



HMP ISLE OF WIGHT

INDEPENDENT MONITORING BOARD

ANNUAL REPORT

2015

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SECTION 2

THE STATUTORY ROLE OF THE IMB

The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison and IRC to be monitored by an independent Board appointed by the Justice Secretary from members of the community in which the prison or center 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 Minister for Justice, or any official to whom he has delegated authority 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 the right of access to every prisoner and every part of the prison and also to the prison records.

IMB DIVERSITY STATEMENT

HMP Isle of Wight Independent Monitoring Board is committed to an inclusive approach to diversity which encompasses and promotes greater interaction and understanding between people of different backgrounds including race, religion, gender, nationality, sexuality, marital status, disability and age. We also recognize that a fully inclusive approach to diversity must also respond to differences that cut across social and cultural categories such as mental health and literacy.

All members of the HMP Isle of Wight IMB will undertake their duties in a manner that is accessible to everyone within the establishment regardless of their background or social situation. The Board will monitor to establish that the experiences and interaction between staff, prisoners, detainees and visitors is fair and without prejudice. Where this is not the case, the Board will alert the appropriate authorities.

REPORTING PERIOD

1ST JANUARY 2015 – 31ST DECEMBER 2015

SECTION 3

HMP ISLE OF WIGHT

3. Description of the Prison

3.1.1. On the 1st April 2009, HMP Albany, Camp Hill and Parkhurst were merged to form HMP Isle of Wight but on 19 April 2013 HMP Camp Hill was de-commissioned and closed. Albany occupies the site of a former military barracks and Parkhurst was originally a military hospital, which became a prison in 1863.

3.1.2. The establishment lies to the north of Newport, the Isle of Wight county town and is opposite the Island's Accident & Emergency Unit (A & E) and only hospital. This is the only prison in the country where the Governor's and administration offices are not inside the perimeter walls. There is only one Separation and Reintegration Unit (SARU), which is based in the Parkhurst site and means any prisoners requiring to be segregated from Albany have to be transferred under escort. Both sites have a Healthcare Centre and there is one Inpatient Healthcare Unit (IHU) based in Albany, this unit has two end of life suites.

3.1.3. HMP Isle of Wight is a category B male training prison with an average population of approximately 1041 prisoners. Over 98% are sex offenders with 101 serving Life, 183 an Indeterminate sentence for Public Protection (IPP) and the remainder are determinate sentences mostly of 4 years or more together with a few remand prisoners from the local Isle of Wight Courts.

3.1.4 Prison population consists of

Aged 50 - 59	480
Aged 60 - 65	210
Aged 65 - 70	61
Aged 70 - 79	65
Aged 80 - 89	10

3.1.4. The prison's strategic management team consists of: -

Governing Governor

Reporting to him: -

Deputy Governor

Head of Reducing Reoffending

Head of Corporate Services

Head of Performance Management

Management Co-ordinator

Deputy Governor

Reporting to him:-

Head of Residence x 2
(Albany/Parkhurst sites)

Head of Drug Strategy

Healthcare Provision

Head of Safer Custody x 3
Health & Social Care,
Death in Custody and SARU
Violence,
Equalities

Head of Operations x 2

Head of Security Intelligence

Head of Public Protection

Head of Offender Management

Regional Business Partners

Human Resource Business Partner (HRBP)

Finance Business Partner (FBP)

Service Delivery Manager (SDM)

Senior Probation Officer (SPO)

Head of Healthcare

Psychology Lead

Health and Safety Advisor

3.1. 6. There are many agencies and outside organisations working within the prison and they are listed as follows:-

PARTNER	Partnership Objectives and obligations for the provider and or Establishment
National Probation Service	Community Punishment
UK Border Agency	Safe and Secure custody of prisoners subject to deportation
Offender Learning and Skills Level 4 (OLASS4) provider as agreed with skills funding	Provision of learning and skills
CAREUK (June 2013)	Provision of Health Services
The Samaritans	Suicide Prevention and Self Harm management
Law Centres	Advice and Guidance
Prison Fellowship	Reducing offending strategy
Age UK	Community Cohesion and Equality groups
Changing Tunes	Provision of additional rehabilitation services
Migration Help	Work with Foreign Nationals
Fine Cell Work	Arts and Craft
SAFFA	Provision of support services for Prisoners in need
Inclusion DART (Drug, Alcohol Recovery Team)	Drug and Alcohol Services South Stafford and Shropshire NHS
IOW Library	Provision of Library services IOW Council
National Career Service	Education
Shannon Trust	Literacy

