



INDEPENDENT MONITORING BOARD

Of

HMP Manchester

Annual Report

1st March 2011 – 29th February 2012

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 mainly a local prison holding males sentenced and remanded from courts in the Greater Manchester area. In 2003 HMP Manchester became part of the High Security Estate (HSE) and is currently holding approximately 44 Category A prisoners.

3.2 From 1980 onwards remand prisoners were accepted.

3.3 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. The Prison Service won the contract again in 2001. Last year Manchester's bid was so strong that the Director of National Offender Management System (NOMS) made the decision to extend the SLA without competition. Negotiations are currently underway to finalise the length of the new contract and its financial details.

3.4 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:-

3.5a A wing (inner) holds Vulnerable and Own Protection prisoners.

A wing (outer) has the kitchen workers resident.

B wing holds prisoners who are undergoing a drug reduction programme.

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.

Specialist Interventions Unit. This is a small unit situated within E wing, but separate from it. The unit holds three Category A prisoners who are centrally managed and whose behaviour is very challenging. The space for a fourth prisoner will be allocated in the near future.

3.5b 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.

3.6 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.

3.7 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. More than 400 prisoners attend education classes. Pendleton College provide the catering training. There is also a well stocked library in the education department. Prisoners resident on Healthcare centre and in the Segregation Unit and SIU have wing base access to reading material.

3.8 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 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, or alternatively they contain skills for life support.

3.9 Physical training

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

3.10 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.

3.11 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.

3.12 Transport for category B and C prisoners is provided by GeoAmey, whilst the prison service is responsible for that of category A prisoners.

3.13 Manchester Mental Health and Social Care Trust (MMHSCT) provides healthcare services.

3.14 Certified normal accommodation is 948; operational capacity is 1269; whilst the population at the time of writing this report is 1187.

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 delay in inquests causes unnecessary stress on the bereaved family and the staff involved. At present there are fourteen inquests outstanding at HMP Manchester. (5.3.10)

4.2 Issues for the Prison Service.

4.2.1 The Board remains concerned about the continued necessity for prisoners to eat their meals 'in-cell' within close proximity of toilets. (6.4.9)

4.3 Issues for the Governor.

4.3.1 The high numbers of prisoners with an open ACCT document residing on the Healthcare Unit sometimes reaches an almost unworkable level, on one occasion some 60% of the healthcare patients being subject to an open ACCT document. (5.1.8)

4.3.2 The Board have some concerns about the length of time certain prisoners are kept in the Segregation Unit. (5.2.3)

4.3.3 In spite of the detailed response and reassurances provided last year, the temperature of food served on the wings remains a point of issue (6.1.3.)

4.4 Issues for the Healthcare Provider

4.4.1 Non-attendance at out-patient clinics remains a cause for concern, approaching 40 %. (5.1.12)

Section Five

Specific Areas

5.1 Healthcare

5.1.1 Healthcare is now provided by Manchester Mental Health and Social Care Trust (MMHSCT). The transition of provision from Manchester PCT to MMHSCT went smoothly. The Mental Health In-reach Team (MHIT) is also provided by MMHSCT. 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.

5.1.2 A full therapeutic programme which supports vulnerable prisoners continues to be available at the Mental Health Day Centre situated within the Healthcare Centre itself.

5.1.3 The palliative care cell which has now been in use for just over a year has proved to be an asset. It is a much larger cell than a normal 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 which recently had a new floor installed. Board members on rota duty have spoken to prisoners located there who have made very positive comments about their accommodation.

5.1.4 The role of specialist nurse for older prisoners (aged 55 and over) which began two years ago 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 scheme is very popular with older prisoners.

5.1.5 Elderly prisoners are now given a certificate upon release detailing any medical condition and treatment given. This can then be handed to their General Practitioner (GP) so that he/she is fully aware of any health issues.

