

HMP Manchester

Independent Monitoring Board

Annual Report

March 1st 2008 - February 28th 2010.

Section One.

The Statutory Role of the Independent Monitoring Board.

The Prison's 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.

The Board is specifically charged to:

- (1) 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.
- (2) inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has.
- (3) **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.**

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.

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This Annual Report must be read against the backdrop of "efficiency savings" which have been required in recent years. Whilst recognising that such "savings" might be necessary in order to achieve "best value" throughout the public sector it is also important to recognise and acknowledge the efforts of everyone connected with HMP Manchester in achieving the required level of savings without causing too much of an adverse effect upon the quality of life of those held in custody within the establishment. Safety, respect, purposeful activity and resettlement are values which have remained uppermost in the mind when "savings" are discussed. It is to their credit that the staff at HMP Manchester have protected such values whilst continuing to meet targets and maintain performance expectations to a high standard.

The Independent Monitoring Board at HMP Manchester is concerned that the continuation of "savings" year on year will undoubtedly create a situation in which prisoner expectations cannot be met. The expectation of a certain standard of living is a basic human trait, for a prisoner this translates into the provision of safe accommodation, contact with family and friends, a satisfactory diet and the opportunity to take part in activities to occupy the mind and body. Students of the history of custodial establishments would agree that such expectations have not always been present, nor have they been met, often resulting in resentment and distress amongst those who find themselves in a "warehousing" situation. The expectations of custodial life are

far removed from the reality of the past and need to be acknowledged and satisfied in order to avoid the inevitable reaction of individuals who, having lost their liberty may also perceive themselves to be of little or no value.

The Board believe that “best value” does not always equate to “best practice”.

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Section Three.

Description Of The Prison.

HMP Manchester was built in 1868, and parts of the prison are listed buildings. Female prisoners were removed and transferred to HMP Styal in 1963 and remand prisoners have been accepted from 1980. It was extensively damaged in the disturbance of 1990 and has since had a new administration block, gate house, visitors' centre, kitchen, workshops and gym built. The site covers an area of 63 acres split by a public road, crossed by a connecting bridge. The establishment is a “core local” prison holding a small number of Category “A” prisoners and has since April 2003 been managed as part of the High Security Estate. It is the only such prison to be run under a formal Service Level Agreement, following a successful bid by the Prison Service when it was market tested in 2000. The prison now faces a second market testing process in 2010.

There are two separate accommodation blocks. The lower prison has five wings containing the lifer, drug-free, vulnerable prisoners, and segregation units. The Education Department and a multi-faith room are also housed in the lower prison. The Chapel lies between the lower and the upper blocks. In the upper prison there are four wings, including the first night, induction, remand and drug treatment facilities. There is a separate Health Care Centre, incorporating in-patients, day care and pharmacy facilities. On the Croft (i.e. over the bridge) are the kitchens, gymnasium and the workshops.

Certified normal accommodation is 948; operational capacity is 1269.

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.

- ES 4.1.1 There is a small, but consistent number of foreign national prisoners being held beyond their sentence expiry date. This is a blatant breach of human rights and should be addressed without delay. (5.6.7)
- ES 4.1.2 The Indeterminate Sentence for Public Protection is causing anxiety and distress amongst a growing number of prisoners. The Board is convinced that the introduction and continuation of the IPP Sentence has been totally mismanaged by all concerned in the criminal justice system resulting in large numbers of prisoners being held static in custodial environments which are ill-equipped to cope with their perceived needs and sentence requirements. We urge the Minister to commission an early review of this form of sentencing and to take steps to remedy the impossible situation in which many prisoners now find themselves. (6.0.9.)

4.2. Issues for the Prison Service.

- ES 4.2.1. Although the Board recognise the limitations of the Victorian design of HMP Manchester, there continue to be concerns surrounding the necessity for in-cell dining. The eating of meals in close proximity to a toilet is far from satisfactory and we urge the Prison Service to investigate ways in which this practice might be avoided. (5.2.3.)
- ES 4.2.2. Having been deprived of his liberty a prisoners personal property is a Treasury of meaningful possessions, the loss of any part of which causes a great deal of concern and mistrust. Much of this dissatisfaction could be avoided if whole issue of property was simplified and was transparent for all to understand. We ask that the Prison Service investigates the possibility of a standard facilities list which is common throughout all establishments. The current practice of relying on local management agreements results in a complicated system which the individual prisoner is unable to comprehend. (6.0.8.)

