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison and Immigration Removal Centre to be monitored by an independent board, appointed by the Minister for Justice, from members of the community in which the prison or centre is situated.

1.2

The board is specifically charged to:-

1.2.a satisfy itself as to the humane and just treatment of those held in custody within its prison, and the range and adequacy of the programmes preparing them for release.

1.2.b inform promptly the Secretary of state, or any official to whom he has delegated authority as it judges appropriate, any concern it has.

1.2.c report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it, and what impact these have on those in its custody.

1.3

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.

Section Two

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Section Three

Description of the Prison

3.1 Manchester prison, formerly known as Strangeways prison, is a local prison which accepts males sentenced and remanded from courts in the Greater Manchester area.

3.2 The prison opened in June 1868 and is a fine example of Victorian architecture.

3.3 In 1963 it was decided that the prison would no longer hold female prisoners, and they were transferred to Styal prison.

3.4 From 1980 onwards remand prisoners were accepted.

3.5 Following a major disturbance in 1990, the prison underwent extensive rebuilding and refurbishment. The running and management of the prison was put out to tender. The Prison Service won the contract on a Service Level Agreement (SLA) and the prison re-opened in 1994. It is the only prison to be run under a SLA. The prison Service won the contract again in 2001. Preparations for the third bid are well under way, and the outcome should be known this year.

3.6 In 2003 HMP Manchester became part of the High Security Estate (HSE)

3.7 The residential accommodation is in two Victorian radial blocks. The Bottom jail has five wings where the population is housed as follows in single or double cells which all have integral sanitation and in-cell power points:-

3.7.a A wing holds Vulnerable and Own Protection prisoners.

B wing holds Drug free prisoners.

C wing is the Lifer Unit.

D wing houses the general population.

E wing (inner) holds Category A prisoners.

E wing (outer) holds Vulnerable prisoners.

Segregation Unit has prisoners whose behaviour is challenging.

3.7b The Top jail comprises

G wing is the Induction wing where prisoners stay for their first weeks in custody after their initial reception into prison.

H wing is where prisoners receive further drug treatment.

H1 wing is the extra enhanced wing.

I wing is where prisoners receive initial drug treatment.

K wing is the dispersal wing where prisoners stay before moving to the Bottom jail.

3.8 There is a separate Health Care Centre which incorporates both in- and out-patients. Dentistry, optical, podiatry and pharmacy facilities are also available at the centre.

3.9 Education

The main education provider is Manchester College. Classes offered include Skills for Life, Information Technology, English for Speakers of Other Languages (ESOL), numeracy, literacy, flexible learning, art, life skills and parent craft. Some classes are held in the Education Department which is situated in the Bottom jail, whilst others are wing-based for those who are unable to attend. There is also educational support for prisoners who work in the workshops on a full-time basis.

Pendleton College provide the catering training.

There is also a well stocked library in the education department.

3.10 Industries and training workshops

The workshops sited on the Croft include a laundry, textiles workshop, printing workshop, plastering and painting and decorating workshops. A recent addition is the waste management unit where the extra enhanced prisoners work. There is also an industrial cleaning course. The recently opened Crofters restaurant gives prisoners an opportunity to practise their cooking and serving skills.

All courses offer nationally recognized qualifications and are linked to employment opportunities. Alternatively they contain skills for life support.

3.11 Physical training

There is a large sports hall and several gymnasia. Recreational gym takes place every day. Accredited courses are available.

There are cardio-vascular suites on most wings.

3.12 Programmes

The psychology department offers courses to prisoners who apply and are considered to be suitable candidates in the following:-Enhanced Thinking Skills, Healthy Relationships and Sex Offenders Treatment Programme.

3.13 The Chapel is situated between the two accommodation blocks where services for different denominations take place every week. A World Faith Centre is situated in the Education centre.

3.14 Transport for category B and C prisoners is provided by Group 4 Security (G4S), whilst the prison service is responsible for that of category A prisoners. Manchester Primary Care Trust provides healthcare services at present, although this will change in the near future.

3.15 Certified normal accommodation is 948; operational capacity is 1269; whilst the population at the time of writing this report is 1163.

Section Four

Executive Summary

Particular issues requiring a response.

Each item is cross referenced to the relevant section of the report.

4.1 Issues for the Minister.

4.1.1 The development of the 'extra enhanced wing' has proved a success. The board view this project as an innovative element of the establishment's resettlement and rehabilitation agenda. (6.6.6)

4.1.2 Although the number of sentence expired FN prisoners has been greatly reduced, we remain concerned at the delays in repatriation caused, we believe, by a lack of co-ordination between UKBA and the Parole Board. (6.7.10)

4.2 Issues for the Prison Service.

4.2.1 The board believes that there is a need for a review of the documentation available for requests and complaints of a diversity nature. (5.4.13)

4.2.2 We are concerned about the number of prisoners arriving late from court, some of whom have been in the escort van for a number of hours. This is far from satisfactory. Board members believe that the escort agency, G4S, deliberately timetables late arrival at Manchester, and visits other establishments before returning to the city, in the knowledge that Manchester will not 'lock out'. Such practices negate any attempt to achieve a regime based on decency and respect. The outcome is counterproductive to the work of the reception staff at Manchester. (6.2.5)