5.1.6 Also addressing the needs of elderly prisoners is the introduction of a small provision within the gymnasium which is specifically tailored to the needs of the older population.

5.1.7 An X-ray machine sited in the out-patients area of Healthcare for some time could not be used as the room in which it is sited was not lead lined. The room has now been made safe so that X-ray machine can now be used. As the incidence of Tuberculosis (TB) is rising it is hoped that all prisoners will be able to be screened. To this end some staff are being trained. Also the X-ray machine is being used to diagnose injuries and on other occasions. Radiographers can be contacted and will come into the prison to carry out the work. This reduces the need for prisoners to go to hospital thus reducing the need for prison staff to escort them.

5.1.8 Crisis suites on some of the wings initially reduced the numbers of prisoners residing on Healthcare In-patients for whom Assessment, Care in Custody and Teamwork forms (ACCT) were open. However, this was not maintained and the number of patients on open ACCT documents has increased. The crisis suite on a wing cannot be used if a prisoner is classed as high cell sharing risk because he cannot be placed in a cell with a Listener. Statistical evidence held in IMB records shows that during the period from 3rd October 2011 to 8th November 2011 the percentage of prisoners resident on Healthcare In-patients who had open ACCT documents averaged at 35% of the total on open ACCT documents in the whole jail. On one particular occasion during the period 60% of the Healthcare population had open ACCT documents and this equated to 32% of all open ACCT documents in the establishment. In addition to this Healthcare staff were managing a prisoner in the gated cell who was on constant watch. The care and dedication of all Healthcare staff whether nursing or uniformed is exceptional.

5.1.9 During his reception into prison each prisoner is seen by a member of Healthcare staff to ascertain whether he has any health concerns (eg. Asthma, diabetes, heart problems, mental health, alcohol/drug issues or detox etc). If mental health issues are indicated, however minor they may appear to be, then the prisoner has to be seen within 24 hours by the MHIT. Seemingly because of the nervousness following deaths in custody, every problem is being highlighted and more time is being taken with these interviews. The negative impact is on the time then available to MHIT for attending to prisoners with more serious problems.

5.1.10 During the reporting period 30 patients were transferred to secure hospital accommodation, whilst 8 patients were transferred into Manchester from secure hospital accommodation. There has been improvement in the time taken to arrange transfers to secure hospital accommodation. The average time taken was 4 weeks. This is encouraging.

5.1.11 Treatment clinics continue to be 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.

5.1.12 On a sample day of 40 booked appointments 18 prisoners failed to attend. Information given to board members by out-patients staff suggests that the non-attendance rate is approximately 40%. We have been told that there are various reasons for non-attendance such as visits, gym, work, education. Lack of escort staff appears not to be the main reason for failed appointments. The rate of missed appointments inside HMP Manchester of 40% compares with failed GP appointments outside prison of between 12% and 15%.

5.2 Segregation Unit

5.2.1 The Board is notified of every prisoner placed in Segregation. Sometimes this is via the IMB Clerk.

5.2.2 The number of prisoners held on Segregation has fallen over the reporting period. We hope this reduction will be maintained.

5.2.3 The reduction in prisoners held on Segregation Unit for their own protection reported last year has been maintained. This is pleasing. However, the Board has concerns that some prisoners transferred into HMP Manchester are held in Segregation for long periods. This can be that because of their behaviour, there is nowhere else for them to go, or, when police investigations are ongoing, Segregation is the only place they can stay.

5.2.4 Staff working in the Segregation unit are applauded for their professionalism. Some of the most difficult yet vulnerable prisoners are placed in the Segregation unit. During Segregation Reviews (which a Board member attends aiming for 100% attendance) we frequently observe the caring and supportive way in which all staff treat prisoners even though the prisoners can sometimes behave in a difficult and unresponsive manner. The necessary documents are always completed properly.

5.2.5 Board members speak to prisoners every week during rota visits. We observe adjudications several times during the year. 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 in the decisions of different governors.