4.3. Issues for the Governor.

- ES 4.3.1. The practice of issuing breakfast packs with the evening meal raises

health and hygiene questions. We ask that senior management review the situation in the light of the Board's concerns. (5.2.2.)

ES 4.3.2 The Board ask that measures are taken which will ensure the maintenance of the correct temperature of food at the point of service. (5.2.4.)

ES 4.3.3. A more stringent quality control of comments in ACCT documents would result in a more meaningful document which would in turn be more informative at the review stage. (5.8.7)

ES 4.3.4. The cots in the visitors reception and search area should be cleaned after each individual use. (6.0.6.)

ES 4.3.5. Board members have been concerned about the number of non-attendances at Healthcare outpatient appointments, on the 17th August 2009 for example there were a total of 37 non-attendances, 18 morning and 19 in the afternoon.

On investigation it appears that some, not all, non-attendances are as a result of a lack of officers being designated as escort. Although accepting that operational issues might at times interfere this is not an isolated example and is one which adversely affects the smooth running of the Healthcare Centre. (5.0.12)

ES 4.3.6. The number of patients in the Healthcare Centre for whom an ACCT Document is open remains a cause for concern. It is the view of the IMB that the number of open ACCT document for patients resident within the Healthcare Centre is disproportionate to the population of the prison. (5.0.8.)

4.4. Issues for the Healthcare provider.

ES 4.4.1. The Board are concerned about the number of patients resident in the Healthcare Centre suffering from severe Mental Health issues. Transfer to a secure mental health unit appears to take an inordinate amount of time. (5.0.7.)

ES 4.4.2. The Board are concerned about the suitability of access to the Healthcare Centre for prisoners with poor mobility. (5.0.11)

ES4.4.3.. Healthcare staff experience great difficulty in assessing and treating mentally ill foreign national prisoners and in engaging external NHS resources. It is vital that the NHS takes responsibility for through-care for foreign national prisoners who are approaching release. (5.6.6.)

Section Five.**Specific Areas.****5.0 Healthcare.**

- 5.0.1. Healthcare is provided by the Manchester Primary Care Trust.
- 5.0.2. Treatment Clinics are held each day, Monday to Friday, in the Outpatients Section of the Healthcare Centre.
- 5.0.3. Patients requiring specialist health services attend by appointment at one of the local NHS Hospitals. As attendance at such appointments remains conditional on the provision of escort officers, this often results in the cancellation of the appointment for operational reasons.
- 5.0.4. There is a Mental Health In-Reach Team, provided by Manchester Mental Health and Social Care Trust.
- 5.0.5. Mental Health Team staff regularly visit patients in their own wing environment providing assessment and intervention for a wide range of mental health problems.
- 5.0.6. A Mental Health Day Centre within the Healthcare unit offers a full therapeutic programme, supporting patients who may be vulnerable.
- 5.0.7. Education provision within the Healthcare Centre is provided by staff from Manchester City College.
- 5.0.8. The number of patients in the Healthcare Centre for whom an ACCT Document is open remains a cause for concern. It is the view of the IMB that the number of open ACCT document for patients resident within the Healthcare Centre is disproportionate to the population of the establishment.
- 5.0.9. The Board are concerned about the number of patients resident in the Healthcare Centre suffering from severe Mental Health issues. Transfer to a secure mental health unit appears to take an inordinate amount of time.
- 5.0.10. A specialist nurse for “older prisoners” has been appointed in the last year. This is an important development, recognising the particular needs of prisoners who are aged 55 or over. Patient visiting is conducted within the prisoners own environment on the wings with a case load of approximately fifty individuals being visited on a monthly basis.
- 5.0.11. The Board are concerned about the suitability of access to the Healthcare Centre for prisoners with poor mobility. Elderly Prisoners may be particularly vulnerable due to their

physical disabilities.

- 5.0.12. Board members have been concerned about the number of non-attendances at Healthcare outpatient appointments, on the 17th August 2009 for example there were a total of 37 non-attendances, 18 morning and 19 in the afternoon. On investigation it appears that some, not all, non-attendances are as a result of a lack of officers being designated as escort. Although accepting that operational issues might at times interfere this is not an isolated example and is one which adversely affects the smooth running of the Healthcare Centre and prisoners are not receiving the medical attention that they need.