SECTION 4

4. EXECUTIVE SUMMARY

4.2.1. HMP Isle of Wight is the south of England's designated category B sex offender training prison comprising with an operation capacity of 1096 prisoners. With an increasing average age of 48 years old and the inevitable on-set of health problems this has had a big impact on the need for escorts to hospitals and bed watches. Following the implementation of Benchmarking and the subsequent impact on staffing levels the Board have been impressed by the willingness of staff to volunteer but there were some weekends when operations were under considerable pressure to cover these.

4.2.2. In 2015 Her Majesty's Inspectors of Prisons (HMIP) made one of their surprise visits and the Board were pleased to be informed that of the four areas they focused on three of those had improved since the last inspection in 2012. The results were as follows, with a score of 4 being the highest awarded.

Area	2012	2015
Resettlement	2	2
Safety	2	3
Respect	3	4
Purposeful Activity	2	3

4.2.3. With the biggest increase in the prisons population being sex offenders resulting from prosecutions for historical offences the inevitable age of prisoners has increased and concerns remain regarding suitable purposeful activity for them. (5.1.c). Poor wheelchair access to some areas of the prison, due to lack of funding, has been raised by the Board in their annual report for the last 4 years. (5.1.a) and although there was a subsequent improvement by the local authority to provide resources for the Care Act introduced in April 2015 the prison was disappointed by the initial response (5.3.7).

4.2.4. In 2015 there were no self-inflicted deaths in HMP Isle of Wight. The Board's previous concerns raised repeatedly about the long delay in bringing inquests before the Coroners Court but are pleased to report that it is less of an issue with ten completed and one adjourned during this period. However relatives for two of these inquests waited five years for closure and another three for two to three years, which was and is considered to be totally unacceptable.

4.2.5. The small number of prisoners on the Transgender Pathway still cause concern and take a disproportionate amount of the Equalities team's time. The appointment of a new leader to the Equalities team has introduced a different dynamic for both prisoners and staff working in this developing area however the Board remains concerned about the lack of available national training (5.1.b)

4.2.6. Following the Separation and Reintegration Unit (SARU) move to a smaller area with less cells and the ruling by the Supreme Court regarding the length of time prisoners remain in segregation there has been a noticeable decrease in the number of prisoners located there (5.7.6) and the Board continues to be impressed by the care and commitment of the officers working them. (5.7.5)

4.2.7. In 2015 there were two significant incidents in HMP Isle of Wight. Three prisoners managed to gain access to the roof in one of the wings in the Parkhurst site

and caused considerable damage, which resulted in the wings closure while it was refurbished. In February a fire was started in the stair well by a prisoner using the night sanitation in one of the wings in the Albany site. Although there were a number of lessons to be learnt from it fortunately there were no fatalities or serious injuries. Staff from both sites, were very quick to react and there were some significant acts of bravery as they managed to release some prisoners who were locked in their cells while smoke engulfed them. In total more than a hundred members of staff of all grades worked together to assist and reassure them. The Board witnessed the teamwork and the extreme concern and compassion shown to the prisoners during this terrifying ordeal and it was reassuring to note that they were and are prepared to put prisoners welfare before their own in times of need.

Rosemary Montero
Chair

4.3 Particular issues requiring a response:

Questions to the Minister

- 1. Will funding be made available to ensure that disabled prisoners have the same access to areas of the prison, as able-bodied prisoners? This has been an issue at HMP IOW and raised in our annual report for the last four years.**
- 2. Is action being taken to develop a prison focused training programme for staff, to enable them to work knowledgably with transgender prisoners?**
- 3. What plans are there in place to improve the performance of Carillion which is creating significant problems for the establishment?**

4.4. Previous years' concerns

- 1) In our annual report 2012 we drew attention to wheelchair access. We are raising this issue again in this report (5.1(a)). **This is raised again in this report (5.3c)**
- 2) Will there be any formal training introduced for staff working with Transgender prisoners? **This is raised again in this report (5.1c.)**
- 3) The issue with concern over the healthcare queue has now been resolved.
- 4) The judgment by the Supreme Court together with the reduction in cell space in SARU has resolved the issue highlighted in previous annual reports.