5.2.6 The same prisoner who was on dirty protest for a long period last year has returned to Segregation unit and is on dirty protest again. 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.

5.2.7 Meetings of the Segregation Monitoring and Review Group (SMARG) have been irregular, with only four meetings held during the reporting period. However, future meetings are scheduled once more, and the Board has every reason to believe that monthly meetings will be a regular feature again. The Board is pleased to have received invitations to these meetings and members attend when possible.

5.2.8 Segregation of prisoners is well controlled. The Segregation Unit is always spotlessly clean and is a credit to the Wing cleaners.

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 focus groups.

5.3.2 Following the unannounced inspection in August/September 2011, Her Majesty's Chief Inspector of Prisons (HMCIP) made comment that the prison needed to focus on the high level of self inflicted deaths. He said that whilst arrangements for caring for prisoners at risk of self harm were not poor, there was room for improvement. Following this a task force was established, before the end of 2011, to tackle this issue. The cross-agency, cross-discipline task force consists of health professionals, external experts, national leads, Samaritans, prisoners, voluntary sector specialists, who are looking afresh at everything that is done around suicide prevention, training, inquest outcomes and Prison and Probation Ombudsman (PPO) reports, so that an improvement can be seen as soon as possible.

5.3.3 There is a Safer Prisons Team in place.

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

5.3.5 Safer Custody meetings are held on a monthly basis and outside organisations such as Samaritans are encouraged to attend. Prisoner representatives such as Listeners also take part. Board members regularly attend these meetings as observers.

5.3.6 The number of Listeners fluctuated during the year. For example at the start of the reporting period there were only 13 listeners throughout the prison, 8 fewer than the previous year. Difficulties in arranging training for them is said to be the main reason for the decline. 5 prisoners have recently met the selection criteria and should be in post soon.

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

5.3.8 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 (PSO).2700. These documents are also monitored by Board members during routine monitoring visits.

5.3.9 Sadly, despite the efforts made to prevent them, there have been nine deaths in custody during the reporting year. Some were not unexpected as the prisoners were already very ill, and in some cases, under palliative care and transferred to HMP Manchester to be close to family and friends.

5.3.10 Inquests on all of these deaths have yet to be heard. Fourteen inquests are outstanding, the earliest being from December 2009. Consequently the number of outstanding inquests continues to increase. It is stressful for staff to have to testify at, and for family members to attend, inquests on deaths after such a delay. The Board would like to see an early reduction in the number of inquests still to be heard.

5.3.11 The Board wishes to advise that we have records about several instances of prisoners who have been resuscitated and their lives have been saved. These cases are rarely reported but are very significant.

5.3.12 A Specialist Intervention Unit (SIU) has been introduced into the prison. Here carefully selected prisoners from within the High Security Estate who have significant problems are encouraged to interact with prison staff and other similarly challenged prisoners. The unit can accommodate four prisoners. Specialist medical and psychiatric helps from both within and from outside the prison service is used on a regular basis. The unit currently houses three prisoners and the Board is pleased to see that initial reports suggest a marked improvement in their behaviour and interaction with staff and other prisoners.

5.3.13 A part-time Public Protection officer is currently in post. Public Protection meetings are held weekly on an informal basis, with a formal meeting each month. Outside organisations such as Samaritans are not attending the meetings due to their financial restraints. Invitations continue to be issued and a video link has been proposed as an alternative. Board members are impressed at the commitment shown by the staff.

5.3.14 To provide better support for prisoners on open ACCT documents there has been a change in the case review procedure. Reviews must be multi disciplinary and held within normal working hours on Monday to Friday whenever possible. This allows the same case manager and appropriate members of the review team to all be present at the review to ensure continuity of care. The prisoner should be involved in the decision making process and should always be invited to attend the case review. When an unpredictable case review is necessary and it falls outside normal working hours the case manager will make appropriate arrangements.

