



INDEPENDENT MONITORING BOARD

Of

HMP Manchester

Annual Report

1st March 2013 – 28th February 2014

Section One

The Statutory Role of the IMB

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 is predominantly a local prison holding adult males sentenced and remanded from courts in the Greater Manchester area. A maximum of 44 high risk and standard Category A prisoners are also accommodated at HMP Manchester. The Specialist Interventions Unit (SIU) has the capacity for up to 6 centrally managed prisoners.

3.2 The residential accommodation comprises two Victorian radial blocks known as the Top and Bottom jails. Both these have five wings where the population is housed in single or double cells, all having integral sanitation and in-cell power points.

3.3 There is a separate Health Care Centre (HCC) which incorporates both in and out-patients. All facilities available in the community including dentistry, optical, podiatry and pharmacy facilities are also available at the centre.

3.4 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. There are several volunteer workers who help the Chaplaincy team.

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

3.6 Certified normal accommodation is 948; operational capacity is 1286 whilst the population at the time of writing this report is 1147.

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 improvement in the number of outstanding inquests has continued. However an inquest relating to a death which occurred in 2011 is still outstanding. Delays such as this cause stress on the bereaved family and prison staff who will be called to give evidence. (5.6.3)

4.1.2 There has been a marked improvement in the length of time taken to process CTC applications. It is pleasing to report CTC clearance was granted for three newly appointed members in less than three months. (7.1.5)

4.1.3 The Board has concerns regarding the timely transfer of prisoners under the Mental Health Act. 21 out of 36 cases were transferred out of time. Such delays are unacceptable for the prisoner who is deprived of the necessary treatment as prescribed by health professionals. (5.3.5)

4.1.4 The staff at HMP Manchester have responded in a very positive manner to the demands placed on them following the introduction of "Fair and Sustainable". There is still some uncertainty about the changes which may take place following the ongoing Benchmarking exercise. At HMP Manchester several staff vacancies have been carried throughout the reporting period. The Board wishes to congratulate all staff, including those mentioned in various paragraphs of this report, for their resilience and dedication. It was very pleasing also, to hear that HMP Manchester retained the Investors In People gold award in 2013.

4.2 Issues for the Prison Service

4.2.1 The Board remains concerned about the continued necessity for most prisoners to eat their meals 'in cell' within close proximity of a toilet. (5.8.4)

4.3 **Issues for the Governor**

4.3.1 The Board wishes to raise the issue of VPs being housed on an inappropriate wing. (5.6.4)

Section Five

Specific Areas of the Prison

5.1 Equality and Inclusion

5.1.1 The Disability Liaison Officer's role (DLO) became a full time position towards the end of the reporting year.

5.1.2 Three Veterans in Custody (VIC) Officers have been recruited to support ex-Armed Forces personnel serving sentences at HMP Manchester.

5.1.3 An Elderly Prisoners Forum meets on a bi-monthly basis.

5.1.4 Prisoners above the age of 50 are assessed to identify any personal social care needs.

5.1.5 The needs of the older prisoner are highlighted for staff through awareness sessions provided by the charity "Resettlement and Care for Older ex-Offenders and Prisoners" (RECOOP).

5.1.6 Incentive and Earned Privileges (IEP) levels have improved in recent months for Black and Minority Ethnic (BME) prisoners. The number achieving enhanced status is within National Offender Management Service (NOMS) recommended range, this shows a significant improvement over the last two years.

5.2 Education Learning and Skills

5.2.1 The main education provider is Manchester College. Classes offered include Functional Skills, Information Technology, English for Speakers of Other Languages (ESOL), Numeracy, Literacy, Flexible Learning, Art, Life Skills, Parent Craft and Victim Awareness. 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, and some education classes are situated on the Croft area. There is also educational support for prisoners who work in the workshops on a full time basis.

5.2.2 Manchester College has set the figure of 80% classroom attendance for those prisoners requiring access to education. Unfortunately this target has not been met since October 2012. However, upon investigation it appears that errors in the compilation of the Offender Learning and Skills Services (OLASS) statistics are partly, if not wholly responsible for this.

5.2.3 There is a well stocked library in the Education department provided by Manchester City Library Services. In October 2013 the library won a Manchester City Council award for excellence in the category "Making a difference through service excellence". The library also won the Prison Library of the Year award in November 2013.

