



Annual Report
of the
Independent Monitoring Board
at
HMP Isle of Wight

for reporting year

1 January to 31 December 2016

Published

July 2017



Monitoring fairness and respect for people in custody

CONTENTS

Sections	Contents	Page Number
1	Contents	2
2	Statutory Role of the IMB	3
3	HMP Isle of Wight	4-6
4	Executive Summary	7-8
5	AREAS TO BE REPORTED ON	
5.1	Equality and Inclusion	9-12
5.2	Education, Learning and Skills	12-13
5.3	Healthcare and Mental Health	13-14
5.4	Purposeful Activity and Work	14-15
5.5	Resettlement	15-17
5.6	Safer Custody	17-18
5.7	Segregation, Care and Separation	18-19
5.8	Residential Services (includes Accommodation, Food and Kitchens)	19-20
6	Work of the Independent Monitoring Board	21-22

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 2016 – 31ST DECEMBER 2016

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.

Age Profile	Number
20-29	166
30-39	207
40-49	224
50-59	255
60-69	139
70-79	71
80-89	6

90-99	1

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 a Cat B training prison with an operational capacity of 1096 unaltered from the previous year. The prison was last inspected by the HMIP in 2015.

4.2.2 Throughout the year the transgender population has varied, generally 8-12 prisoners were on the pathway. Although a relatively small number compared to the general community, the time demands made on the local board were significant. The lack of national training to improve the knowledge of wing staff, management and the Board has created concern that this “protected characteristic group” (Equality Act 2010) might not be receiving the treatment they are entitled to. They remained a group whose care the Board pays close attention to.

4.2.3 Due to their challenging behavior, prisoners with personality disorders are extremely demanding. The prison service struggles to manage these prisoners within the population. These prisoners will often find themselves in the Segregation Unit as a result of their behavior. It is the Boards view that the Prison Service should provide more appropriate care, support and accommodation for these prisoners.

4.2.4 The Board are concerned that visitors’ physical access to the Albany site is extremely difficult. Prison visitors will often be delayed during the booking in and searching process, resulting in visits with their family members and friends being

curtailed. HMP IOW is located in the centre of the Isle of Wight, for prisoners whose family or friends visit them from the mainland they have a minimum of a two hour journey, many will travel for 4 – 6 hours a number having to stop overnight. It is extremely frustrating for them that valuable visiting time can be lost. Staffing has also contributed to the delays visitors are experiencing.

4.2.5 We reported in our 2015 annual report the serious fire in House Block 15 at Albany. It remains out of action. The Board has been advised that the work is due to commence during 2017.

4.2.6 As a training prison it is of concern that there has been a number of failures and maintenance issues within workshops e.g. Wood mill, Laundry and Bricklaying, which have had a negative effect general in terms of Safety, Gainful Employment.

Douglas Pollock
Chair

4.3 Particular issues requiring a response:

Questions to the Minister

1) We raise again the issue of funding to ensure that disabled prisoners have the same access to areas of the prison, as able-bodied prisoners? This has been an issue of concern at HMP IOW and highlighted in our annual reports for the last five years.

2) We continue to be concerned at the performance of Carillion and the impact the companies poor performance is having across all areas of the prison. Has an improvement plan been submitted by Carillion to ensure timely completion of work?

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 2015 report (5.3c) and again in this report.

2) Will there be any formal training introduced for staff working with Transgender prisoners? **This is raised again in 2015 report (5.1c.) Local training has been developed and will be rolled out to staff in 2017.**

3) The issue with concern over the healthcare queue has now been resolved.

4) The judgement 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 The Equalities Manager has been in post for some two years now.

Prison Forum Groups are held once a month on both sites. These are for:

- I) Foreign Nationals / BME
- II) Gypsy / Travellers / Romanies
- III) LGBT
- IV) Age / Disability
- V) Faith (This is mainly operated through the Chaplaincy)

These groups are organised and minuted by a prison orderly and overseen by an Equality Officer for the particular characteristic.