5.4 Equality and Diversity

5.4.1 There is a full Equality/Diversity Manager in post.

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

5.4.3 The Prisoner Race Equality Group ensures 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 Equality/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 Equality/Diversity is seen with regularity and throughout the prison

5.4.10 Following the Equality Human Right Act 2010 (EHRA) HMP Manchester has produced an Equality policy. The Equality/Diversity Manager gave the Board a presentation at one of our monthly meetings. The information given to us was very informative, covering all aspects of what is expected from staff and prisoners under EHRA.

5.4.11 .A training course for all staff 'Challenge It, Change It' is well under way to comply with EHRA.

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 Veterans in Custody meetings are held each month for ex-armed forces prisoners. It has been established that none of the nurses working at HMP Manchester have been trained to care for people suffering from Post Traumatic Stress Disorder. The Disability Liaison Officer, (an ex-soldier who served in Afghanistan), is trying to involve the organisation 'Hire a Hero' to help veterans construct a CV. The possibility of further help from this organisation will be explored.

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 As the College has the contract for a large number of prisons this facilitates the regulation of policy and practice over a large area. Thus prisoners' education records can be transferred more accurately and reliably across establishments. Also qualification certificates can be sent out correctly. Importantly, transferred prisoners are not left with incomplete courses.

5.5.3 During the reporting year the Head of Education retired. Several Board members have met with the incoming Head of Department. We are impressed by her positive attitude and clearly displayed commitment. We are optimistic that the good work will continue.

5.5.4 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 immediate education to all who want it. Prisoners have to put their names on a waiting list. 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.

5.5.5 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).

5.5.6 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.

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

5.5.8 The Education Manager's concerns regarding the short supply of accommodation for her Department have implications on forward planning. PSD is still limited and more could be offered to increase students' employability. However, the availability of a North West pilot scheme called Virtual Campus, 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 The “Release” news magazine continues to be produced and printed in house and this is encouraging. It confirms the Department’s focus on prisoners’ resettlement opportunities.

5.5.10 Three times a year a Drama company is invited into the prison to work within the Education Department. Opportunities are given to students to plan, participate in and watch performances. This allows the students, through drama, to use their skills to explore issues such as families and relationships. Performances are given to prison staff and some students have the chance to perform for their families. Awards are given to those who have made progress in a particular area at a special ceremony at the end of Adult Learners Week. IMB members have attended some of the performances and award ceremonies. When asked about their involvement in the drama event prisoners have said that they have benefitted from the experience.

5.5.11 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.

5.5.12 It is still not known whether the current public service cuts will affect the Local Authority library contract.

5.5.13 Literature is available in 33 languages, and also general information on jobs, housing and support on release. The Category A wing, Health Care, Segregation and Specialist Intervention Unit 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.

5.5.14 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.

5.5.15 The “Toe by Toe” mentoring course available in the library continues and is applauded. This assists 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 activity is overseen by civilian chefs and prison officers. For several weeks in the reporting period the number of civilian chefs was under complement. This is because the recruitment process for new chefs takes a long time as security clearance has to be obtained before they can come into the prison.

6.1.3 Strict control is maintained on temperatures and cleanliness of fridges and food flasks which deliver meals to the wings. Although the temperature of food 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 have tasted food whilst on rota visits and 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 in the wing servery is suggested by catering staff who recommend that they should be switched on at 10.30 am and 4.30 pm respectively.

6.1.4 In the kitchens all bins have tightly fitting lids and are emptied daily when half full. Waste is handled internally via the Waste Management Unit. A deep clean of the whole kitchen area takes place during each weekend.

6.1.5 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 the kitchen three or four times weekly.

6.1.6 The newly introduced electronic system, 'the kiosk', which is situated on three wings and can be used for ordering meals amongst other functionality, is proving to be a success. The early indication is that there is much less over-ordering which leads to more efficiency.