4.2.3 The continuing requirement to make savings is having an adverse effect upon prisoners. In spite of the efforts of staff to maintain the normal regime, a reduction in the availability of overtime covering for staff absences is resulting in a deterioration of some aspects of prison life. (6.6.1)

4.2.4 The board remains concerned about the continued necessity for prisoners to eat their meals 'in-cell' within close proximity of toilets. (6.6.5)

4.3 Issues for the Governor.

4.3.1 Segregation staff are commended for the professional, caring manner in which they have responded to very difficult situations. (5.2.7, 6.5.3)

4.3.2 The board finds that the standard of completion of ACCT documents is good and in accordance with PSO 2700. (5.3.6)

4.3.3 There are concerns regarding the temperature of meals at the point of service. (6.1.2)

4.3.4 The development of 'Crofters' restaurant is a positive step forward which offers opportunities of work-based training and enhances employment prospects for prisoners on release. (6.1.5)

4.3.5 The refurbishment of the holding room in reception has been extremely worthwhile, creating a more relaxed environment. (6.2.3)

4.3.6 The reception process has been observed on a number of occasions, including an evening visit. All procedures are carried out as they should be. (6.2.4)

4.3.7 The continuation of Family Visits and the decent decision to extend the facility to Category A prisoners is a positive step towards rehabilitation and resettlement. (6.5.5)

4.3.8 The investment in 'crisis suites' on some of the wings has proved to be a positive step forward. (6.6.4)

4.4 Issues for the Healthcare Provider

4.4.1 The board is concerned that the toilet facilities in the In-patient Association room have not been improved. (5.1.4)

4.4.2 We find the provision of a palliative care cell to be an extremely positive improvement. (5.1.5)

4.4.3 The continued provision of a specialist nurse for older prisoners is to be commended. (5.1.7)

4.4.4 The delay in transfer of prisoners with severe mental health problems to secure hospital accommodation is a cause of extreme concern. (5.1.9)

4.5 Issues for the Education and Training Providers

4.5.1 The board is pleased to note the close professional relationship between the Education manager and the head of Learning and Skills. (5.5.5)

4.5.2 The Business and Industry event held in November 2010 is producing some excellent results for the resettlement and rehabilitation of prisoners. (5.5.7)

4.5.3 There is a positive atmosphere within the Education department and a high standard of staff commitment and co-operation. (5.5.11)

Section Five

Specific Areas

5.1 Healthcare

5.1.1 Healthcare continues to be provided by the Manchester Primary Care Trust (PCT).

5.1.2 The Mental Health In-reach Team (MHIT) is provided by Manchester mental Health and Social Care Trust. Members of the team visit prisoners with such needs on their respective wings on a regular basis, assessing and providing support for a wide range of needs.

5.1.3 A full therapeutic programme which supports vulnerable prisoners is available at the Mental Health Day Centre situated within the Healthcare Centre itself.

5.1.4 The Healthcare Centre in-patients section has had refurbishment to the association room. This was partially funded from the Kings Fund. The association room is much improved. However the board is concerned that no improvement has been made to the toilet facilities.

5.1.5 A palliative care cell has been provided recently. Two cells have been amalgamated to create a larger cell. Nurses have more space to give extra care to those prisoners whose needs demand it. There is better facility to hoist patients in and out of bed and/or the shower. It is a bright, clean and very functional room.

5.1.6 In the corridors some new pieces of artwork brighten up the area and make it more welcoming.

5.1.7 The role of specialist nurse for older prisoners (aged 55 and over) which began last year continues and is applauded by the board. Prisoners who would not make the effort to visit the Healthcare centre are seen approximately once a month by the specialist nurse who can assess their needs within their own environment. Any medical needs she finds can then be addressed. The nurse involved has told us that she feels that it is an important service to the older prisoner as their needs could be so easily overlooked in a busy and bustling high security environment. The nurse herself has received a Decency and Respect award for her work in this area. The scheme is very popular with older prisoners.

5.1.8 Crisis suites on some of the wings have reduced the numbers of prisoners residing on Healthcare Inpatients for whom Assessment, Care in Custody and Teamwork forms (ACCT) are open. Healthcare staff have no issues in this area.

5.1.9 The board continues to be concerned by the length of time it takes to get prisoners resident in in-patients with severe mental health problems, transferred to secure hospital accommodation. The Bradley Report recommends that once a patient has been assessed as needing to be transferred to a secure mental unit, then that transfer be made within 14 days. This does not happen and patients can sometimes wait for a few months for a suitable bed.

In 2009, the then Minister of State for Care Services, Dept of Health, pledged that "the government would work with NOMS, government agencies and the NHS to identify **by April 2010** the structural, procedural and service changes required to underpin delivery (of the above) with a phased implementation thereafter."

Last year 26 patients were transferred to secure mental units, whilst 8 patients were transferred into Manchester from secure mental units.

5.1.10 Treatment clinics are held in the out-patients area of Healthcare centre each weekday. Prisoners can ask to see the doctor, dentist, optician and podiatrist. Dental treatment is for emergency only, not check-ups. Podiatry is mainly for elderly or diabetic prisoners.