SECTION 5

5.1. EQUALITY AND INCLUSION

5.1.1. There have been changes of staff in managing the Equalities team. The current manager took up post in August 2015, the previous one having been in post for approximately one year and although supported by the same administrative officer; the changes inevitably lead to a disruption in continuity as staff assimilate and respond to the demands of this role.

5.1.2. The Equalities manager is responsible for monitoring the quality of Discrimination Incident Reporting Form (DIRFs) and the Board has continued to be satisfied that the overall treatment of prisoners is both equal and without discrimination. In this period 120 DIRFs were submitted and processed but occasionally prisoners submitted them which should have been dealt with through the normal Complaints Procedure as they were not relevant to the 9 Protected Characteristics e.g. a complaint concerning size of food portions. When appropriate DIRFs were immediately passed to Safer Custody if Equality staff considered there was a safety issue that required more urgent attention than DIRF investigations allowed. It was evident from the documentation that the investigation of those sampled was detailed and thorough and any delays in responding seemed to be related to staff leave/absences or change in roles.

5.1.3. In recent years the Equality Action Team have met quarterly but there was only one meeting in March this year due to a visit from her Majesty's Inspectors of Prisons and a change in management but matters arising from that meeting and investigations to be undertaken were not followed up in 2015. This forum should have enabled Governors and Heads of Departments together with prisoner representatives to share concerns about Equality matters and to facilitate the resolution of on-going issues.

5.1.4. At the beginning of this period there were 11 transgender prisoners but 1 asked to come off the pathway and the remaining still took up a disproportionate amount of the Equalities Team's time. Concerns usually centered around the unavailability/slow delivery of suitable make up and also privacy in showers. Following the deaths of 2 transgender prisoners in other establishments a welfare check was carried out with this group of prisoners and this revealed that the main concerns of the group centred around hair-dye, make-up and showers. As no major concerns were identified, this could be a testimony to the appropriate treatment being given to the transgender population.

5.1.5. The various Focus groups have generally continued to meet once a month. These give prisoners of similar backgrounds the opportunity to share concerns and experiences, which can be passed on to management if needed. The prisoners value the meetings as an opportunity for like-minded people to gather together to socialise. Some Forums were cancelled, usually through a lack of staff availability. However, this causes frustration among prisoners when the anticipated monthly meeting does not take place and postponement might be preferential to cancellation.

CONCERNS

5.1.a. Wheelchair access to some areas of the prison, in particular the healthcare center in the Parkhurst site, is still poor and so restricting to those who lack mobility. This position was reported in the IMB Annual reports in 2012, 2013, 2014. It seems that a suitable ramp has been delivered but funding to fit it is not available.

5.1.b. In view of the number of prisoners choosing to adopt the Transgender Pathway the Board continues to be concerned about the lack of available national training for staff working with them.

5.1.c. As time goes on, there is inevitably an expanding number of prisoners aged over 65. Although work has commenced on an Older Prisoner review which will be completed early in 2016 we still question whether there will be adequate and suitable purposeful activities for this group in forthcoming years?

5.1.d. The lack of Equality Action Team meetings

5.2 EDUCATION, LEARNING AND SKILLS

5.2.1 Approximately 32% of the prison population participate in Education; there has been a retention rate of 96%, and an average rate of 86% achieving success, over the reporting period. Education at HMP IoW is run by the Offenders' Learning & Skills Service (OLASS4) and the education provider is Milton Keynes College. There is one Education Manager across both sites. Staff sickness is managed well and there are sufficient teaching staff in place to cover absences.