6.2 Reception

6.2.1 The private area is still used to interview incoming prisoners. This ensures that confidentiality is kept.

6.2.2 The holding room which was converted to make a comfortable room with easy chairs, a rug on the floor and posters on the wall is still in use. New arrivals 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.

6.2.3 A great reduction in the number of late arrivals from Court to the prison has been noticed since GeoAmey took over the escort contract from G4S. Prisoners are no longer held in escort vans for excessive lengths of time. This is much more decent for prisoners.

6.2.4 Reception staff continue to prioritise 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 Resettlement

6.3.1 51 prisoners have regularly worked a 40 hour week in the print shop during the reporting year. They stay on the Croft to have their lunch break. This arrangement appears to be working well. The venture has been very successful and the print shop has had further machinery installed.

6.3.2 The print shop now runs as a commercial venture and is doing very well. Printing work has increased as further outside contracts have been secured. A lot of printing work is done for the Ministry of Justice, Manchester Police, the National Health Service (NHS), the Department for Work and Pensions and Her Majesty's Revenue and Customs. Also, all Manchester's in-house printing is done quickly and efficiently.

6.3.3 When IMB 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.

6.3.4 Prisoners have had the opportunity to build portfolios to give evidence of the printing skills they have achieved. Some prisoners have been selected to specialise in working on the Finishing Plant. They now have the skills required to fold and package completed jobs ready for transport to the appropriate customer.

6.3.5 The print shop received a commendation at the recent Butler Trust awards. This follows on from the commendation at the Elton trophy awards a year ago.

6.3.6 A project on B Wing "Through the gate" is being trialled over a 12 month period. Funding is by central government. The project has been introduced in order to address the needs of prisoners who have drug or alcohol related problems during the six week period before and immediately following their release when they are most vulnerable. The aim is to remove the reasons for reoffending and to encourage a stable lifestyle. For example support is given to assist the prisoner to obtain identification documents, a bank account, benefit entitlement. Participation is on a voluntary basis and the project also encourages participation and support by the families of prisoners. The initial results are encouraging as to date 15 prisoners who participated in the scheme have been released and records indicate that only one has returned to prison. This gives reason to be optimistic that this will become a permanent feature.

6.3.7 The waste management unit continues to operate and has proved to be a big success.

6.3.8 The Choose Change project continues. Funding is secured until March 2013. What will happen after then is not known.

6.3.9 The laundry continues to have outside contracts and is due to be refurbished with better equipment in the near future. Also, an Artesian well is being sunk to provide the water for the laundry's use. The bore hole is well under way, and we believe that the water is being drawn from sandstone from the Jurassic period. There is a potential for savings of up to 50% on the water rate payable.

6.3.10 Funding has been secured for the installation of a bakery in the prison. It will be located in Workshop 6 and arrangements for this are well under way. Crofters restaurant will move into Workshop 6 along with the bakery, and will have a larger dining area than at its present location.

6.3.11 The size of the bakery will be that of an industrial one. It is hoped that when it is fully operational the bakery will provide all bread products needed by the prison. In addition HMP Manchester will sell bread products commercially to the external market and thus earn much needed revenue for the prison

6.4 Wings

6.4.1 Most wings have high standards of Listening arrangements and on the Induction Wing Insiders are available to make the procedures more understandable for a newly sentenced prisoner.

6.4.2 On three wings the prison has invested heavily in crisis suites to support its Safer Custody Policy. The suites are situated on A wing for VPs, C wing for the bottom prison, and G wing for induction and the top prison. On each of these wings two cells have been remodelled into one large suite permanently accommodating a listener and having the facility for a prisoner with severe problems to move in temporarily.

6.4.3 This facility is not available to prisoners who are considered to be High Cell Sharing Risk (HCSR).

6.4.4 The facilities are well used. There is a support team comprising Listeners, MHIT, Safer Custody staff and Samaritans (who train Listeners).