5.2.4 Prisoners resident in the Healthcare Centre, the Segregation Unit, the Specialist Interventions Unit and on the Category A wing have wing based access to reading material.

5.3 Healthcare and Mental Health

5.3.1 The health and welfare of prisoners is given high priority.

5.3.2 The commissioning of services is undertaken by NHS England on a regional basis.

5.3.3 Manchester Mental Health and Social Care Trust (MMHSCT) is the main provider of services, including prisoners' mental health needs.

5.3.4 The service to mental health patients is improved by the introduction of twice weekly visits to the prison by psychiatric consultants from Ashworth Hospital. A psychologist also visits one day per week both to the Wings and Healthcare Centre In-patients. The Mental Health Day Centre operates daily from Monday to Friday.

5.3.5 Although the referrals for external Mental Health assessments are of a high quality and are actioned appropriately, there remains an issue with the timely transfer of prisoners under the Mental Health Act. The number transferring after the recommended 14 days has increased this year. 21 out of 36 cases were transferred out of time. Such delays not only create problems at HMP Manchester, they are more importantly unacceptable from the point of view of the individual patient, who is thus deprived of the necessary treatment as prescribed by the health professionals concerned.

5.3.6 Appointments are available within primary care situated in the Healthcare Centre. Treatment clinics are also operational in the out-patient area of the Healthcare Centre. Appointments can be booked by the prisoner directly using the Unilink system.

5.3.7 The Board has concerns regarding the number of healthcare appointments being missed. For GP Surgeries alone the Did Not Attend (DNA) rate in this reporting year averaged 20.9%. The Board is reassured in the knowledge that the DNA rate is now being investigated by the prison's own Safer Custody Taskforce.

5.3.8 Staff recruitment is a cause for concern due to the length of time taken to obtain clearance for new employees. The Mental Health In-reach Team having been particularly vulnerable in this respect. Although by no means comparative in its repercussions for the service offered to prisoners, the IMB highlighted this problem in last year's Annual Report when listing the delays in the vetting process for new IMB recruits and the subsequent effect on the work of the Board.

5.3.9 The X-Ray machine continues to be of benefit, thus reducing the need for prisoners to go to outside hospital, thus in turn reducing the need for prison escort staff.

5.3.10 Healthcare staff have to regularly provide a constant watch over prisoners in gated cells. This, together with the security protocol required for some prisoners for whom special unlock procedures are in place, quite regularly creates problems. Staff are to be applauded for the manner in which they approach such difficult situations.

5.3.11 All new prisoners are interviewed by medical staff within 24 hours of reception to identify any ongoing problems. If mental health issues are indicated, the prisoner will then have a further early assessment with a member from the Mental Health In-reach Team.

5.3.12 Dentistry services are provided by a local practice under a Service Level Agreement. Clinics are held daily with no waiting list for first appointments. Follow up appointments for ongoing treatments are within similar timescales to those encountered in the outside community. This service is well used by the prisoners.

5.3.13 One of the concerns expressed to the Board by prisoners arises from the projected new core day and the administration of medication at particular times of the day. The Board are hopeful that the current planning for the implementation of the new core day will take such matters into account. An increase in the types of medication allowed in possession is not necessarily the most productive option from a safer custody point of view.

5.4 Purposeful Activity

5.4.1. The term Purposeful Activity encompasses all work, education, gymnasium activity, visits to the library and legal visits.

5.4.2. HMP Manchester has achieved Level 4 marking for purposeful activity calculated on the average prison population of 1147.

5.4.3. Average time out of cell at HMP Manchester is recorded as 8 hours 28 minutes on Monday to Thursday, 5 hours 1 minute on Friday. For both Saturday and Sunday the average is 5 hours 27 minutes.

5.4.4. The new Bakery has unfortunately not yet achieved the success anticipated. This new facility has been unable to operate at full capacity due to problems with the initial equipment functionality. However, despite these equipment problems, bakery products are provided to the main prison kitchen for distribution to the wings. In addition, contracts for Manchester College and internal orders have been successfully completed. Prisoners currently are benefitting from gaining practical experience and this will assist in their opportunities to obtain recognised bakery qualifications.

5.4.5. The Waste Management Unit continues to achieve a high level of success. In the last quarter of the reporting period, £6000 was earned in mattresses recycled to make quality underlay. The value of recycled clothing amounted to over £5000 and £2670 was saved by washing and sterilising plastic plates and cups for re-use. Prisoners who work in Waste Management are very happy with their pay. It is one of the highest paid jobs for prisoners.