5.2.2. All prisoners receive an online initial assessment including Maths and English as well as checking for dyslexia and cognitive skills: this provides a basis for Individual Learning Plans. Prisoners whose literacy is not yet sufficiently developed to join Education classes are being helped by the Shannon Trust Reading Scheme, which first began in the prison in February 2015 with 4 learners; by the end of the year, 54 learners had signed up, with 25 prisoners volunteering as mentors. 16 learners have now moved forward into Education, and 22 are in workshops. This new scheme is a great success. The member of staff who has facilitated the scheme received an Outstanding Officer award in 2015 from the Prisoners' Education Trust. She had been nominated by one of the prisoners for her leadership, and the awards committee were impressed by her "tremendous encouragement to all of the mentors involved whilst maintaining a truly professional role as a prison officer."

5.2.3. The Education Department on both sites offers English and Maths up to Level 2 (GCSE), English for Speakers of Other Languages, Art & Design, Hospitality & Catering, Business Enterprise, Peer Mentoring and Customer Care. There are also classes in Information Technology, although 194 prisoners were not allowed any access to computers because they had either breached the use of it in custody, were an Organised Crime Group (OCG) nominal or because of the nature of their offence.

5.2.4. The Department has organized a large number of events raising awareness of Diversity and promoting Equality. There are outstanding levels of mutual respect: 99% of learners stated on a recent survey that they feel they are treated fairly and equally.

5.2.5. The overall atmosphere in Education is engaged and purposeful: learners appear cheerful and keen and staff are very committed. The Board commends the Department for their excellent work in the prison.

CONCERNS

5.2.a. The Board has raised with the Governor the continuing failure to get prisoners to the Parkhurst Library: this is frustrating for the prisoners, and for library staff. Wing staff have been reminded that library access should be a priority and that prisoners can visit twice a week. While attendance improved in the middle of the year there was a further decline subsequently, this is an area of performance, which will need to be kept under review.

5.2.b. Physical access to Education on the Parkhurst site is restricted for prisoners with physical disabilities. (Access at the Albany site is good, and orderlies assist wheelchairs users.)

5.3 HEALTHCARE AND MENTAL HEALTH

5.3.1. This is now the second year that CareUK has been the provider of healthcare at HMP Isle of Wight. The healthcare and mental health teams are well led; they have continued to build on their earlier successes and have provided an effective and very satisfactory level of service over the past year. The number of staff vacancies has also settled throughout the year although there is still a lack of dedicated General Practitioners (GPs) – this situation has been managed, though, without any undue degradation to the service.

5.3.2. An inspection by Her Majesty's Inspector of Prisons and the Care Quality Commission took place in 2015 when Healthcare (including Mental Health) received a good assessment.

5.3.3. The standard of outpatient care remains at a good level although some services still fall outside the contract with CareUK – such as Dietetics, Tissue Viability and Continence. Staff on the whole have been able to work around these problems. As in previous years, the Board is unaware of any significant issues regarding missed external appointments, delays in obtaining appointments or concerns regarding the issue of prescription medicines.

5.3.4. Inpatient care continues to be provided by the prisons own Inpatient Healthcare Unit (IHU) providing 24-hour medical cover. This valuable facility continues to provide a high standard of care 24 hours a day.

5.3.5. Overall, the Board is impressed by the standard of healthcare provided at HMP Isle of Wight. Over the past year only a relatively small number of applications were handled by the IMB, which were genuinely critical of the healthcare services.

5.3.6. The issue of prisoners with severe personality disorders raised in last year's report continues to be a problem. Due to the type of prisoner HMP IOW caters for, many are older, long-term prisoners with personality problems. Many of the more serious cases are not classified as mentally ill but nonetheless suffer from disorders, which can make them very difficult to handle and a significant challenge to the staff.

5.3.7. In April this year, the Care Act was introduced which placed all individuals with care needs, including those in prison, under responsibility of the local authority. Sadly, as was predicted in our last report, this transition has not proceeded smoothly and has thus far been a considerable disappointment - although this has been outside the prison's control. Unfortunately the local authority has been slow to commit resources to this initiative such that 25 prisoner patient assessments were overdue and 5 IHU beds were currently being used for those with predominantly care needs. The overall situation with Social Care is slowly improving but has quite some way to go before a satisfactory solution is achieved.

5.3.8. During the winter there have been ongoing heating problems in the IHU which has caused concern.

CONCERNS

5.3.a. The introduction of social care in the prison environment as mentioned in the preceding paragraph.