5.1.2 The prison has many different characteristics. (See Tables below.)

Disability	Number
Deaf – Lip reads	2
Severe Disfigurement	4
Mental Impairment	9
Speech Impediment	8
Progressive Condition	25
Learning Difficulties	55
Mental Illness	65
Dyslexia	51
Reduced Physical Capacity	63
Hearing Difficulties	72
Other Disability	82
Visual Impairment	70
Reduced Mobility	117

Age Profile	
20-29	166
30-39	207
40-49	224
50-59	255
60-69	139
70-79	71
80-89	6
90-99	1

Race	Number
A1 Asian / Asian British - Indian	11
A2 Asian / Asian British - Pakistani	14
A3 Asian / Asian British - Bangladeshi	10
A9 Asian British – Any other background	29
B1 Black / Black British - Caribbean	78
B2 Black / Black British African	41
B9 Black / Black British Any other background	15
M1 Mixed – White and Black Caribbean	10
M2 Mixed – White and Black Asian	5
M3 Mixed – White and Asian	1
M9 Mixed – any other background	11
NS Prefer not to say	6
O2 Other - Arab	4
O9 Other – Any other background	5
W1 White: English / Welsh / Scottish / N Irish/ British	749
W2 White: Irish	11
W3 White: Gypsy or Irish Traveller	16
W9 Any Other background	50
Code Missing	3

Religion & Belief	
Agnostic	4
Atheist	13
Baptist	3
Buddhist	42
Christian	106
Church of England	283
Church of Scotland	3
Eastern Orthodox	3
Greek Orthodox	4
Hindu	8
Jehovah Witness	7
Jewish	5
Methodist	6
Mormon	11
Muslim	115
No Religion	235
Pagan	44
Pentecostal	4
Presbyterian	2
Quaker	3
Rastafarian	16
Roman Catholic	132

Russian Orthodox	1
Salvation Army	3
Satanism	1
Seventh Day Adventist	1
Sikh	6
Spiritualist	5
Taoist	1

5.1.3 There are approximately 80 transgender serving prisoners with 9 located on the Isle of Wight, which is in excess of 10% across the whole estate. Progress is being made with one prisoner being transferred to the female estate this year. It has been reported by the Equalities Manager that this group of prisoners take up to 90% of the Equalities Team's time.

5.1.4 The Board raised the issue of the lack of available national training for staff working with this group in last two years reports. This has not changed, but a local initiative has been delivered to the Senior management and Equalities team and plans are in place for a role out of the training for staff in the prison in 2017.

5.1.5 As can be seen by the above table the number of elderly prisoners is increasing (those prisoners over 50 are considered elderly and this represents 44.1%). The high percentage of elderly prisoners is due to the length of sentence and historical offences coming to the fore. This brings problems and it is fortunate that the Equalities Manager has developed links with the "Age Friendly Island" steering group and has been able to bring this expertise to the prison. Memory Cafes are held on three afternoons a week for this group on both sites.

Discrimination Incident Report Forms 2016 (DIRF)				
	Albany	Parkhurst	Total 2015	Total 2016
Age	1	4	4	5
Disabled	5	10	11	15
Gender Re-assignment	1	3	10	4
Race	15	31	60	46
Religion and Belief	7	10	17	17
Sexual Orientation	8	10	14	18
Gender	1	3	4	4
TOTAL	38	71	109	120

5.1.6 It was encouraging to see that the total number of DIRFs have reduced this year. This is particularly evident for 'Race', which has reduced by 25%.

CONCERNS

5.1a) The prison is not physically set up for an ageing population and further training is required for staff in dealing with older prisoners to avoid isolation.

5.1b) Throughout 2016 we remain concerned regarding the lack of National and local staff training with regard to the transgender population.

5.2 EDUCATION, LEARNING AND SKILLS

5.2.1 Education at HMP Isle of Wight is run by the Offenders' Learning & Skills Service (OLASS4), and the education provider is Milton Keynes College. From June 2016 prison education has been called "attending College"; this was a response to feedback from prisoner surveys which indicated that the change in terms felt more progressive, more encouraging and linked to aspiration. All learners are required to sign a Compact upon joining classes and any poor behaviour is managed swiftly and fairly.

5.2.2 Classes are offered in English and Maths up to Level 2 (GCSE), English for Speakers of Other Languages, Art & Design, and IT. Qualifications may also be obtained in Customer Service, Peer Mentoring, Business Studies, Hospitality & Catering, Painting & Decorating, and Bricklaying. The average overall success rate in achieving qualification in 2016 was 93%, with 100% success in the vocational courses.