5.1. Segregation Unit.

- 5.1.1. The Board are pleased to comment upon the professionalism of the staff in the Segregation Unit. Their approach to their role illustrates a high level of care and interest in the welfare of prisoners located on the unit.
- 5.1.2. Members of the Board visit the Unit regularly to speak to every prisoner in the unit and to attend Segregation Reviews throughout the week.
- 5.1.3. The Board is informed, via the IMB Clerk, of every prisoner located in the Segregation Unit.
- 5.1.4. Segregation Reviews are scheduled to be held on Monday, Wednesday and Friday afternoons of each week. The Board aims for full attendance at such Reviews.
- 5.1.5. Although the Reviews are, in the main, conducted well with prisoners being given the opportunity to express opinions or concerns, the Board have on one occasion in the past year disagreed with the outcome of the review. The disagreement was with the decision made rather than with the process and was reported and progressed in the recommended manner.
- 5.1.6. Adjudications are attended and monitored on a monthly basis by members of the Board. We have found the adjudication process to be well organised with consistency of outcome amongst the Duty Governors.

5.2 Kitchen

- 5.2.1. The main kitchen is clean and well managed, providing work for approximately 30 prisoners each day, serving some 1,200 meals twice a day.
- 5.2.2. Breakfast packs, including milk are issued with the evening meal. Although this is longstanding practice the Board have concerns regarding resulting health and hygiene issues.

- 5.2.3. The lack of suitable space for meals to be taken “out of cell” is of concern due to the resulting practice of eating meals in close proximity to in cell toilets.
- 5.2.4. Board members regularly taste meals during Rota Visits. We have found that, on a number of occasions, the food was not maintained at the recommended temperature levels at the point of service.
- 5.2.5. Meals are preselected from a full and varied menu which is inclusive of the dietary requirements of different faith groups.

5.3. **Diversity.**

- 5.3.1. A full time Diversity Manager was appointed in February 2009.
- 5.3.1. There is a full time Race Equality Officer in post.
- 5.3.3. A Prisoner Race and Equality group ensures that prisoners, particularly Black and Minority Ethnic prisoners, are able to make their views known.
- 5.3.4. There is a Diversity Calendar of events covering religious and non-secular themes involving various departments and the kitchen in the organisation of events.
- 5.3.5. There is a full time Disability Liaison Officer in post.
- 5.3.6. There is a Policy for Prisoners with Disability which includes provision for prisoner carers.
- 5.3.7. A Forum for Prisoners with Disability meets on a monthly basis.
- 5.3.8. The Board are concerned about the suitability of access to Healthcare for prisoners with poor mobility. (see 5.0.11)
- 5.3.9. There is a policy for Gay and Bi-sexual Prisoners.

5.4. **Reception.**

- 5.4.1. Staff recognise that travelling time on the escort vehicles may be excessive and subsequently deal with all new reception as quickly as possible.
- 5.4.2. All Warrants are checked prior to prisoners leaving the escort vans.

- 5.4.3. Reception staff deal with prisoners in a sensitive and respectful manner, taking particular care to put first time offenders at ease. After being checked in at the desk prisoners are placed in holding areas, (VP's in separate areas,) whilst awaiting private interview. New prisoners immediate anxieties are discussed and dealt with at this time.
- 5.4.4. Due to the design of the area, shower facilities are not ideal, having only a shower curtain for privacy.
- 5.4.5. The strip search procedure is explained, and for those for whom English is not their first language, Language Line is used.
- 5.4.6. Prisoner's property is checked in their presence and accounted for on their Property card. The prisoner is asked to sign that this is a true record.
- 5.4.7. The Board note that for the year September 2008 to August 2009, in excess of one thousand pounds was paid in compensation for lost or stolen property.
- 5.4.8. Following initial assessment prisoners are taken to the residential wings, any who wish to see a doctor can do so later. This reduces the amount of time an individual may need to remain in Reception.
- 5.4.9. Prisoners are seen by an interviewing officer and nursing staff where any medical needs are assessed, vulnerable prisoners are identified, an ACCT document may be opened, and a plan for immediate care is formulated. Prisoners with a dependency to alcohol or drugs are offered a place on the Detox Wing.
- 5.4.10. A cell sharing assessment (CSRA) form is completed in all cases.
- 5.4.11. All prisoners are assessed, but a Governor interviews those who are identified as high risk, or vulnerable, for approval.
- 5.4.12. Prisoners are offered a free telephone call, a reception letter, and a smokers or non-smokers pack, both of which include a two pound phone card.
- 5.4.13. There is currently an ongoing refurbishment of the Reception Area. This will create a more friendly and welcoming environment displaying positive and helpful information. An information channel presented by the "insiders" will be displayed on TV screens in holding areas, and insiders are also available when and where needed. Toilets are located in all holding areas.