5.3.b. Out of hours GP coverage is difficult to achieve but this is an Island wide problem.

5.3.c. The disabled ramp into the Healthcare Offices in Parkhurst still awaits fitting due to a lack of funds.

5.3.d. The heating problem within the IHU is believed to be fixed but we await a really cold spell to properly assess this.

5.4 PURPOSEFUL ACTIVITY AND WORK

5.4.1. Belated congratulations to the Wood Machine Workshop in Albany having been awarded the National Elton Trophy for the best performing workshop 2014/15. Prisoners within this workshop can complete a City and Guilds Wood Wise Certificate for each machine they become competent using and can achieve eight certificates in total. The pass rate is good/excellent. Prisoners work well with instructors and have a very good working relationship. Presently the workshop is completing a contract for the prison service and meets the quality standards required by the prison service representatives. Engineering workshop are providing steel crates for the delivery of the furniture. In the near future these crates will also become an approved quality product.

5.4.2. Good Individual Learning Plans and Initial Assessment identify student strengths and weaknesses. Both staff and students together identify the most appropriate courses and units of accreditation to enable success. Where weaknesses are identified students are supported to resolve these. This assist students to complete their course successfully. Annually the prison completes a needs analysis with all students, allowing prisoners and staff to suggest and make further improvements to course on offer.

5.4.3. Feedback to students on courses is relevant, regular and constructive. Wall charts clearly show the students their individual progress. Success, retention and achievement rates are good/excellent. Students are escorted to their place of learning by prison staff thus assisting improvement to attendance and punctuality. They are motivated when completing challenging exercises and developing good skills

leading to success. There are outstanding levels of mutual respect between staff and learners with learners stating that they are treated fairly and equally.

5.4.4. In Parkhurst and Albany vocational qualifications in Painting and Decorating Level 2 are provided and have good to outstanding success rates with 100% completion at Parkhurst. In addition Parkhurst have been accredited for level 3 and their first level 3 qualification has been awarded. Parkhurst also provides level 2 Brickwork with good pass rates.

5.4.5. New areas of vocational training are being developed in Parkhurst. Waste Management, Engineering/Welding and the development to a higher level in Painting and Decorating level 3. These developments will provide further opportunities for prisoners to develop their skills and qualifications. The prison is making solid progress in vocational areas thus enhancing prisoners' opportunity to develop their skills ready for their release, thus making them more employable and ready for the world of work.

5.4.6. Around 22 prisoners on the Albany site are involved with Fine Cell Work, supported by a volunteer from the charity who visits fortnightly. The stitchers work individually in their cells, creating beautiful cushions and quilts; this gives them great satisfaction and becomes part of their regime of passing their time usefully. They also earn money when their embroideries are sold.

5.4.7. There are special Gym session times for older prisoners, including those with mobility difficulties. Activities are organized such as afternoons of cards and dominoes, which provide the opportunity for older prisoners to meet socially with tea and biscuits. Staff also run activities which assist with memory loss. While Fine Cell Work is not just for older prisoners, the majority of those participating are over 50 or have a physical disability. Libraries on both sites run Book Groups specifically for older prisoners.

5.5. RESETTLEMENT

5.5.1. In August 2013 HMP Isle of Wight became a designated Category B training prison for prisoners serving 4 years or more for sexual offences and there is no resettlement department. The Activity Hub has been given responsibility for any prisoner being released and in 2015 there were just 5 of which 4 were immediate releases following a parole hearing.

Reducing Re-offending

5.5.2. A reducing reoffending meeting is held bi-monthly and is attended by Heads and/or Managers of Learning and Skills, Industries Managers, Public Protection, Offender Management, Equalities, Chaplaincy, Activities, Security, Residence and Interventions. The meeting enables information, issues and problems in all areas of the prison to be addressed with a view to reducing the risk of re-offending.

Offender Management Unit

5.5.3. The Offender Management Unit (OMU) is located in Parkhurst together with the Probation Service. The public protection function is undertaken by a variety of staff, including administrative and operational support grades within the OMU. The 28 Offender Supervisors are made up of Band 4 officers, who are allocated prisoners.