5.2.3 **Around 45% of prisoners commencing Education courses declared they had a learning difficulty or disability. Extra support is available to these learners, and there continues to be an upward trend in narrowing the achievement gap between learners with an identifiable need and those without.**

5.2.4 In the field of creative arts, a total of 40 awards were made by the Koestler Trust to prisoners at HMP IoW for pictures, poetry, song-writing and prose, including a Gold Award for sculpture. Three people's work was exhibited at the Southbank Centre – a substantial achievement in a field of around 7,000 entries from prisons around the UK.

5.2.5 Milton Keynes College has recognised the exceptional contribution that several of the education staff have made to learning and better outcomes, and in September, the instructor for Painting & Decorating at HMP IoW was named their Teacher of the Year.

5.2.6 During the reporting period, the National Careers Service has been working alongside HMPS to ensure that all prisoners have access to relevant information about the labour market. The NCS also guides and supports those who require advice regarding potential studies through Distance Learning (such as Open University), and the Prisoner Education Trust is able to provide contributions towards funding.

5.2.7 Other providers include Changing Tunes (music practice and performance), Fine Cell Work (embroidering cushions and quilts) and the Shannon Trust (prisoners volunteering to mentor others in learning to read).

5.2.8 At the education awards ceremonies held in both Albany and Parkhurst in December prizes were given to the Learner of the Year in each category of the curriculum, and the High Sheriff also presented certificates to Shannon Trust learners and mentors. These occasions seemed to be enjoyed and appreciated by the prisoners, and were evidence of the excellent relations between learners and the College staff.

5.2.9 Libraries on both sites are well attended, with an average of 77% of the resident population being active users. There is provision for readers of other languages (with materials obtained from Haslar IRC), Book Groups, and outreach on Family Days with books provided by the charities Give a Book and the Prison Reading Groups project.

CONCERNS

5.2a) In IoW 2015 Annual Report, the Board drew attention to the problem of physical access to the Parkhurst library. During 2016 the prison has produced an Options Paper for the relocation of Library provision in the Parkhurst site. This is now awaiting a decision on logistics and funding.

5.3 HEALTHCARE AND MENTAL HEALTH

5.3.1 This is the third year that Care UK have provided healthcare at HMP Isle of Wight and once again they have proved to be a well led, dedicated, and professional team. Most staff vacancies have now been filled in the past 12 months, including the recruitment of experienced GPs.

5.3.2 Outpatient care remains at a satisfactory standard although hospital appointments do suffer from a high number of cancellations. Due to the morbidity of the prison population there is a particularly high number of hospital referrals from HMP Isle of Wight; cancellations are therefore made by the hospital when prioritising appointments and by the prison who only have a finite number of escorts available.

- 296 prisoner appointments in total
- 27% (approx. 349) cancelled for one reason or another
- 126 cancelled by hospital
- 223 cancelled by prison

Of the 223 (approx. figures)

- 12 not well enough to attend
- 2 errors made and prisoners thus not able to attend

- 79 cancelled to make room for other higher priority prisoners
- 49 prisoners transferred to other prison prior to appointment
- 2 released prior to appointment
- 39 "other" reasons - such as problem with transport, emergencies, lockdown etc.,
- 47 cancelled by the patient

5.3.3 As mentioned in last year's report, some services still fall outside the care contract, such as continence, tissue viability and dietetics. Risks are managed by CareUK with some hospital support in relation to Tissue Viability.

5.3.4 Inpatient care in Albany IHU continues to provide 24 hour cover to a high standard. The Board receives very few applications criticizing this service.

5.3.5 Personality Disorder (PD) prisoners remain a huge challenge for the prison. We note that there is a lack of funding for prisoners with personality disorder pathway who have committed sexual offences, which is required to support the care of these individuals as their numbers are on the increase.

5.3.6 Achievements

Staffing levels are now good and praised from multiple agencies for providing "genuine care".

Most problems are speedily resolved and there has always been a rapid response to any serious incident.

A health trainer was recruited in November who has been very active across the two prison sites. She has adopted the CareUK "well being approach" aimed at encouraging prisoners to take more responsibility for their own health.

5.3.7 Problem Areas

Audiology and dentistry have suffered some difficulties with waiting times during the past year but these have now been addressed.

Parkhurst has had frequent problems with medication queues but recent changes to monitoring procedures have provided positive results.