5.1.11 Also available at out-patients is a Drug Intervention Record (DIR). Offenders on methadone are offered this appointment. It is an in-depth interview and questions are very comprehensive. Physical/mental health is considered, as is drug misuse and personal and social functioning. Upon completion the prisoner receives a Comprehensive Substance Misuse Assessment (CSMS).

5.1.12 Appointments are made at one of the local NHS Hospitals for those needing specialist health services. Such appointments are conditional on the provision of escort officers. If escort officers are unavailable the appointment has to be cancelled for operational reasons.

5.1.13 Between 10% and 25% of Out-Patients appointments are not kept for various reasons. Lack of escort staff is not always the reason for failed appointments.

5.2 Segregation Unit

5.2.1 During the reporting period a prison officer assaulted a particularly vulnerable prisoner whilst on Segregation. When charged with the offence the officer pleaded guilty and received a custodial sentence.

5.2.2 An officer from Segregation was named 'officer of the year' and the board extend their congratulations.

5.2.3 Staff in the Segregation unit are applauded for their professionalism. Some of the most difficult and vulnerable prisoners are placed in the Segregation unit. During Segregation Reviews (which a board member attends aiming for 100% attendance) we observe the caring and supportive way in which staff, (from governor downwards), treat prisoners even though the prisoners themselves, can sometimes behave in a difficult and unresponsive manner. The necessary documents are always completed properly.

5.2.4 The board is notified of every prisoner placed in Segregation. Sometimes this is via our clerk.

5.2.5 Members of the board speak to prisoners every week during rota visits. We observe adjudications at least once every month. From these observations we can confirm that they are conducted well and that prisoners are treated fairly and given the opportunity to put their case forward. There is consistency across the decisions of different governors.

5.2.6 Statistics from January 2011 confirm that there is a downward trend of prisoners being on Segregation for their own protection. This is encouraging.

5.2.7 A prisoner has been on dirty protest for approximately the final two months of the reporting period. He has been treated with respect and decency throughout this time. Officers and other staff members have tried to encourage him to end the protest. Board members have been regularly asked to attend case reviews at which staff have demonstrated their professional and caring attitude. Sadly the protest continues. (See 6.5.3)

5.3 Safer Custody

5.3.1 The prison makes a big commitment to safer custody and there are several strategies in place to make the prison a safer place. Examples are Violence Reduction, Anti Bullying, Suicide Prevention and Self Harm Management and Anti Social Behaviour

5.3.2 There is a Safer Prisons Team.

5.3.3 There is a full time Safer Custody Manager and a deputy in post.

5.3.4 Meetings are held for all these strategies each month. Board members regularly attend these meetings as observers. Outside bodies such as Samaritans are also involved. Prisoner representatives such as wing Listeners also take part.

5.3.5 At their induction, all prisoners are given information on safer custody.

5.3.6 The Safer Custody manager monitors the quality of ACCT documents opened. He has found that the standard of completion is good and meets the requirements of Prison Service Order 2700 (PSO). These documents are also monitored by board members.

5.3.7 Sadly, despite the efforts made to prevent them, there have been six deaths in custody during the reporting year. Three were not unexpected as the prisoners were already very ill.

5.3.8 Five of the inquests on these deaths are yet to be heard. In total nine inquests are still outstanding, the earliest being from April 2009. Following the retirement of the Coroner a backlog of inquests accrued. The board is pleased to see this reduction in the backlog.

5.4 Diversity

5.4.1 The full time Diversity Manager is still in post.

5.4.2 There is also a full time Race Equality Officer who works to the Diversity Manager. On each wing there is a Race Equality officer.

5.4.3 The Prisoner Race Equality Group makes sure that all prisoners are represented.

5.4.4 The Diversity Calendar of events, which covers religious and non-secular themes over the whole prison, continues.

5.4.5 There is a full time Disability Liaison Officer in post who works to the Diversity Manager.

5.4.6 The policy for Prisoners with Disability includes the provision for prison carers. A prisoner's family will be involved if palliative care is necessary.

5.4.7 A Forum for Prisoners with Disability meets monthly.

5.4.8 The prison has a policy for Gay and Bi-sexual Prisoners.

5.4.9 The commitment to Diversity is seen with regularity and throughout the prison. An example is described at 6.5.5

5.4.10 There are also meetings to examine the quality of responses given to complaints on Racial Incident Report Forms (RIRF). These are chaired by the Governor and prisoner representatives attend. At the meeting held on 22nd November 2010, for example, it was noted by the governor and committee that out of 5 complaints only 2 had been dealt with properly. The remaining 3 were returned for further action.

5.4.11 An analysis of RIRF forms has shown a reduction from 25 in January 2010 to 15 in January 2011.

5.4.12 Also a Community Panel representing voluntary organisations with specific expertise acts as critical friend asking pertinent questions about policy and activity.

5.4.13 Diversity covers not just race, however, the board notes that the only form on which a prisoner can complain about any Diversity issue is a RIRF form. The board would be pleased to see other forms appropriate to the area of complaint.

5.5 Learning and Skills

5.5.1 Manchester College continues to provide all education – in classes, workshops and, where required, in a one to one environment.