6.4.5 Listeners and a Samaritan representative hold weekly meetings to discuss the usage of the suites. These meetings also give Listeners the opportunity to gain further confidence.

6.4.6 Officers indicate that they have confidence in this system, and it is believed that the crises suites play an important role in preventing serious incidents.

6.4.7 Since the introduction of a wider range of offender management programmes, prisoners at HMP Manchester no longer have the need to transfer to another prison to complete the appropriate course. This has created a more settled environment on the Lifer wing. At the time of writing this report there are 33 Lifers at HMP Manchester.

6.4.8 The Kiosk system currently being piloted and which can be used to order canteen, meals and book appointments amongst other functionality appears to be working well. There is a slight problem however, if the machine runs out of paper the prisoner has no record of what he has ordered.

6.4.9 There is a high standard of cleanliness on the wings on the wings and in cells. However, the need to eat meals in cell, in close proximity of toilets continues to be of considerable hygiene concern to the board.

6.5 Foreign Nationals

6.5.1 There are currently 127 Foreign Nationals (FN) across all wings. 14 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.

6.5.2 The largest numbers of FNs come from Pakistan, Ireland and Nigeria. The vast majority of FNs have committed a criminal offence as well as being an illegal immigrant

6.5.3 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.

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

6.5.5 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. If necessary a prisoner is allocated a 'buddy' who speaks his own language. Each FN prisoner has a full interview within 72 hours of reception into prison to discuss their foreign nationality needs. There is a contingency fund from which a prisoner can be advanced £10 to make a 'phone call if this is deemed necessary.

6.5.6 Applied Language Services (ALS) which has replaced 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.

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

6.5.8 United Kingdom Border Agency (UKBA) has a representative seconded to and working in the prison four days each week. The secondment is indefinite 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. This link with UKBA is 'best practice', especially as the UKBA officer looks at the whole issue and not just certain areas in isolation.

6.5.9 He runs a regular open surgery for FNs who have individual problems or for the few remaining 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.

6.5.10 The number of FN prisoners held beyond their sentence expiry date is now greatly reduced. Currently there are three. One is a long term Category A Terrorism Act Counter Terrorism (TACT) prisoner and the other two are waiting for spaces in Immigration Detention centres. For one of these the nature of the offence committed is causing a further delay.

6.6 Specialist Interventions Unit

6.6.1 The Specialist Interventions Unit (SIU) was commissioned to hold 4 centrally managed, high risk prisoners whose behaviour is very challenging.

6.6.2 The unit is small but adequately equipped for its needs.

6.6.3 Officers who manage and work on the unit were specially selected for their interpersonal skills, approach and attitude.

6.6.4 Currently there are three prisoners on the unit. These prisoners were selected as it is believed that they can be significantly helped to improve their behaviour by residing on a small specialist unit. Negotiations are on-going regarding the transfer to fill the fourth space.

6.6.5 Since their arrival at HMP Manchester they have been closely monitored. Progress is anticipated to be very slow and it is expected that there will be relapses in behaviour along the way.

6.6.6 Board members have been actively encouraged, by the governing Governor, to make regular monitoring visits.

6.6.7 The unit has been operational for just over three months. On our weekly rota visits during this period the members have become aware of an emerging feeling of calm on the unit even though security is high. Occasionally we now see prisoners interacting with each other as well as officers.

6.7 Respect and Decency

6.7.1 It was very pleasing to have sight of several letters of thanks and appreciation from prisoners/ex-prisoners/family members during the reporting period. This confirms that staff try very hard to treat prisoners humanely and with dignity and respect. One such letter was from a prisoner who had been allowed to attend his mother's funeral. It had clearly meant a lot to him and his family. Another was from the Bishop of Bolton who had visited the prison accompanied by the Archbishop of York. The Bishop said in his letter that when talking to prisoners he had felt a growing sense of self-worth among the men.