CONCERNS

5.3a) Infection Control has been noted as an issue within the prison. In the Primary Care Suite in Albany there is mould growing, believed to be caused by poor ventilation. In spite of dedicated cleaning and a repaint the problem still persists. A business case has been prepared to source a lasting solution. A further business case is being prepared to provide NHS standard hand basins for both sites. In Parkhurst, an air conditioning facility needs to be provided to enable medication to be stored below 24 degrees centigrade throughout the year.

5.3b) We are concerned to that that access to the gender identification clinic in London is currently around 18 months to 2 years.

5.3c) Since April 2016 the local council should be providing personal social care within the prison to the same standard as for residents in the local community. This has not been the case and the problem has centered around a high turnover of local council staff.

5.3d) There is concern about Isle of Wight council social care budget being sufficient to provide the level of care required by our increasingly aged and infirm residents.

5.3e) Prisoners remain bed blocking in IHU as cell doors do not give sufficient access to wheelchair users.

5.3f) As reported last year, the ramp into the Parkhurst Healthcare suite has still not been fitted due to financial constraints.

5.4 PURPOSEFUL ACTIVITY AND WORK

5.4.1 Throughout the year there were difficulties for the wood machine workshop with facilities not functioning appropriately, which impacted on the completion of work. However the workshop is now getting back on an even keel. Hopefully repair work to the structure this will be completed as the work is designated between July and September 2017.

5.4.2 The contract for a large prison in North Wales was one of the largest carried out by any prison in this country. Further contracts are being negotiated by the Prison Service Industries. The contracts have a rehabilitative affect for prisoners enabling them to complete their machine wood working qualifications, which helps to prepare them for life after prison.

5.4.3 Engineering workshop has been working towards approved quality status. This will be completed in 2017. The workshop produces steel crates for transporting good. In addition they also run a repair workshop when completely refurbished the wheelchairs sent to a charity named Wheels of the World who send the chairs to Kenya to support people with disabilities. The chairs are refurbished to a high standard and are modified to cope with the rough terrain in Kenya.

5.4.4 C Skills assessor for the awarding body stated that levels 1,2 and 3 students in both brickwork and painting and decorating achieve the highest standard in the south of England prisons. Achievement rates are good/excellent from level one to three.

5.4.5 The prison is still making solid progress thus enhancing prisoners' opportunities to develop rehabilitative prior to release making them more employable.

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/Offender Management; has been given

responsibility for any prisoner being released and in 2016 there were just 3 which were immediate releases following a parole hearing.

Reducing Re-offending

5.5.2 A reducing reoffending meeting is held quarterly and is attended by Heads and/or Managers of all department. 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 OMU also contributes to identification of offence-focused intervention, parole dossiers, Lifer management plans, categorisation, 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 To keep the public safe there are a variety of meetings, which are:- Correspondence and monitoring meeting – weekly; Risk management – monthly; Safeguarding – quarterly. These meeting identify the risk prisoners present to the public and the level of contact they are allowed through visits, phone or mail. The assessment is regularly reviewed and at present we have 60 prisoners being activity monitored. Board members are welcome to attend.

Sentence Plans

5.5.6 The expectation is that the majority of prisoners will attend a Sex Offender Treatment Programme (SOTP) as part of their sentence plan but it is estimated that 13% of the population are considered unsuitable due to maintaining their innocence. There are 216 deemed to be low risk prisoners and 209 Category C prisoners that make up a further 40% of the population.

Total Population 1073

SOTP & TSP	142 unsuitable estimate =	142	13%
Low Risk + cat C	216 + 209 =	425	40%

Programmes

5.5.7 HMP IOW Interventions deliver Core and Extended Sex Offender Treatment Programmes along with Thinking and Skills Programme (TSP) and across both sites for medium to very high-risk sex offenders. In 2015 Core SOTP 8 courses have been delivered with 63; Extended SOTP ran 5 courses with 37 completions; TSP 10 courses with 95 completions. It is expected we will be running a limited amount of courses in the next year, with training taking place in 2017 for the new intervention, Horizon and Kaizon.

5.5.8 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. This has originally been trialed on the IOW, but the data is being analysed and evaluated by Dartmoor Prison who will consider whether the program should be rolled out on a national basis. The IOW ran 2 courses with 18 completions.

Family Days

5.5.9 Family days continue to be held on each site four 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.

Visits

5.5.10 A repeating problem with "visits" is the lack of allocated staff. Often senior staff members are making last minute phone calls to ensure adequate staffing. The Board has expressed concern about the security issues related to numbers of supervising staff.