5.5.2 The College now has the contract for 84 prisons, which has enabled it to regulate and monitor policy and practice across all areas. This has resulted, for example, in prisoners' education records being transferred more accurately and reliably across establishments, for qualification certificates to be sent out rapidly and easily, and for transferred prisoners not to be left with incomplete courses.

5.5.3 All prisoners are screened on entry and placed according to need. The number of remand prisoners, together with the shortage of space, makes it impossible to offer education to all who want it. However, in special urgent cases, for example, ESOL, or very basic literacy needs, Wing Officers may request that a prisoner be moved to the top of the waiting list.

5.5.4 Courses and their content are reviewed frequently via questionnaires to prisoner students, and suggestions are accepted where they are logistically possible. A recent example has been the increased emphasis on Personal and Social Development (PSD).

5.5.5 There is a very close professional relationship between the Education Manager and the Head of Learning and Skills. Consequently, and along with successful bids for extra funding, regular education takes place in most workshops, bringing together vocational and traditional academic arrangements and coherent use of examination boards.

5.5.6 The Learning and Skills Department is fortunate in having a tutor from the local Pendleton Further Education College, who supports workers in the Prison's new Crofters Restaurant with their NVQ work, thus helping them to prepare for work on release.

5.5.7 Further to the above developments, the Head of Learning and Skills was closely involved with the visit in November 2010 of 50 representatives from local business and industry, to discuss possible involvement in prisoner training while in prison and opportunities for employment on release. This is already producing results as two released prisoners are now employed in local business concerns.

5.5.8 The Education Manager's concerns regarding the short supply of accommodation for her Department have serious implication for forward planning. PSD is still limited and more could be offered to increase students' employability. However, there are positive developments in this area in the form of a North West pilot scheme called Virtual Campus using the Web Marshall programme, which offers, for example, a CV and interview package and access to 50,000 jobs. These classes take place within a workshop and are overseen and supported by a pre-release tutor funded by Offender Learning and Skills Service (OLASS).

5.5.9 Also, space has been made in the same workshop to accommodate classes in Health and Safety, and Victim Awareness, and for a team of learners to produce an in-house news magazine, 'Release', printed in the Print Shop. Together these make a substantial contribution to the Department's focus on prisoners' resettlement opportunities.

5.5.10 Throughout the year Drama and Music performers from outside groups have provided opportunities for students to plan, participate and watch performances, allowing them to explore issues such as families and relationships, and an annual Adult Learners Week emphasises activities intended to help unlock potential. Awards are given to those who have made progress in a particular area.

5.5.11 The success of the Department, (the recent OFSTED inspection resulting in Level 2 across all areas) is due to the very high standard of staff commitment, co-operation and collegiality. Although they feel overloaded with paperwork because of accountability requirements, this reflects a tight policy and work structure and is compensated by the positive atmosphere of the staff room. The most recent example of the ethos of commitment was the award of a Butler Trust Commendation to the Open University / Distance Learning Co-ordinator. She currently oversees and supports the work of 19 students working for OU degrees.

5.5.12 Within the Education Department the Prison Library is very widely used both by prisoners brought weekly from wings, and by education students. It is a very important amenity particularly for those students working at a higher level beyond basic skills needing access to information on their individual research projects. It is serviced by the equivalent of two full time staff, one full time Library Officer and three library orderlies. All staff are extremely helpful and patient and prisoners are very appreciative of this.

5.5.13 To date there have been no negative effects of current public service cuts although it is not yet known whether the Local Authority library contract will continue when it is re-assessed this year.

5.5.14 A wide range of literature is available in 33 languages, and also general information on jobs, housing and support on release. The Category A wing, Health Care and Segregation areas have small libraries which are visited weekly by Library staff. There is good communication with officers who regularly request reading material for prisoners unable to visit in person.

5.5.15 The Library staff organise a Business Club using local business people to speak and lead discussions. These are popular, as is the well established 'Story Book Dads' which enables prisoners to maintain important links with their children. A 'Reading Group' is in process of being set up.

5.5.16 Changes in library practises means that security checks have to be made when prisoners order specific books. These checks are to ascertain whether there might be risks associated. The result is delay in the receipt of the book and some difficulty for library staff.

5.5.17 A mentoring course is available in the library. This 'Toe by Toe' programme has led to 49 prisoners receiving certificates for helping at least 60 mentees achieve the initial steps towards reading using sound/symbol recognition.

Section 6

Other specific areas

6.1 Kitchen and Catering

6.1.1 The kitchen prepares meals for approximately 1200 prisoners twice a day. There is a very broad menu which includes hot and cold choices and every effort is made to suit the dietary, cultural and religious needs of all prisoners. This is managed on a budget of less than £2 per prisoner per day.

6.1.2 34 prisoners are employed in the kitchen. All receive training to Levels 1 & 2 NVQ in appropriate Food Hygiene courses. In the past year 12 employees have completed NVQ Catering, Level 2, supported by tutors from Pendleton College. Six staff and one prisoner have gained the Assessor's level. All activity is overseen by civilian chefs and prison officers. After a period of shortages of the former, recent recruitment has brought the numbers up to requirement. Strict control is maintained on temperatures and cleanliness of fridges and food flasks which deliver meals to the wings. Although the temperature of the latter is checked before leaving the kitchen there are frequent complaints that the temperature of meals served from hotplates on the wings is often not acceptable. (Board members who taste food whilst on rota visits can confirm that food served is not always as hot as it should be). Reasons for this vary and seem difficult to control but earlier switching on of hotplates is recommended by catering staff who recommend that they should be switched on at 10.30 am and 4.30 pm respectively.