Because they have a dual role as a hiking officer on a regular basis the weekly wing surgeries no longer take place. The OMU also contributes to identification of offence-focused intervention, parole dossiers, Lifer management plans, categorization, Multi Agency Public Protection Arrangements (MAPPA) reports, transfers and Offender Assessment System (OASys).

5.5.4. In order to address this Offender Supervisors work closely with Offender Managers based in a prisoner's local Probation Service. They also attend wherever possible the weekly segregation reviews in the Separation and Reintegration Unit (SARU) but due to shift patterns this does not always happen. They also keep the multi-disciplinary team informed of any issues or transfers likely to effect the reintegration of a prisoner back onto a wing.

5.5.5. The Correspondence and Monitoring meeting was introduced in 2014. This meeting identifies the risk prisoners present to the public and the level of contact they are allowed through visits, phone or mail. This assessment is regularly reviewed and following the changes in processing the number of prisoners on active monitoring has increased slightly from 50 in March 2015 to 71 in December 2015.

Sentence Plans

5.5.6. The expectation is that the majority of prisoners will attend a Sex Offender Treatment Programme (SOTP) as part of the sentence plan but 15% of the population are considered unsuitable due to maintaining their innocence. This has decreased from last year due to the implementation of the Incentives and Earned Privileges (IEP), but staff still find the scheme is inconsistent with regard to sex offenders. There are 310 deemed to be low risk prisoners and 73 Category C prisoners that make up a further 37% of the population. The recent changes to the Thinking and Skills Programme (TSP), which now includes prisoners that deny their offending has helped with the delivery of the interventions.

Total population: 1040 (December 2015)

SOTP & TSP	129 plus 29 unsuitable =	158	15%
Low Risk + cat C	310 plus 73 unsuitable =	383	37%

Programmes

5.5.7. HMP IOW Interventions deliver Core and Extended Sex Offender Treatment Programmes along with Thinking and Skills Programme (TSP) across both sites for medium to very high-risk sex offenders. In 2015 SOTP, ESOTP and HSP with 123 completions, TSP 109 completion one over target.

5.5.8. Two courses & two control groups comprising of 36 prisoners were trialed. The Coping and Changing in Prison (CoaCh) group, which is designed for prisoners maintaining their innocence and is not offence-related but it does enable group work. Unfortunately due to staff shortages suitable participants the other courses have not been started and plan to take place in 2016. Upon completion the data will be analysed and evaluated to consider rolling out the programme on a national basis.

Family Days

5.5.9. Family days continue to be held on each site 4 times a year either for adults only with prisoners who are prohibited from having child contact and on separate days when children can be included which are planned to take place during school holidays or half-term.

CONCERNS

5.5.a. As reported last year, there continues to be a number of prisoners arriving at this establishment, mainly from local prisons without an OASys, which increases the pressure of work in OMU for which they are not resourced.

5.5.b. In the programmes department there are 3 operation staff, 2.5 non-operation staff and 0.5 administration staff short. This has led to pressure on the department, and with sickness it has been hard to deliver the intervention. In February 2015 the Albany site also had a fire, which reduced the capacity down by 100 prisoners, with additional factors of sequence of delivery and the increase of the target later in the year had an additional impact. With this reduction in prisoners plus the deniers and low risk prisoners has made the targets difficult to achieve.

5.6 SAFER CUSTODY

5.6.1. Safer custody meetings are held monthly on an alternative basis with the two sites. They are attended by representatives from a number of disciplines. There is however a lack of uniformity of attendance which can impact on the input into the meetings.

5.6.2. The power-point presentation is very detailed and covers information from the all relevant departments and endeavors to identify hotspots and trends particularly with self-harm and suicide. This recorded information assists those unable to attend the meeting to identify specific issues affecting their own areas of responsibility.

5.6.3. In 2015 there were 293 ACCT documents opened compared to 300 opened in 2014. Board members frequently attend ACCT reviews as well as checking ACCT documents when visiting wings on rota duty. Plans are in place in 2016 to introduce an IT system to alert Board rota duty members of date and time of ACCT reviews.