5.5.11 However, the staff concerned deserve recognition for trying to make visits a pleasant experience. Some give up their lunch break to start searches early. Those allocated to searches create a non-threatening, welcoming ethos. At the pre-Christmas Family Day-Visits, one prisoner's gift to his child had not arrived. A member of staff volunteered to go to town to ensure the child, and the prisoner were not disappointed.

5.5.12 Afternoon visits begin at 1400 and end at 1600. Visitors arrive and expect to go in promptly to enjoy a two hour visit and this has become the norm. However, a prisoner's entitlement is a one hour visit, but the prison literature indicates that a two hour visit is the entitlement. This leads to complaints to staff when visitors do not receive the anticipated two hours.

5.5.13 Bi-monthly meetings including prisoner, Barnardo representatives and staff consider ways to improve the experience. Members of the Board have attended and monitored a variety of visits sessions and also attend the Visits Forum meetings.

5.5.14 It is hoped that the Albany Visits area will soon be re-developed to create an area more suited to need. Parkhurst Visits area is about to be redecorated in child friendly colours.

5.5.15 *A quote from a prisoner's father during a Family Visit.* " This is the first time in 5 years that this family has been together in one room."

From a prisoner. "This makes you feel human again."

CONCERNS

5.5.a) As reported last two years, 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. A total of 78 prisoners are awaiting their sentence plan from outside probation of which 8 are over 2 years old and 18 over 1 year.

5.6 SAFER CUSTODY

5.6.1 Safer custody is statistics driven by some 2500 SPIR's (Incident Reports) which are collated and reviewed by two officers in preparation for analysis. The team then study trends, problem areas, difficulties in wings and individuals that corrupt the smooth running of the prison. The process concludes by submission to a robust action plan, which is discussed monthly. These meetings are well attended by senior governors who not only lend their support but offer additional advice and comment.

5.6.2 The Action Plan highlights individuals who have agreed to follow up particular areas of concern. Our local prison has acknowledged the requirement to look more closely at self-harm and intelligence and action has successfully reduced self harm figures.

5.6.3 All members of the Safer custody team functions efficiently and effectively.

5.6.4 The meetings provide intelligence, supported by recommendations to manage the difficult work undertaken in our prison.

5.6.5 All data on ACCT's CAST and self harm are readily available for the Board as well as all prison staff and are contained within the in-depth analysis and graphs produced monthly.

5.7 SEGREGATION, CARE AND SEPARATION CLOSE SUPERVISION

5.7.1 The Separation and Re-intergration unit is located within the Parkhurst site. It serves both Albany and Parkhurst. It consist of twelve cells, four of which have drainage that allows them to be used for dirty protests. There are two cells for Special Accommodation.

5.7.2 The Staffing regime is:-

- 3 x AM
- 2 x PM weekdays

- 3 x PM weekends

5.7.3 A number of those located in SARU require a three person unlock, this can lead to delays when dealing with a prisoner related incident. The SARU has a particularly heavy administration burden.

5.7.4 The average number of days in SARU for the year was 8.65 compared to 6.7 (2015) an increase of 29%. No prisoners were located in SARU against medical advice.

- One prisoner remained in SARU for 264 days.
- Two others completed more than 100 days.

5.7.5 The IMB attended 100% of the Segregation Review Boards. All prisoner reviews were completed in time.

5.7.6 The use of force was recorded 98 times (86 previous year) a 14% increase. The SARU unit is located directly below normal accommodation landings so that any noise or disturbance in SARU has an unwelcome impact on those living above. There have been several applications received from those effected prisoners located in the cells above.

5.7.7 During the year there has been several changes of Governor appointments responsible for the SARU. This has led to differing regimes being implemented and has proven to be unsettling for the staff. The Board remains impressed with the commitment demonstrated by those officers that have chosen to work in this challenging area.

5.7.8 The Board is informed regularly and correctly of any use of force or use of special accommodation.

CONCERNS

5.7a) The frequent changes of Leadership and the ongoing impact on the moral of the officers within the SARU unit. The levels of staffing within the unit has added to the pressures within the SARU and an increase of the average prisoner located in SARU up by 29%

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. Members visiting the kitchens have been impressed with the efficient organisation and standards met. Meals are delivered on time to the wings.