5.5. **Induction.**

- 5.5.1. There is good liaison between staff in Reception and Induction.
- 5.5.2. Staff and the “Insiders” present the prisoner’s induction programme. Induction takes place over several days during which prisoners can approach both staff, and insiders, at any time with their concerns.
- 5.5.3. On induction, prisoners are informed about the help that they can receive, how to arrange pin-phone numbers, canteen and correspondence. They are also advised of the prison’s expectations and that they are asked to sign a compact, agreeing to prison rules.
- 5.5.4. The Unit manager takes overall responsibility for the effective running of the Induction Programme. The Immigration Officer interviews any foreign national prisoners and written information is available in 26 different languages for prisoners for whom English is not their first language. Big Word is also available.
- 5.5.5. The Education Department provides a compulsory but basic assessment of all prisoners.
- 5.5.6. Prisoners serving a minimum of four years are informed, in writing, of their Parole eligibility date and eligibility for Home Detention Curfew (HDC) within 72 hours of arrival at prison.
- 5.5.7. Job Centre plus offer advice and assistance regarding action to take in relation to benefit claims, council tax, rent or mortgage, water rates and services, National Insurance contributions and income tax etc.
- 5.5.8. Remand prisoners and those eligible for bail are seen by a Legal Services Officer, and the Bail Information Officer within 24 hours of admission. The Board note that a little over 150 such interviews take place each month. A list of local Solicitors is available on request and Legal Services Officers will make contact with Solicitors in an emergency. Prisoners who require a computer to support their legal work make an application through the library. The effect of first time appeals on an individuals HDC date is also explained.
- 5.5.9. Prisoners are given information regarding the process of making a formal complaint, including their right of access to the Governor. Prisoners are made aware of the protection that the prison should give to correspondence with their legal representative.
- 5.5.10. All of the induction information is given over a period of one week, both verbally and in the Induction Booklet.

- 5.5.11. A Crisis Suite is available on the wing for those prisoners who are in need of emotional support. The Listeners, trained by The Samaritans, are available on the wing 24 hours a day.
- 5.5.12. During the second day of the induction programme information regarding the work of the IMB is given by the Insiders. By working closely with the insiders we have updated the information available to them and have jointly produced an Information Sheet detailing the work of the IMB. This sheet will soon be available in a number of other languages. The Board are pleased with the co-operation afforded to them by staff and prisoners in the development of this in-house public relations exercise. Further work is being undertaken which will include the promotion of the Board via the in-cell information channel.
- 5.5.13. Ex- members of the Armed Forces receive an additional booklet published by HMP Manchester Veteran's in Custody Support Service (VICS). There is also a member of staff appointed as Veteran's In Custody Liaison Officer.

5.6. Foreign Nationals Prisoners.

- 5.6.1. HMP Manchester has a designated Foreign National Prisoner Officer from whom the Board receive regular daily bulletins regarding the status of foreign national prisoners.
- 5.6.2. Within the National Service Level Agreement between the Prison Service and the United Kingdom Border Agency, HMP Manchester is a designated "spoke" site.
- 5.6.3. Foreign national prisoners are identified at the reception stage and are seen by the foreign nationals officer. A full assessment of their needs takes place and they are provided with a "foreign nationals guide", which is available in several languages.
- 5.6.4. There are fortnightly surgeries with United Kingdom Border Agency staff attended by all new foreign national prisoners. Other foreign national prisoners are able to attend by appointment.
- 5.6.5. IMB members have noticed foreign national prisoners unable to engage in the social life of the wings due to being unable to speak English. However, the development of an "induction buddy" system has gone some way towards alleviating this problem.
- 5.6.6. Healthcare staff experience great difficulty in assessing and treating mentally ill foreign national prisoners and in engaging external NHS resources. It is vital that the NHS takes responsibility for through-care for foreign national

prisoners who are approaching release.