6.7.2 As reported earlier (see 5.2.6) a prisoner currently resident on Segregation has been on dirty protest for a great length of time during of this reporting period. He has also spent a lengthy period on Healthcare in-patients. Both the Segregation staff and Healthcare 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 on Segregation Unit was used. Board members have also filled the role of observer at review meetings and case conferences.

6.7.3 Family visits continue. They have proved to be very popular and are a big success.

Section Seven

The Work of the Board

7.1.1 This has been a year of major changes for the IMB at Manchester. The full Board took part in in-house training sessions held during March 2011, the outcome of which was a change in procedure for the acceptance of Prisoner Applications to the IMB. The Board agreed to encourage prisoners to utilise the Request and Complaints Procedures which exist in the establishment prior to approaching the IMB. The recently developed National Standard IMB Application Form is now used with particular attention being placed to prisoner's efforts to raise concerns via the Prison Service route, prisoners being asked to follow this route initially. In addition, any IMB Applications received which have not been endorsed by the prisoner allowing Board Members to speak to staff in the investigation of the Application are returned and the need for the endorsement explained.

7.1.1a Further changes to established practice have been introduced throughout the year as a result of continued reductions in the Board membership. A total of ten members have left the Board this year, six within the last three months of the reporting year. Although all of the resignations have been due to understandable reasons of family, business and medical concerns, this has had a considerable effect on the Board's working practices. The remaining Board members need to be congratulated on the manner in which they have adapted to an ever changing rota pattern which has often required additional duties being undertaken at short notice. Of particular concern is the resignation of three of the four new recruits towards the end of their Probationary Year. The cost in time and effort of recruiting, training and mentoring new Board Members is often not always fully appreciated and an application to join a Board should not be considered lightly. It is to the credit of the Board that we are now embarking on a further recruitment drive in order to bring the membership up to full strength. This will need to be carefully phased and managed over an extended period in order that the existing experienced members do not approach work overload. As we do not envisage being up to complement for approximately eighteen months to two years, recruitment will feature high on the agenda for quite some time.

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

7.1.3 A total of 132 member visits have been made throughout the year for Rota Monitoring purposes. IMB Manchester continue to employ “Best Practice” by maintaining two Board members on Rota duty in any one week. The members on Rota Monitoring Duty continue to respond to all “call out” situations entailing attendance this year on 10 additional occasions.

7.1.3a Board members have visited at various times of day and at weekends in order to achieve a balanced view of the establishment. Two Board Members again volunteered to cover the Christmas holiday period, actually undertaking a visit to the kitchen and residential Wings on Christmas Day.

7.1.4 The board has continued the commitment made to attend Segregation Reviews. 197 out of 204 reviews held have been observed (96.5%). These Reviews have been held over 102 days throughout the year.

7.1.5 Whilst our attendance at Segregation Reviews is no longer mandatory, we believe the independent monitoring of the use of segregation (CSU) is an essential element of our role at Manchester. During this year a Specialist Interventions Unit (SIU) designed to house a maximum of four prisoners was opened. This is completely separate from the CSU and has been included in the Board’s weekly monitoring duties.

7.1.6 Adjudications are monitored on a sampling basis at irregular intervals throughout the year. 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

	2009-2010	2010-2011	2011-2012
Recommended Complement of Board Members	20	20	24
Number of Board members at the start of the reporting period.	16	19	22
Number of Board members at the end of the reporting period.	19	22	12
Number of new members joining within the reporting period	3	4	0
Number of members leaving within the reporting period	Nil	1	10
Total number of Board Meetings during the reporting period	12	10	12
Average number of attendances at Board Meetings during the reporting period	15	14	13
Number of attendances at meetings other than Board Meetings	56	21	19
Total number of visits to the prison, including meetings	918	678	590
Total number of Applications received	397	350	113
Total number of Segregation Reviews held	254	240	204
Total number of Segregation Reviews attended	253	228	197
Total number of Adjudication Sessions attended	12	12	6
Total number of Call Out attendances	N/A	15	10
Total attendances at Training sessions held	N/A	54	13
Total Training visits for new members with Mentors.	N/A	N/A	44
Board attendance at Annual Team Performance Review	19	18	15

7.2.2 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. In addition to the changes relating to the processing of Applications, the Board have amended the “applications rota” system for Board members a number of times throughout the year as a result of the resignations from the board.