5.8.2 In the event of any unperceived shortages, replacements are sent immediately on the kitchen being informed. In Albany most wings now have their own serveries which avoids long queues as several wings used to share one servery.

5.8.3 All major faiths' festivals are recognised by appropriate menus being offered. Throughout the year at least 32 days have menu options reflecting this. All specific dietary requirements are accommodated including vegetarian, vegan and medical conditions. Such meals are packed separately and individually labeled.

5.8.4 The Board does not receive many applications concerning food, but members are often approached as they monitor the food and serveries. Most concerns are about portion size. As far as we can see the correct amount of food is being delivered. As in previous years, the board is concerned that on some wings, some prisoners, the vulnerable and infirm, may not be served with the correct amount of food. This concern is raised by some Food Reps. at the monthly Food Forums. This concern persists in spite of Kitchen Managers monitoring at least 3 serveries per day, in addition to "normal" staff supervision.

5.8.5 The kitchens receive, on average, 7 comments forms per month. These are responded to, and appropriate action taken where necessary. The comments are appreciative as well as critical. Food surveys are conducted regularly and Food Forums take place on each site on a monthly basis. A minute from the MPQL meeting states; "The catering manager and his team have done a great job in turning round a rather mundane menu into a far more exciting one. All residents I have spoken to have expressed positive remarks and comments about the food."

Concern

5.8a) Repairs to servery trolleys, requested 18 months ago are still outstanding. The result is that the doors may not seal and heat will be lost in transit from the kitchen.

5.8b) The Grill in the kitchen is currently unusable as the filter is clogged with fat and presents a fire hazard. Requests to Carillion seem to fall on deaf ears

Accommodation

5.9.1 Although the buildings are old the wings are usually very clean. The orderlies take a pride in their work and the shared areas are a credit to them. This contrasts with the amount of litter to be found outside some wings.

5.9.2 The wing in Albany, which was damaged by fire in 2015 is still not repaired. The Board remains concerned that the wing still remains out of action.

5.9.3 The result of the fire was that several cells, previously single occupancy, became shared cells. Prisoners are able to express a view as to whom they share with and this is accommodated subject to security and other vetting procedures.

5.9.4 Double cells in Albany have en-suite facilities and, although small, are adequately furnished. Some of those in Parkhurst do not contain 2 chairs, meaning that one prisoner has to sit on the bed to eat his meal. Another concern is that some toilets are

not en-suite but are screened/curtained off. The result is that prisoners eat, sleep and live in close proximity to the shared toilet.

Concerns

5.9a) As above, with the kitchens, we are concerned about the poor performance of Carillion in addressing maintenance issues.

5.9b) The issue of "decency" in shared cells with just a screened toilet

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	12
Number of Board members at the end of the reporting period	11
Number of new members joining within the reporting period	4
Number of members leaving within the reporting period	3
Total number of Board meetings held during the reporting period	12
Total number of visits to the Establishment	914
Total number of segregation reviews attended	52
Date of ATPR	11 th November 2016

Applications Received

Code	Subject	2010	2011	2012	2013	2014	2015	2016
A	Accommodation	19	21	6	14	4	5	8
B	Adjudications	6	5	26	9	5	4	5
C		27	24	32	15	12	11	9

	Equality & Diversion (including Religion)							
D	Education/employment/ training including IEP	45	32	62	51	41	57	39
E1	Family/visits including mail and phone	20	22	18	43	21	16	27
E2	Finance and Pay	-	-	-	6	13	9	19
F	Food and Kitchen	10	7	8	13	2	11	11
G	Health Related	38	54	45	24	15	26	32
H1	Property (within current establishment)	107}	137}	95	63	46	41	46
H2	Property (during transfer in another establishment)	}	}	24	28	22	11	20
H3	Canteen, facilities, catalogue shopping Argos	-	-	4	6	16	5	13
I	Sentence related (including HDC, ROTL parole re-categorization etc.,	83	112	116	25	29	16	29
J	Staff/prisoner/detainees concerns including bullying	34	36	17	58	42	21	34
K	Transfers	60	81	63	23	19	11	16
L	Miscellaneous	115	142	136	90	64	62	45
	Total number of IMB Applications	564	673	652	468*	351	306	353
	Total number of confidential access	N/A	N/A	57	39	21	38	31

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