- 5.6.7. There is a small, but consistent number of foreign national prisoners being held beyond their sentence expiry date. The Board urges the UKBA to progress any issues surrounding the continued incarceration of these men and bring their overlong stay in custody to an end.
- 5.6.8. Overall, a promising picture emerges of foreign national management in HMP Manchester but we do not underestimate the dangers of the growth in the foreign national population in increasing the complexity of prison management and keeping this often vulnerable section of the population safe.

5.7. Learning and Skills.

- 5.7.1. Manchester College is the provider for all education classes and certain vocational training workshops. Pendleton College is responsible for training and assessment in catering.
- 5.7.2. National Vocational Qualifications, Level 2 or City and Guilds Certificates are available for most workshop courses. Achievements are good and links with outside organisations have assisted prisoners to obtain employment post release, the painting and decorating course being an example.
- 5.7.3. Following a successful bid for funding the range of vocational courses has been extended by the opening of a modern, fully equipped printing workshop. This new development is of commercial and industrial standard and will further encourage and enhance the employment skills of prisoners.
- 5.7.4. The quality of education provided is good, with the overall objective of enhancing the employment possibilities of prisoners. Staff/prisoner relationships are good and founded on mutual respect, all of which is reflected in the levels of attendance and punctuality for sessions.
- 5.7.5. Issues of equality and diversity underpin the attitudes and values of staff and are promoted well.
- 5.7.6. The development of personal and social skills is catered for by a wide variety of courses including parenting skills, family relationships, health living, art and psychology plus a number of other activities designed to increase the individuals awareness of himself and to encourage self-esteem.
- 5.7.7. Enrichment activities are organised often using community groups from outside of the prison. Having watched a performance of the Arthur

Miller play “All our sons” by members of the Octagon Theatre, Bolton, one prisoner was heard to say that he had never seen a play before..but he might go again, when he gets out. An obvious sign of success.

- 5.7.8. Library services are provided by Manchester Council Library and Information Services. Library facilities are also available on the Category A Wing and the Segregation Unit.
- 5.7.9. The Story Book Dads scheme is facilitated by library staff, this is an extremely worthwhile scheme enabling prisoners to maintain contact with their children in an enjoyable and meaningful way. The Library staff are to be commended for the variety and innovative range of activities which they organise throughout the year.
- 5.7.10. Access to library facilities is good with additional visits being possible for individual prisoners according to their research needs.
- 5.7.11. The use of Prisoner Focus Groups to discuss and suggest local interest informs the purchase of new stock and reflects client needs.
- 5.7.12. Fiction and non-fiction books are available in 33 different languages. Bilingual dictionaries are also available as are newspapers for foreign national prisoners.

5.8. Safer Custody.

- 5.8.1. There is a comprehensive strategy for Violence Reduction which is overseen by a monthly violence reduction meeting. This meeting is normally attended by a member of the Board as an observer.
- 5.8.2. An integral part of violence reduction is an anti-social behaviour (ABS) strategy.
- 5.8.3. All prisoners are given information regarding safety and violence reduction at induction.
- 5.8.4. The Safer Prisons Team meet monthly, a Board member frequently attends the meeting as an observer.
- 5.8.5. There is a Suicide Prevention and Self Harm Management Strategy in place.
- 5.8.6. Board members monitor the number of Assessment Care in Custody and Teamwork (ACCT) forms opened at any one time.
- 5.8.7. Board members have found that the quality of the comments written in

ACCT documents is not always of a meaningful, professional nature. The regularity of comments in ACCT documents is also of concern given the often extended time-gap between comments.

5.9. Resettlement.

Whilst conscious of the limitations regarding the number of prisoners involved the Board wish to record and commend the excellent work being developed through the Choose Change Project.

- 5.9.1. The Choose Change Project is a voluntary initiative for offenders who have been sentenced to less than twelve months and who have a previous custodial history.
- 5.9.2. The project is available to prisoners who come from either Salford or Manchester and are serving their sentence at HMP Manchester.
- 5.9.3. The project is evaluated by Manchester Metropolitan University and a multi-partnership initiative with funding for three years, beginning in September 2008. The partners include the High Sherriff's Trust, The Co-operative Society, Prison and Probation Services and Manchester and Salford Drug And Alcohol Action Trust.
- 5.9.4. The Project workers, along with community organisations help the prisoner to break the "revolving door" scenario where they serve a short sentence only to come back into prison soon after release.
- 5.9.5. The project does not duplicate any work already undertaken by other organisations, other than to link the offender with the most appropriate service that can best meet his particular needs. With this in mind the Choose Change partnership is continually building up links with organisations from the statutory, voluntary and community sector whilst the offender is in prison in readiness for his release.
- 5.9.6. Project workers are able to work with offenders for up to three months post release. This enables the provision of ongoing support and affords time to access longer term community resources that will be able to work with the offender for as long as is needed.
- 5.9.7. Since the project started approximately 75% of offenders interviewed elected to join the project. Of these a large proportion have remained with the project until and beyond their release. There have been several successes.