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 2011-2012

Code	Category	2007/8	2008/9	2009/10	2010/11	2011/12
A	Accommodation	3	8	15	22	3
B	Adjudications	0	6	7	3	2
C	Diversity related	3	16	2	2	0
D	Education/employment/training	6	18	16	12	3
E	Family/visits	36	38	28	59	10
F	Food/kitchen related	5	3	3	0	1
G	Health related	26	40	55	42	20
H	Property	33	39	88	105	18
I	Sentence related	19	28	46	22	16
J	Staff/prisoner related	18	28	48	46	17
K	Transfers	63	23	44	34	2
L	Miscellaneous	93	60	45	3	21
	Total number of applications	305	307	397	350	113

7.2.4 The total number of Applications received has decreased dramatically this year. This is without doubt due to the Board’s concerted efforts 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.

7.2.5 The Annual Team Performance Review of the work of the Board (ATPR) which took place in October was attended by 15 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. Topics covered during the day included the effective monitoring of the Care and Separation Unit, Healthcare issues and a presentation from the senior staff involved in the new Special Interventions Unit. The Board has also had a presentation about the Equalities Act from the Equalities Manager at the establishment.

7.2.6 Eight members of the Board visited HMP Durham and HMP Frankland over a two day period in August, the combination of the two prisons was especially useful, giving an insight into other Boards' "Good Practice" in both the Local and the High Security prison setting. We have been pleased to host visits from the IMBs at HMP Liverpool and HMP Kirkham (March) and HMP Garth (September), both visits having been warmly appreciated by our guests. Two Board members attended the National IMB Conference held in February in Leicestershire and one member also attended a Healthcare Seminar held in Birmingham (hosted by Action for Prisoners Families

7.2.7 Although our concluding paragraph this year is in direct contrast to that of our previous report which highlighted the challenges brought about by an influx of 11 new members, the results are remarkably similar. The loss of 10 members this year has again resulted in changes to rotas and patterns of working, changes which have been occurring at intervals throughout the year as the impact of resignations began to influence our ability to maintain an effective role. It is once again to the credit of individual members and to the flexibility of the Board as a whole that IMB Manchester has been able to continue to provide a constant, high quality monitoring role at HMP Manchester.

Section Eight

Glossary of Abbreviations Used

ACCT	Assessment, Care in Custody and Teamwork
ATPR	Annual Team Performance Review
ALS	Applied Language Services
CSMS	Comprehensive Substance Misuse Assessment
CSU	Care and Separation Unit
CV	Curriculum Vitae
DIRF	Diversity Incident Report
DIR	Drug Intervention Record
ESOL	English for Speakers of Other Languages
EHRA	Equality Human Right Act
FN	Foreign National
GP	General Practitioner
HCSR	High Cell Sharing Risk
HMP	Her Majesty's Prison
HMCIP	Her Majesty's Chief Inspector of Prisons
HSE	High Security Estate
IMB	Independent Monitoring Board
MMHSCT	Manchester Mental Health and Social Care Trust
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
PTSD	Post Traumatic Stress Disorder
PCT	Primary Care Trust
PPO	Prisons and Probation Ombudsman
PSD	Personal and Social Development
PSI	Prison Service Instruction
PSO	Prison Service Order
SLA	Service Level Agreement
SMARG	Segregation Monitoring and Review Group
SIU	Specialist Interventions Unit
UKBA	United Kingdom Border Agency
TACT	Terrorism Act Counter Terrorism
TB	Tuberculosis