5.6.4. Violence reduction continues to be a prominent feature of the safer custody reports with all assaults recorded and investigated. More serious incidents are reported to the police. Acts of self-harm are also continually monitored for trends and spikes. There were 82 incidents of assault reported in 2015 and this is a reduction in previous years' figures.

5.7 SEGREGATION, CARE AND SEPARATION CLOSE SUPERVISION

5.7.1. There is one Separation And Reintegration Unit (SARU) in HMP Isle of Wight based in the Parkhurst site, which at the beginning of 2015 was a unit consisting of 26 single cells, 1 unfurnished back cell and 2 dirty protest cells. In March this was moved to a smaller unit with 12 cells of which 4 have drainage for dirty protests and another 2 for use as Special Accommodation.

5.7.2. Following the introduction of Benchmarking at the beginning of March 2015 the staffing profile was reduced to:

- Three prison officers every morning.
- Two prison officers every afternoon.
- Three prison officers in the afternoon at weekends.

As many of the prisoners located in the SARU cannot be unlocked without 3 officers present, staff in the afternoon during the week are required to call a custody manager which can result in a delay when they are dealing with another incident elsewhere. Added to this the SARU staff were required to take on the administration work previously completed by a senior officer.

5.7.3. During 2015:

- 154 prisoners were located in the SARU.
- 25 prisoners were placed in Special Accommodation.
- 26 prisoners arrived on an open Assessment Care in Custody Teamwork (ACCT)
- 24 prisoners had ACCTS opened on them whilst in the SARU.
- There were 96 individual Uses of Force.
- Across the two sites 1148 adjudications were heard – 797 newly opened.
- The Independent Judge heard 62 charges of which 25 were committed during 2015.
- The average daily population in the SARU is 6.7 prisoners.
- 6 prisoners were in the SARU for more than the 90 days.

5.7.4. The new smaller SARU is clearly a better environment in many respects which includes more natural lighting, but there is no suitable cell for staff to follow the secreted items policy. Cell windows open outwards which allows for prisoners on ordinary location on the landings above to pass items such as tobacco down on lines, but also the possibility of receiving razor blades. Above eight of the SARU cells the landings are open to other prisoners who are then able to witness any incidents which could compromise an officer's safety and place them at risk of potential harm.

5.7.5. Staff in the SARU either volunteer to work there or are asked to consider doing so and they are required to go before an interview panel prior to their appointment. They are a committed group of prison officers who display considerable patience and dedication to their work, which far exceeds the requirements of staff working on ordinary locations. The Board is impressed by their standard of work often carried out under extreme pressure and sometimes intolerable conditions created by a small group of prisoners intent on being disruptive and difficult. The Board are however concerned by the length of time taken for some damage caused by prisoners to be repaired some of which has waited over six months, (Tiles in the showers). The Board understands that the current contract with Carillion does not cover repair work for deliberate damage, which is subject to separate procedures, which can result in work being delayed.

5.7.6. The Board is appropriately and promptly informed about prisoners being transferred to the SARU or placed in Special Accommodation and the use of this facility is kept to a minimum. If a Board member is on site then efforts are made to monitor any removal by force. Reviews on prisoners held in the SARU take place weekly and the Board gives this high priority and always attends. Emphasis is place

on re-integrating prisoners at the earliest opportunity and there has been a noticeable reduction in the length of time prisoners are located in the SARU. However a small number of prisoners self-segregate and then resist all attempts to place them back on the wings, which has resulted in unacceptable lengths of time in the SARU.

CONCERNS

5.7a. The Board is concerned by the reduction of staff members in the SARU. The majority of prisoners require three people to be present when unlocked but during the week there are only two officers on duty each afternoon. The prisoners arriving on an open ACCT, or being placed on one whilst in the SARU, have to be observed hourly if not more and staff are now also responsible for completing time bound administration duties. With such a difficult and demanding group of prisoners the Board finds the expectations on so few staff to be unacceptable.

5.8 RESIDENTIAL SERVICES (including accommodation, food and kitchens)

5.8.1. The kitchens for HMP IOW are located outside the secure areas of the two sites – Albany and Parkhurst. They provide food for both sites within the required time frames and at the necessary temperatures. The serveries are maintained to a very high standard. Some of the trolleys have become obsolete but are due to be replaced early in January 2016. Kitchen staff are to be applauded for seamless service in delivering varied, changing menus to suit all ethnic and dietary requirements while managing staff changes, sickness and holidays in what has been a challenging year.