Section Six:

6.0 The work of the Board.

6.0.1

In the last Annual Report from IMB Manchester concerns were expressed with regard to recruitment and the increasing workload being placed on a decreasing number of volunteers. Concern was also expressed regarding the expected workload of Board Officers and the subsequent lack of people willing to take up such positions.

6.0.2

Although some of the above issues still apply we are pleased to report that in 2008 we recruited two new Board members and received a third new appointee on transfer from a neighbouring Board. This influx of new Board members was followed in 2009 by a further three transfers from other Boards, giving a current total membership of nineteen active Board members. The 2008 transferee became Chairman in January 2009 and two members have volunteered to act as Vice-Chairman, the second such volunteer being currently in post for the year 2010. The Board are also fortunate to have the services of an experienced Board Development Officer who has continued in post throughout this reporting period and has agreed to continue for at least one further year. An Information Officer was appointed in mid-2009 who has kept the Board fully informed of new developments and issues which impact upon the day to day work of the Board. The Board has met on a monthly basis throughout the reporting period with an average attendance of 10 for the year 2008-9, increasing to 15 for 2009-10. All Board Members have met their statutory obligations for Board Meeting attendances.

6.0.3.

In August 2009 a successful application was made by the Board to increase the membership to twenty-four due to the complexity of the task of monitoring the country's largest High Security Prison which also operates as a "Core Local" with varied population needs. The subsequent recruitment project took place during late 2009 and we are pleased to report that the submissions for the appointment of five new Board members are about to be placed before the Minister for approval.

6.0.4.

HMP Manchester is unique in that it operates within the High Security Estate and is also, due to the current Service Level Agreement and as far as the IMB are concerned invited to participate in discussions concerning issues surrounding the Contracted-Out Prisons. This dual role places extra demands on the time and commitment of Board members who readily respond to the expectations of both groups of prisons by attending several meetings per year at Ashley House (The Secretariat Offices) and Cleland House (Prison Service Headquarters) in London.

6.0.5.

Board members visit the prison for the purpose of Rota Monitoring on a weekly basis. In addition to the mandatory visits to the Kitchen, Segregation unit and Healthcare, all other areas of the prison are visited at intervals throughout the year. The members on weekly Rota Monitoring duty attend all “call out” situations arising from serious incidents and also ensure that any prisoner placed in special cell accommodation is visited on a daily basis.

The answering of this particular need has resulted in a total of 42 extra visits being made during the reporting period, approximately one additional visit every 16 days.

6.0.6. In 2009 members of the Board undertook a “themed” visit, concentrating on “visits”, the purpose being to experience prison from the point of view of a member of the public, preferably a family member accompanied by a child.

With the assistance of the Visitors Centre a volunteer was identified and introduced to the board members concerned.

The purpose of the presence of the board members was explained and the young lady agreed that the two board members should accompany her and her young child through the identification and search procedures to the Visits Centre within the prison.

The staff involved in the identification and searching process were extremely professional in their approach towards the visiting public. Everyone was put at ease and treated with respect and dignity throughout the search process. The Board members observed the manner in which a dog search was undertaken and commended the staff concerned upon their sensitivity to the needs of visitors with young children.

One area of concern was identified. Very young children are at times placed in cots whilst the search process is progressed. Our concern is of the cleanliness of the cots as successive children are placed in them.

The visitor was accompanied by the Board members to the visits centre and thanked for her cooperation prior to her continuing with her visit as normal.

6.0.7.

The Applications Rota is also organised on a weekly basis with two Board Members dealing with prisoners concerns each week. Although all Applications are replied to within the Board’s agreed time limit of seven days, it should perhaps be noted that a number of the Applications take much longer to reach a conclusion, necessitating repeated visits to the prison over an extended period.

The following Tables illustrate the number and category of Applications received during the reporting period and previous years comparisons.

IMB Manchester Prisoner Applications:

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

6.0.8.