5.4.6. All the establishment's internal printing needs are met by the Print Shop. External contracts are also in place with Her Majesty's Revenue and Customs (HMRC), the Driver and Vehicle Licensing Agency (DVLA) and the National Court Services. The Print Shop has taken over the contracts previously fulfilled by HMP Blundeston.

5.4.7. The Laundry continues to process a large number of outside contracts

5.5 Resettlement

5.5.1 As part of the multi-agency approach within HMP Manchester, working towards reducing reoffending, Jobcentre Plus plays a major part by working with all prisoners due for release.

5.5.2 On admission to custody all prisoners should be risk assessed, where this does not occur for whatever reason, the prisoner will be disadvantaged as the resettlement interviewing process depends upon a completed risk assessment. At present Category A prisoners are not offered face to face pre-release interviews.

5.5.3 Six weeks prior to release all prisoners are identified, contacted and invited to attend an informal interview with Jobcentre staff. During the interviews, individuals who require assistance with housing issues, financial or career concerns are referred to the appropriate agency. This multiagency approach ensures that prisoners are offered as much support as possible prior to their release, thus avoiding delays in after release.

5.6 Safer Custody

5.6.1 The prison is totally committed to the provision of a safe environment for prisoners, staff and visitors. The introduction of the Safer Custody Taskforce, a multidisciplinary group representing all areas of the prison, established in 2011 was a positive step forward in this respect. The continuing reduction year on year of deaths in custody is testament to the excellent work undertaken by this group.

5.6.2 There have been two deaths in custody during this reporting year, the first being on the 6th June 2013, and the second on 22nd January 2014.

5.6.3 Including the two deaths mentioned above there are five outstanding inquests relating to deaths in custody at HMP Manchester. This reduction corresponds to the reduction in deaths in custody and therefore it is disappointing to report that there is still one inquest outstanding from 2011. This delay is unfair to the family of the deceased and prison staff who will be required to give evidence, all of whom deserve a timely outcome.

5.6.4 The Board has expressed some concern during the year regarding the number of Vulnerable Prisoners (VPs) being placed on a non-VP designated wing. This mix of VPs and non-VPs on the same wing has a detrimental effect on the regime for all concerned, with prisoners being locked-up for unsatisfactory lengths of time. Whilst recognising the difficulties of population management within the prison and acknowledging the positive steps taken to alleviate the problems, the Board remain concerned at the recent increase of VPs lodging on a non-designated wing.

5.6.5 The incidence of self-harm and violent behaviour to others is constantly monitored by the Safer Custody Team. The ACCT Plans are regularly monitored by the Safer Custody Officer and also frequently by members of the Board, all of whom have recently updated their training relating to ACCT Plans. The standard of completion of ACCT Plans is good.

5.6.6 There has been a 20-25 % increase in the number of live ACCT Plans in recent months. Many of these occurred during the particularly vulnerable period of risk over Christmas and the New Year. This shows the high level of care provided by the prison, and the caring attitude of the prison staff during this difficult period for many prisoners.

5.6.7 Members of the IMB are attending an increasing number of ACCT Reviews, particularly those which involve prisoners in the Segregation Unit. As far as the Board is aware, all have also been attended by a member of the MHIT.

5.6.8 The Estates Department works proactively within the establishment to provide safe and decent conditions for prisoners, staff and visitors. There has been significant capital investment over recent years, which has contributed to continuing improvements in conditions and safeguards within cellular accommodation. The replacement of alarm systems including the installation of in-cell fire detection to all accommodation areas has greatly enhanced the safety of all concerned, allowing for an early warning and a swift response by staff to evacuate prisoners if necessary.

5.6.9 A new fully auditable cell call system has also been installed, allowing direct communication via intercom to the cell and thus the prisoner, concerned. This allows for an immediate response with an understanding of the issues on the part of staff before they visit the cell. HMP Manchester is the first establishment to utilise this feature.

5.6.10 The number of trained Listeners has reduced, but the prison has responded by recruiting new Listeners so that all wings may experience the excellent work that they undertake. At present there are 9 new Listeners in training.

5.6.11 Work has also been completed to provide additional safe cell facilities to B, G and E Wings, which has increased the availability of safe cells, previously only available in the Segregation and Healthcare Centre areas.