6.1.3 In the kitchens all bins have tightly fitting lids and are emptied daily when half full. Waste is handled internally via the new recycling area run by Enhanced Prisoners, earning money both for them and for the Prison. A deep clean of the whole kitchen area takes place during each weekend.

6.1.4 There is good provision for toilet and washing facilities and uniforms are changed three times daily. First aid kits are available and a number of people are trained to use them. Environmental Health Officers inspect annually. Catering staff regularly visit the wings and a Governor visits three to four times weekly.

6.1.5 Early in 2011 the Staff Mess was closed after a new restaurant, Crofters", was built and opened in October 2010. Ten prisoners trained in the kitchen are employed by rotation on a weekly basis. There is an excellent range of well cooked food and takeaways, and the operation is overseen by a staff chef. The restaurant is not only popular with officers and civilians but also it offers excellent opportunities for prisoners to work in a semi- public environment adding to skills, experience and confidence for employment on release. It is hoped that the venture will be expanded in the future.

6.1.6 There were concerns when an application was made to the board by a prisoner who has (medically accepted) severe food allergies. Despite the appropriate form being held by the kitchen staff, he repeatedly received meals containing items of food to which he has allergies. The rest of his meal had become contaminated leaving him with very little nourishment. The situation is now resolved and hopefully will not reoccur.

6.2 Reception

6.2.1 Following the refurbishment of the reception area it is a more welcoming and friendly environment.

6.2.2 There is now a private area in which incoming prisoners are interviewed. This ensures that confidentiality is kept.

6.2.3 A holding room has been converted to make a comfortable room with easy chairs, a rug on the floor and posters on the wall. There are plenty of information booklets in the room. In this room new prisoners can go to be with Listeners who can explain what they can expect in a more relaxed environment. It is easier for them to take things in this way as during their interview with officers they can be given a great deal of information.

6.2.4 Members of the board have observed the reception processes on many occasions, including an evening visit, and confirm that all procedures are carried out as they should be.

6.2.5 Reception staff often have to stay beyond the end of their shift because of the late arrival of vans bringing prisoners in from court. G4S seem to have a policy of calling at other prisons first and leaving Manchester until last because they are aware that Manchester does not turn prisoners away. Prisoners can be held in a van for hours seemingly unnecessarily. This does not show respect or decency for the prisoner and is unfair on staff.

6.2.6 On some occasions HMP Manchester has to keep a prisoner just overnight before he can continue on his journey to his allotted prison because of this practise of G4S.

6.2.7 Reception staff have adopted a method of prioritising prisoners who are leaving the establishment. Those attending court are given first priority followed by those transferring to other prisons and finally those who are being released. Staff make sure that all prisoners leave no later 12.30 pm.

6.3 Visitors Centre

6.3.1 The Visitors Centre is located near the main prison entrance and is run by The English Churches Housing Group (ECHG)

6.3.2 The VC caters for approximately 16,000 children visitors per year.

6.3.2 The VC has a full time manager, seven part time staff and up to 40 volunteers.

6.3.4 In a recent publication the VC has been described as bright, welcoming and comfortable

6.4 Resettlement

6.4.1 The Princess Royal visited the prison in March 2010 to officially open the new print shop which had recently relocated to a different workshop and undergone refurbishment with the addition of new state of the art printing machinery.

6.4.2 Printing work increased and outside contracts were secured. The print shop now runs as a commercial venture and is doing very well. A lot of printing work is done for the Ministry of Justice. Also, all Manchester's in-house printing can be done quickly and efficiently.

6.4.3 Towards the end of last year, after negotiations had been completed, the workers started to do a 40 hour working week, and stayed on the Croft to have their lunch. Not only does this help the prisoner by replicating working life on the outside, it also benefits the prison because the very expensive printing machines do not have to be switched off. This saves time because the machines don't have to warm up again.

6.4.5 The success of the venture is such that the work shop is due to expand in the near future with the addition of more expensive, state of the art machinery expected.

6.4.6 When board members visit the print shop on rota visits the workers always appear to be happy at work and give positive feedback about their workplace and the work they do.

6.4.7 The print shop received a commendation at the recent Elton Trophy awards.

6.4.8 There are 8 extra enhanced prisoners from H1 wing working in the recently opened waste management unit at any one time.

6.4.9 The waste management unit is proving to be a big success. The initial cost of the machinery was about £100,000. The plant recycles paper, cardboard, cans, plastic bottles and plastic bags along with plastic cutlery and crockery. Bedding and towels are also recycled. Paper and cardboard are sold for around £40 per tonne, plastic for £60-£70 per tonne and metal sells for £120 per tonne. A compressor is used to flatten all the cans, plastic bottles, paper and cardboard. This recycling reduces the prison's carbon footprint as there is less landfill. Plastic plates and cups thrown away by prisoners are checked. Any fit for re-use are washed, in a newly purchased dish washer, and then returned to wing. The manager of the unit is amazed to report that up to 2000 pieces of plastic cutlery and crockery are returned to the wings each week. In a sample week the total cost to replace the amount of clothing, bedding and towels recovered from waste bins came to £1094.50. The purchase of a macerator to recycle food waste is under consideration. The possibility of running the unit for seven days per week is under consideration.