5.8.2. Throughout 2015 the Board have received repeated complaints about the serveries especially in Albany. Food shortages and inadequate portions being the main problem. When these are reported to the kitchens, shortfalls are delivered the same day. Vigorous checks monitoring shortages and temperatures are in place but many problems are not reported to the kitchens. There are allegations servers are keeping food back for selling on or for self consumption and this has been raised with the Governor. Currently in Albany only orderlies collate the weekly numbers for food requirements, which arrive late or inaccurate. All prisoners collect their own food from the serveries for consumption in their cells.

5.8.3. The kitchens are down on three ovens, three kettles, one mixer and one Bratt pan. There is an ongoing debate with Carillion as to who is responsible for non-fixed items causing delays in replacing essential items. Also vermin was found due to non-removal of waste by Carillion and was only moved after the intervention of a Governor.

5.8.4. A more speedy response from Carillion to deliver essential necessities and possibly clearer definition of responsibilities in contract would overcome many problems especially to staff whose morale is affected. Dedicated, detailed officers to manage the serveries would provide necessary supervision and continuity. Also staff and not orderlies to collate the weekly figures to provide accuracy and save kitchens having to chase them.

Accommodation

5.8.5. A serious arson attack on 18th February 2015 put 92 cells out of action and remains so at the end of the year. Staff have to be highly commended for acts of bravery and speed of response possibly preventing deaths and serious injuries. This was a challenging time for the whole prison and movements of prisoners, bearing in mind all security and safety issues. Another wing in Parkhurst was badly damaged during an incident at height resulting in 19 cells being out of use.

5.8.6. During 2015 the Board have dealt with small issues (e.g. one chair in a double cell) but remedial actions have been put into place very quickly. The same problems occur when damaged cells need repairs and Carillion cannot deliver promptly, reducing the availability of accommodation.

5.8.7. However the cleanliness of the wings and the overall appearance of the prisons has been a credit to prisoners and staff and in 2015 the Albany gardens were judged by the Royal Horticultural Society and awarded fourth place for the Windlesham trophy.

CONCERNS

5.8.a. We are concerned about the poor performance of Carillion and are aware that monitoring of their performance is currently under review.

SECTION 6

THE WORK OF THE INDEPENDENT MONITORING BOARD

BOARD STATISTICS	
Recommended Complement of Board Members	24
Number of Board members at the start of the reporting period	15
Number of Board members at the end of the reporting period	14
Number of new members joining within the reporting period	1
Number of members leaving within the reporting period	2
Total number of Board meetings held during the reporting period	12
Total number of visits to the Establishment	967
Total number of segregation reviews attended	52
Date of ATPR	13 th November 2015

Applications Received

Code	Subject	2010	2011	2012	2013	2014	2015
A	Accommodation	19	21	6	14	4	5
B	Adjudications	6	5	26	9	5	4
C	Equality & Diversion (including Religion)	27	24	32	15	12	11
D	Education/employment/ training including IEP	45	32	62	51	41	57
E1	Family/visits including mail and phone	20	22	18	43	21	16
E2	Finance and Pay	-	-	-	6	13	9
F	Food and Kitchen	10	7	8	13	2	11
G	Health Related	38	54	45	24	15	26
H1	Property (within current establishment)	107}	137}	95	63	46	41
H2	Property (during transfer in another establishment)	}	}	24	28	22	11
H3	Canteen, facilities, catalogue shopping Argos	-	-	4	6	16	5
I	Sentence related (including HDC, ROTL parole re-categorization etc.,	83	112	116	25	29	16
J	Staff/prisoner/detainees concerns including bullying	34	36	17	58	42	21
K	Transfers	60	81	63	23	19	11
L	Miscellaneous	115	142	136	90	64	62
	Total number of IMB Applications	564	673	652	468*	351	306
	Total number of confidential access	N/A	N/A	57	39	21	38

*reduced number reflects the closure of Camp Hill in April 2013