5.6.12 Provision of additional support suites is currently under way to areas identified as being in most need of these facilities.

5.6.13 An area of criticism of HMP Manchester from The Coroner has been around the extent to which information was being shared amongst the relevant agencies. The Board is pleased to be able to confirm that there is now greater co-ordination of information sharing through the Safer Custody office. All stakeholders are actively encouraged to accurately document, record and share information with other interested parties.

5.6.14 The Board again stresses the excellent work being undertaken in the field of Safer Custody.

5.7 Segregation, Care and Separation Unit

5.7.1 The Board make regular visits to the Segregation Unit and participate in all Segregation Reviews. Board members have also regularly attended as observers in ACCT reviews.

5.7.2. Adjudications, including those chaired by the District Judge, are monitored on a regular basis.

5.7.3. The loss of use of the gymnasium facility situated in the Segregation Unit has been a cause of concern for the Board this year. Whilst recognising the security implications surrounding this matter, and the fact that the equipment may have been outdated, the Board believe that some suitable alternative facility should be made available.

5.7.4. The Board has concerns regarding the number of staff working on the Segregation Unit. Given that at times certain prisoners require a higher than normal level of security when being unlocked, the capacity to respond to emergencies is occasionally hampered. In the Board's view the recommended staffing levels do not take all situations into account, and therefore are in need of review.

5.8 Residential Services

5.8.1 The functionality of the Unlink system, which is in place on all wings, has been extended. Prisoners can now book medical appointments, visits, order canteen and make wing applications as well as ordering their meals using the system.

5.8.2 The kitchen manager and staff are very creative in producing such a varied menu on a budget of around £2.00 per prisoner per day. Board members regularly taste food before it leaves the kitchen and report that it is hot and tasty. This is not always the case when it is tasted on the wings. This is because, as reported previously, transportation to the wings in containers causes food to deteriorate in quality. The ovens on the wing serveries are not always switched on early enough. In these situations this could contribute to the reduction in food quality.

5.8.3 Once again the Board feels that it is necessary to raise concerns about the lack of 'out-of-cell' facilities, which means that most prisoners have to eat their meals in their cell, in close proximity to the lavatory. This hygiene issue remains unresolved. As Manchester prison is a listed Victorian building the Board appreciates the difficulties this causes.

5.8.4 All the wings are maintained to a high standard, and are kept spotlessly clean. When Board members speak to wing cleaners they invariably say that they enjoy doing the job of cleaner. They and wing staff are to be commended for their efforts in keeping a Victorian building in such a good condition.

Section 6

Other Areas of the Prison

6.1 Foreign Nationals

6.1.1 As at January 2014, there are 149 Foreign Nationals held at HMP Manchester, 11 being held beyond their sentence expiry date awaiting deportation/ appeal decisions or removal.

6.2.2. United Kingdom Border Agency (UKBA) holds regular surgeries, usually twice monthly at HMP Manchester.

6.2.3. The changes to Legal Aid for Foreign National prisoners is currently creating problems for Bail Applications and Appeals, the processing of which now falls upon the prison staff, as Solicitors are no longer involved.

Section Seven

The Work of the Board

7.1.1 This has been a difficult year for the IMB at HMP Manchester. Against a complement of 24 members, the Board has had to overcome difficulties created by low membership in addition to long term absences due to health problems of three members. One member was, until December 2013, an IMB National Council member, and another member experienced difficulty attending the prison due to employment issues.

7.1.2 Two new members received Counter Terrorism Check clearance and started their probationary year in March. Whilst only having 8 operational members, the Board mentored them to a high standard. In July two more recruits, having received their CTC clearances, joined the Board and also received a high standard of training.

7.1.3 It is down to the hard work, commitment and dedication of the remaining Board members that so much has been achieved in these difficult circumstances.

7.1.4 The Manchester Board participated in the North West area joint recruitment exercise which took place in the summer. Three candidates were recommended and duly given conditional appointments by the Minister.

7.1.5 It is pleasing to report that CTC clearance was granted for all three before Christmas. Considering that the interviews took place at the end of August, this was a great improvement on the length of time taken previously.

7.1.6 Two of the new recruits commenced their probationary year in January 2014. The third had to delay taking up post due to undergoing orthopaedic surgery in January 2014.