6.4.10 ACHIEVE is funded by the European Social Fund (ESF) and National Offender Management (NOMS). The Achieve team attend the 'six week to discharge board' each Wednesday morning. They assist prisoners to deal with all aspects of returning to the community. They can give help with opening a bank account, or assist with queries about probation, housing, or benefits. They also give details of important telephone numbers and other back up information.

6.4.11 The Choose Change project continues. It is funded until September 2011. What will happen after then is not known. Every prisoner on the programme has a bed sourced for when he is released. There are statistics to show that the re-offending rate before the Choose Change project began was 24% and is now 14%. It is pleasing to see such a reduction.

6.4.12 The laundry continues to have outside contracts and is due to be refurbished with better equipment in the near future. Hopefully after that even better contracts will be secured.

6.5 Respect and Decency

6.5.1 It was very pleasing to have sight of at least four letters of thanks and appreciation from prisoners/ex-prisoners/family members during the reporting period. This confirms the fact that staff try very hard to treat prisoners humanely and with dignity and respect.

6.5.2 A high profile prisoner was assaulted by prisoners at another establishment and brought to Manchester. He was placed in the gated cell on Healthcare centre and was under constant observation for his own safety. After several weeks the Governing governor and the head of psychology together, reassured him that a member of his family was safe and told the prisoner that he would be kept safe and would not be moved from Manchester until at least his trial. After these reassurances the prisoner said he no longer felt suicidal and following this the frequency of his observation could be scaled down. He was then able to be on normal location within Healthcare. The board is pleased to be able to report this as evidence of respect and decency.

6.5.3 As reported earlier (see 5.2.7) a prisoner on Segregation has been on dirty protest for at least the last two months of this reporting period. The Segregation staff have done their utmost to help him, above and beyond their duty of care. Board members have seen this at first hand, weekly during rota visits and daily when special accommodation was used, and have acted in the role of observer at review meetings.

6.5.4 Some time ago family visits were introduced. They take place in the visits hall on a Saturday, once each month. Prisoners can meet their family and be together as a family for most of the day. Prisoners are invited to apply to have a family visit and then a selection is made to identify which prisoners will be allowed the family visit. They have proved to be very popular and have been a big success. Even more pleasing is the fact that families can bring in a camera and a prison officer will take a family photograph, for which the prisoner is allowed to remove his bib. The board congratulates the prison on this development. Recently these visits were extended to Category A prisoners which is another positive step forward.

6.5.5 One of the board members who has hearing problems, met with a prisoner who also is hard of hearing whilst on a rota visit. He felt concerned about the prisoner's difficulties and discussed the matter with the Residential governor. Following on from this the board member brought his own personal loop, which he uses to watch television, into the prison and gave a demonstration to the Residential governor who then ordered 14 of them for the use of any prisoner who may need one. The induction wing Senior Officer keeps a couple of them on the wing for any new prisoners who may need one. Spare batteries are kept on the wing along with replacement hearing aid batteries.

6.6 Wings

6.6.1 As a result of budgetary cuts there has been a reduction in staffing levels during the year making the system of 'wing pairing' vital in terms of rotas and shifts. Gaps in officer teams were generally covered by overtime but despite the fact that officers are working hard to maintain high standards within the regime they feel that the changes caused by the current economic situation is having an adverse effect on prisoners.

6.6.2 There is high quality on-going training in many aspects of prison work. Beyond the general training for wing officers and the very specialised training for Category A and Segregation Unit staff, there are both new and refresher courses in important areas such as ACCT management, defibrillator use, Control and Restraint, Security Awareness, Faith Awareness and most recently in Information Assurance Training. IMB members are invited to attend as observers where relevant and those who do report back thus enhancing the knowledge and work of the board.

6.6.3 Wings containing prisoners remaining for longer periods are more settled and easier to manage as both staff and prisoners are familiar with routines and personnel and officers speak of feeling a sense of 'ownership'. Great effort is made across all wings to accommodate a prisoner's cell needs, e.g. smokers/non smokers, and Muslim prisoners who need to pray frequently.

6.6.4. Most wings have high standards of 'listening' arrangements and on the Induction Wing 'insiders'. On three wings the prison has invested heavily in crisis suites to support its Safer Custody Policy. On each wing two cells have been remodelled into one large suite permanently accommodating a listener and with arrangements for a prisoner with severe problems to move in temporarily. The facilities are well used and officers believe that they play an important role in preventing serious incidents.

6.6.5 There is a high standard of cleanliness on the wings and in cells. Where standards are seen to fall in the latter, officers ensure that improvements are made. During the past year screening has been erected in the toilet area of cells. This offers some privacy for prisoners whilst still enabling officers to check on prisoner safety. However, the proximity of toilets and eating areas continues to be of considerable hygiene and personal concern to the board.