Property is at the root of 22% of the concerns expressed to the Board. The majority of these being issues surrounding the transfer process from other establishments and the lack of parity between establishments in the list of allowable items.

6.0.9.

Sentence Related concerns have increased (11.5%), due, in no small part, to prisoners serving an Indeterminate Sentence for Public Protection (IPP) finding that courses vital to their sentence plan are either not available or are oversubscribed. The fact that this was reported on in 2008 does not in any way alleviate the problems and frustrations felt by the individuals concerned.

The Board is convinced that the introduction and continuation of the IPP Sentence has been totally mismanaged by all concerned in the criminal justice system resulting in large numbers of prisoners being held static in custodial environments which are ill equipped to cope with their perceived needs and sentence requirements. The practice of sentencing an individual for an indeterminate period during which he must complete specific courses and then allocating him to a prison which does not, and cannot, provide such courses is far from satisfactory. The high number of requests to transfer (11%) to other prisons is also indicative of the level of frustration felt by the prisoners concerned.

6.10.

An additional result of the level of frustration felt by prisoners is illustrated by the increase over the reporting period of Staff/prisoner related applications (a 64% increase), a large majority of which stem from the fact that staff cannot always find a solution to an individual's problem and are then labelled as un-cooperative or obstructive. The fact that the prisoner has been wrongly placed does not alleviate his frustration, nor does it assist in creating a calm working environment with the supportive relationships necessary for the safety of all concerned.

6.11.

Attendance at Segregation Reviews was for most of this reporting period an additional duty attached to the weekly Rota Visit. This was however changed following the Annual Team Performance Review in 2009 to form a completely separate rota in itself. Board members were concerned that undue pressure was being placed on the time availability of members on Rota Monitoring Duty, it would, for example, not be unusual for an individual Board member to be required to attend on each of the seven days of the Rota Monitoring Duty week, dependant upon the number of Segregation Reviews and Call-Out situations occurring within the week. In the last twelve months of this reporting period from March 2009 to February 2010 there were 254 Segregation Reviews which were held on a total of 111 separate days, of these, some 253 Reviews were attended by Board members.

The following Table illustrates the membership and the attendance of the Board during the reporting period.

Board Statistics:

	2008-2009	2009-2010
Recommended Complement of Board Members	20	20
Number of Board members at the start of the reporting period.	13	16
Number of Board members at the end of the reporting period.	16	19
Number of new members joining within the reporting period	4	3
Number of members leaving within the reporting period	1	Nil
Total number of Board Meetings during the reporting period	12	12
Average number of attendances at Board Meetings during the reporting period	10	15
Number of attendances at meetings other than Board Meetings	50	56
Total number of visits to the prison, including meetings	770	918
Total number of Applications received	307	397
Total number of Segregation Reviews held	N/A	254
Total number of Segregation Reviews attended	N/A	253

6.12.

Adjudications are attended on a monthly basis and this forms a fourth rota for Board Members. Attendance at Adjudications is at random, according to the availability of the member on duty. This allows for members to attend a cross-section of hearings led by different Duty Governors and the visiting District Judge. Our conclusions are that Adjudications are well organised by the different Governors in charge, the process is fully explained to the individuals concerned and there is parity of outcome across the sample monitored.

6.13.

Board members were pleased to meet a delegation of Custody Officers and Government Officials from Russia who visited HMP Manchester in September 2009. The visitors were especially interested in the work of the IMB at HMP Manchester and expressed

their gratitude for a well organised tour of the establishment and the ensuing interesting discussion. Earlier the same year we were pleased to greet members of the IMB from HMP Hindley who visited HMP Manchester as part of their training programme. In turn we are grateful to the IMB at HMP Long Lartin who hosted a visit by seven members from Manchester ably organised by our Board Development Officer.

6.14.

The Tri-ennial Review for IMB Manchester took place during the summer months, each member of the Board taking the opportunity to review existing practices and to discuss future developments with the Board Chairman or Vice-Chairman, both of whom played an equal part in the review. This was followed in October by the Annual Team Performance Review the preparation for which took place during the previous months. It is pleasing to note that this event involved the whole Board with full attendance at the agreed "Review Day". Both events demanded a great deal of time and effort in both the planning and the delivery and it is only right that appreciation be expressed to Board Officers and all concerned for their participation. The issues raised act as a guide for the future development of IMB Manchester.

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