7.1.7 The member due to leave at the end of 2013 under tenure of appointment rules decided to bring forward the enforced retirement in June, to be able to enjoy the summer weather.

7.1.8 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.

7.1.9 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. They commented on how prisoners had said that the Christmas dinner was very good. They also said that the atmosphere was very relaxed and festive.

7.1.10 as in previous years the Board agreed to 100% attendance at Segregation Reviews, achieving the aim this year as all 212 reviews held over 116 sittings have been observed. Whilst attendance at Segregation Reviews is not mandatory, the Board believes that independent monitoring of the use of segregation is an essential element of the Board's role at Manchester.

7.1.11 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. The Board believes that Adjudications are conducted in a fair and open manner, with full participation of the individual concerned and with parity of outcome across the sample monitored.

7.1.12 The Annual Team Performance Review of the work of the Board (ATPR) took place in October and was attended by 9 Board members. This review is an opportunity for the Board to reflect on the previous year and plan for the forthcoming one. The emphasis was on reflecting on what the Board had managed to do under difficult circumstances, and using that as a springboard in attempting to achieve better results as circumstances regarding memberships and long term absences improve.

7.1.13 The Board hosted visits from Preston IMB in August 2013 and Styal IMB in February 2014.

7.1.14 The Manchester Board made a return visit to Preston in September 2013 and to Styal in November 2013.

7.1.15 Three Board members attended the staff Christmas carol service, and six attended both of the prisoners' carol services. All found it an uplifting experience as did most of the prisoners who attended. Again a music group from a local church came into the prison Chapel to provide the music and perform carols. Several prisoners read lessons. The Chaplaincy team are again to be commended for their commitment.

7.2 Board Statistics

7.2.1

IMB Manchester Board Statistics	2010-2011	2011-2012	2012-2013	2013-2014
Recommended Complement of Board Members	20	24	24	24
Number of Board members at the start of the reporting period	19	22	12	11
Number of Board members at the end of the reporting period	22	12	11	16
Number of new members joining within the reporting period	4	0	0	6
Number of members leaving within the reporting period	1	10	1	1
Total number of Board Meetings during the reporting period	10	12	12	12
Average number of attendances at Board Meetings during the reporting period	14	13	8	10
Number of attendances at meetings other than Board Meetings	21	19	27	25
Total number of visits to the prison, including meetings	678	590	528	599
Total number of Applications received	350	113	125	135
Total number of Segregation Reviews held	240	204	210	212
Total number of Segregation Reviews attended	228	197	204	212
Total number of Adjudication Sessions attended	12	6	9	9
Total number of Call Out attendances	15	10	19	3
Total attendances at Training sessions	54	13	32	29
Total Training visits for new members with Mentors	N/A	44	0	47
Board attendance at Annual Team Performance Review	18	15	12	9

7.2.2 The following table shows the number and category of applications received by the Board during the reporting period, together with four previous years' figures for comparison.

IMB Manchester Prisoner Applications 2013-2014

Code	Category	2009/10	2010/11	2011/12	2012/13	2013/14
A	Accommodation	15	22	3	2	2
B	Adjudications	7	3	2	4	0
C	Diversity related	2	2	0	2	0
D	Education/employment/training	16	12	3	5	2
E	Family/visits/inc mail & phone	28	59	10	28	41
F	Food/kitchen related	3	0	1	3	0
G	Health related	55	42	20	15	11
H	Property	88	105	18	22	34
I	Sentence related	46	22	16	10	17
J	Staff/prisoner related	48	46	17	16	12
K	Transfers	44	34	2	4	3
L	Miscellaneous	45	3	21	14	13
	Total number of applications	397	350	113	125	135

7.2.3 34 applications came to the Board as Confidential Access applications. However, after scrutiny, none of them was deemed to be appropriate for consideration under Confidential Access procedures. All 34 were returned to the prisoner with a written explanation. The Board is unwilling to allow the misuse of Confidential Access as a means to jump the queue.

7.2.4 The reduction in applications received has again been maintained this year. The Board has continued to encourage prisoners to first use the procedures in place within the prison, before making applications to the Board. Additionally 120 applications were returned to prisoners who were trying to bypass the prison's complaint procedures.

7.2.5 9 applications were not processed within the Board's agreed time limit of seven days from receipt of the request. In all 9 cases the complexity of the application was the reason for the delay in completion. In some instances several visits had to be made by IMB members in order to process them thoroughly.