6.6.6 H1 wing now houses extra enhanced prisoners who have more privileges than other prisoners. There is a toaster, kettle, microwave and 'fridge on the wing for their use. They can use the shower, the washer and the cardio vascular gym equipment when they choose. They get up at 7.30 am and are not locked up in the evening until 8.30 pm. They are mainly Category C prisoners due to be released fairly soon. Staff are putting forward the recommendation that they should be able to eat their meals together out of cell. These prisoners work in the Waste Management Unit

6.7 Foreign Nationals

6.7.1 There are currently 126 Foreign Nationals (FN) across all wings. 15 of these have little or no English understanding. These prisoners, whenever possible are placed with someone who can speak their language and who help them to understand what is being said to them.

6.7.2 The largest numbers of FNs come from Pakistan, Ireland and Nigeria.

6.7.3 There is a designated FN co-ordinator for the prison and a FN representative on each wing. This representative is a prisoner who either speaks a foreign language or is very sympathetic towards FNs. He is often the wing cleaner.

6.7.4 Every fortnight a forum is held to discuss issues with prisoners who have concerns.

6.7.5 On induction FNs receive a wide ranging Help and Information Guide covering issues such as phones, mail, money, visits, racial equality and relevant addresses and phone numbers. This is available in 14 different languages.

6.7.6 Big Word offers a telephone translation service freely available and funded from the prison's budget. All information regarding FNs is available to officers on the NOMS systems.

6.7.7 The prison chaplaincy is closely involved in all aspects of FNs' care.

6.7.8 United Kingdom Border Agency (UKBA) has a representative seconded to and working in the prison four days each week. The secondment is open ended and his salary is funded by UKBA. The working relationship between the UKBA representative and the prison's FN co-ordinator appears to be excellent and this has a positive impact.

6.7.9 He runs a regular open surgery for FNs who have individual problems or for Sentence Expired Detainees who wish to check on their immigration status and progress being made with their case. This is held in the visits hall. Volunteer prison visitors come to assist as well as solicitors who give their services free of charge.

6.7.10 The number of FN prisoners held beyond their sentence expiry is now greatly reduced. Unfortunately, when the sentence expires UKBA will not deport them until the Parole Board (PB) grant them parole. This can take some time.

6.8 Detainees

6.8.1 For a period of three months seven terrorist suspects were held at Manchester in a specialised Detainee Unit. Although not part of the Segregation Unit the Detainee Unit was housed within the same wing.

6.8.2 The detainees were transferred to Manchester from other establishments. At the end of their stay here they were returned to their previous establishments.

6.8.3 Officers were selected to staff the unit and procedures and protocols were put in place to make sure that the detainees received their full entitlement regarding regime and privileges.

6.8.4 Their faith and dietary requirements were met in full.

6.8.5 Board members met with them once each week on rota visits and listened to any concerns they had.

6.8.6 The prison has received a very positive report back from NOMS on the success of the operation. The accommodation provided for the Detainees may be used in future for other purposes

Section Seven:

The Work of the Board.

7.1.1 We are pleased to report that of the five submissions to the Minister for new member appointments, four have now started their initial, in-house training. Unfortunately the fifth prospective member was not able to take up his appointment. With the resignation during the year of one experienced member due to family commitments the total of board members is now 22.

7.1.2 The board has been fully represented at Area Chairman's Meetings, High Security Estate Meetings, Contracted-Out Estate Meetings, Category "A" Review Panels and Close Supervision Centre Management Meetings held throughout the year.

7.1.3 A total of 119 member visits have been made throughout the year for Rota Monitoring purposes. IMB Manchester continues to employ 'Best Practice' by maintaining two board members on rota visiting duty in any one week. The members on weekly rota monitoring duty continue to respond to all 'call out' situations entailing attendance this year on 15 additional occasions, which although a substantial reduction on last year still requires extra visits to the establishment every three and a half weeks. Since the Annual Team Performance Review (ATPR) midway through the year the board has attempted to reduce the number of 'extra' visits by requiring all members to respond to a 'call out' situation regardless of duty rotas. This has meant that any member visiting the establishment for whatever purpose has responded to the need as it arose, which at times has resulted in the original purpose of the visit being postponed. The subsequent effect of which is some areas of work being downgraded or delayed.

7.1.4 In addition to being the largest High Security Prison in the country HMP Manchester is also a 'core local' serving the courts around Greater Manchester. This dual role necessitates the board responding to the needs of a wide and ever changing population. One area which the board is determined to continue to include as a high priority for monitoring is the use of Segregation and the accompanying 72 hour reviews. To this end, board members have attended 228 (95%) of the 240 reviews held during this reporting year. Such reviews have taken place on a total of 105 different days.

7.1.5 Whilst our attendance at Segregation Reviews is no longer mandatory, we believe the independent monitoring of the use of segregation is an essential element of our role at Manchester. We will therefore review our current practices in order to increase our presence and involvement in the use of segregation. This should not be read as an implied criticism of the Care and Separation Unit at Manchester, a report on which is to be found elsewhere in this document.

7.1.6 Adjudications are monitored on a sampling basis once a month. Board members attend a cross-section of hearings led by different Duty Governors and the District Judge. We believe that Adjudications are conducted in a fair and open manner, with full participation of the individual concerned and parity of outcome across the sample monitored.

7.2.1

Board Statistics

	2008-2009	2009-2010	2010-2011
Recommended Complement of Board Members	20	20	20
Number of Board members at the start of the reporting period.	13	16	19
Number of Board members at the end of the reporting period.	16	19	22
Number of new members joining within the reporting period	4	3	4
Number of members leaving within the reporting period	1	Nil	1
Total number of Board Meetings during the reporting period	12	12	10
Average number of attendances at Board Meetings during the reporting period	10	15	14
Number of attendances at meetings other than Board Meetings	50	56	21
Total number of visits to the prison, including meetings	770	918	678
Total number of Applications received	307	397	350
Total number of Segregation Reviews held	N/A	254	240
Total number of Segregation Reviews attended	N/A	253	228
Total number of Adjudication Sessions attended	12	12	12
Total number of Call Out attendances	N/A	N/A	15
Total attendances at Training sessions held	N/A	N/A	54
Board attendance at Annual Team Performance Review	N/A	19	18

7.2.2 Prisoner Applications to the Board are dealt with by an additional rota involving two members each week. All Applications are dealt with within the board's agreed time limit of seven days from receipt of the request. It should however, be noted that a number of Applications require much longer to reach a conclusion, necessitating additional visits to the prison over an extended period.

7.2.3 The following Table illustrates the number and category of Applications received by the Board during the reporting period together with previous years' comparisons.

IMB Manchester Prisoner Applications 2010-2011

Code	Category	2006/7	2007/8	2008/9	2009/10	2010/11
A	Accommodation	2	3	8	15	22
B	Adjudications	3	0	6	7	3
C	Diversity related	2	3	16	2	2
D	Education/employment/training	10	6	18	16	12
E	Family/visits	14	36	38	28	59
F	Food/kitchen related	1	5	3	3	0
G	Health related	39	26	40	55	42
H	Property	30	33	39	88	105
I	Sentence related	20	19	28	46	22
J	Staff/prisoner related	15	18	28	48	46
K	Transfers	5	63	23	44	34
L	Miscellaneous	24	93	60	45	3
	Total number of applications	165	305	307	397	350

7.2.4 Concerns relating to property have increased steadily over the past two years and now constitute 30% of the total Applications received. Although the main concern relating to this issue is the loss of property as a result of transfer from other establishments, there is a growing trend of problems arising from internal losses or queries stemming from a variety of reasons including theft, non acceptance of items

at Reception (brought by visitors) and issues with IT and the availability of telephone facilities (pin cards, numbers etc).

7.2.5 The total number of Applications received has decreased this year. This is without doubt due to the Board's attempts in recent months to encourage individuals to use the procedures in place within the prison to deal with request and complaints allowing more time for Board members to engage in effective conversation with prisoners which in turn enhances and informs our understanding of the quality of prison life.

7.2.6 The ATPR which took place in October was attended by 18 board members. We see the review as an essential part of the development of the board's work giving an opportunity for all concerned to contribute towards agreed best practice. A half-day training session was held in February which built on the needs arising from the ATPR, this was similarly well attended.

7.2.7 Although we have this year not included any establishment visits in our training schedule, we were pleased to host members from the IMB at HMP Haverigg on their visit to Manchester in November. Eight members of the board attended the High Security Estate IMB Conference at Milton Keynes in March and two delegates attended the IMB Prisons Conference in Leicestershire in September. Two members attended a Category A Workshop which took place at Newbold Revel, the Prison Service Training College.

7.2.8 The IMB at HMP Manchester has faced a number of challenges in recent years, not least of which has been the influx of 11 new members (85% increase), all of whom have required induction and training, bringing challenges which the board has met exceptionally well. The resultant changes to rotas and patterns of working have also been similarly well received. It is to the credit of individual members and to the board as a whole that IMB Manchester has been able to meet such challenges whilst maintaining a constant, high quality, effective monitoring role at HMP Manchester.

Section Eight

Glossary of Abbreviations Used

ACCT	Assessment, Care in Custody and Teamwork
ATPR	Annual Team Performance Review
CSMS	Comprehensive Substance Misuse Assessment
CV	Curriculum Vitae
DIR	Drug Intervention Record
ECHG	English Churches Housing Group
ESOL	English for Speakers of Other Languages
FN	Foreign National
G4S	Group 4 Security
HMP	Her Majesty's Prison
HSE	High Security Estate
IMB	Independent Monitoring Board
MHIT	Mental Health In-reach Team
NHS	National Health Service
NOMS	National Offender Management Services (Amalgamation of the Prison and Probation Services)
NVQ	National Vocational Qualification
OFSTED	Office For Standards in Education
OLASS	Offender Learning And Skills Service (part of the Learning and Skills Council)
OU	Open University
PB	Parole Board
PCT	Primary Care Trust
PSD	Personal and Social Development
PSO	Prison Service Order
RIRF	Racial Incident Report Form
SLA	Service Level Agreement
UKBA	United Kingdom Border Agency
VC	Visitors Centre