



Annual Report of the Independent Monitoring Board at

HMP Isle of Wight

**For reporting year
1 January 2020 – 31 December 2020**

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Introductory sections 1 – 3

1. Statutory role of the IMB

The Prison Act 1952 requires every prison to be monitored by an independent Board, appointed by the Secretary of State from members of the community in which the prison is situated.

Under the National Monitoring Framework agreed with ministers, the Board is required to:

- 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
- inform promptly the Secretary of State, or any official to whom authority has been delegated as it judges appropriate, any concern it has
- report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody.

To enable the Board to carry out these duties effectively, its members have right of access to every prisoner and every part of the prison, and also to the prison's records.

The Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT) is an international human rights treaty designed to strengthen protection for people deprived of their liberty. The protocol recognises that such people are particularly vulnerable and aims to prevent their ill-treatment through establishing a system of visits or inspections to all places of detention. OPCAT requires that States designate a National Preventive Mechanism to carry out visits to places of detention, to monitor the treatment of and conditions for detainees and to make recommendations for the prevention of ill-treatment. The Independent Monitoring Board (IMB) is part of the United Kingdom's National Preventive Mechanism.

2. Description of the establishment

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

The establishment lies to the north of Newport, the Isle of Wight county town, and is opposite the island's accident and emergency unit 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; this means that any prisoners from Albany needing to be segregated have to be transferred under escort.

Both sites have a healthcare centre, and there is one inpatient healthcare unit, based in Albany; this unit has two palliative care suites.

HMP Isle of Wight is a category B male training prison and is part of the long-term high-security estate group. It has an average population of approximately 935 which is a reduction of 10% from December 2019, of which around 40% are aged over 50, including 47 prisoners over the age of 70. There are 110 foreign national prisoners (12% of the population), which is a reduction of 2% from 2019.

Over 98% of the prisoners are convicted of sexual offences, with 94 serving life sentences and a further 34 with an indeterminate sentence for public protection. The remainder are serving determinate sentences, with over 75% serving 10 years or more, together with a few remand prisoners from the local Isle of Wight courts.

3. Executive summary

3.1 Background to the report

This has been an extraordinarily difficult year for prisoners, staff and the IMB. HMP IOW was extremely successful in managing the spread of COVID 19 throughout the year.

The Board initially withdrew from physically monitoring the prison in March 2020, but continued to meet using Zoom.

The Board developed a modified version of the IMB HMP Winchester model of remote monitoring, which we started using in June 2020.

The prison has two residential sites, with seven wings in Albany plus the inpatient healthcare unit, and eight wings in Parkhurst. Board members took responsibility for two wings each, keeping in contact with wing staff on a weekly basis to ascertain the issues affecting prisoners and staff. As part of the process the 'measuring the quality of prison life' prisoner representatives were asked to report on a variety of areas: food, medical provision, safety and family access, as well as commenting on issues that they wanted the Board to be aware of, and on what was going well. This information provided the Board with an overview of all 15 wings, including the inpatient healthcare unit and the SARU. When limited numbers of Board members returned to physically monitoring the prison, their reports were combined with those being prepared remotely.

Throughout the pandemic the Board continued to allocate prisoner applications, 0800 calls (telephone contact via a central number to enable prisoners to raise issues and concerns), as well as confidential access requests to Board members, and these were responded to in a timely fashion.

At the end of 2020 the Board had 28 detailed weekly reports, giving us an excellent perspective, and perhaps more insight than in the past, into the atmosphere in the prison throughout this stressful and anxious time.

I would like to highlight the positive approach taken by the majority of prisoners, the prison staff who have worked tirelessly and all members of the IMB who continued to carry out their monitoring functions during this difficult period.

Linda Johnson

Chair - IMB

3.2 Main judgements

How safe is the prison?

The inspection by Her Majesty's Inspectorate of Prisons (HMIP) in April – May 2019 identified that the areas of safety and respect had declined since the 2015 inspection. A subsequent independent review of progress (IRP) in January 2020 noted that: local managers had made reasonable or better progress in five out of seven recommendations. In the safety area, this included important work to determine the causes of violence, and challenge or support individuals involved in violent incidents.

The Board believes that the continued developments within the SARU, the use of challenge, support and intervention plans (CSIPs) and the safety intervention meetings (SIMs) (see section 5.2) have given a holistic approach to managing the most challenging of prisoners.

Figures indicate that, since last year, the level of prisoner-on-prisoner violence has reduced by 60% and prisoner-on-staff violence by 10%, and self-harm has reduced by 2%. The overall figure for violence has reduced by 39% from 2019 figures. The reduction in violent incidents is perhaps to be expected due to the restricted time prisoners were allowed out of their cells for association during the pandemic. However, the initial expectation of more self-harm was incorrect with 15% of incidents occurring in those with a history of multiple self-harm events (see section 4.2).

Force has been used on 207 occasions during 2020, 29% of which were in the SARU (see section 4.4).

How fairly and humanely are prisoners treated?

During the pandemic significant actions were taken to assist prisoners with the lengthy periods of confinement. The issuing of goody bags, distraction packs and weekly telephone credit, to ensure family contact, was maintained. There was excellent communication with prisoners to explain the up-to-date situation regarding the pandemic and regime changes, and they were given the opportunity to make suggestions for improvements, which the prisoners welcomed. Many prison staff were identified by prisoners highlighting how committed and positively they were working with prisoners at this stressful time, (see section 5.3).

How well are prisoners' health and wellbeing needs met?

The health provision during 2020 has been excellent, with healthcare staff working closely with management to ensure prisoners and staff were working in a safe environment. Feedback from prisoner representatives spoke positively about the role of healthcare (see section 6.1).

How well are prisoners progressed towards successful resettlement?

The HMIP IRP visit in January 2020 acknowledged that oversight on rehabilitation and release planning work had improved the department, together with the training of prison offender managers.

During 2020 HMP IoW recategorised 408 prisoners from category B to C. They were also able to transfer 238 to appropriate category prisons (7.4) .

3.3 Main areas for development

TO THE MINISTER

Again the issue of prisoners experiencing significant mental health issues has been overlooked. The HMIP recommendation to Her Majesty's Prison and Probation Service (HMPPS) to ensure that mentally ill prisoners are transferred to appropriate facilities, in line with national guidance, was rejected. What plans are in place to ensure that mentally ill prisoners are managed in line with HMIP recommendations and mental health national guidance

In 2020 there have been a number of remand prisoners requiring immediate admission to inpatient healthcare facilities in the prison and urgent referral to secure units. Are there any actions planned with HM Courts and Tribunals Service to provide appropriate psychiatric assessment in the court setting, to ensure prisoners who are significantly mentally unwell are diverted to psychiatric hospital rather than to an inappropriate remand wing.

TO THE PRISON SERVICE

The HMIP inspection identified four areas that required external support from HMPPS; the subsequent Independent Review of Progress (IRP) report noted that: 'these were rejected and so no progress had been made'. The IRP visit in January 2020 noted improvement by local management but there was a lack of support from the Prison Service nationally – including in ensuring basic standards of decency by reducing overcrowding and ensuring all prisoners had access to a toilet overnight. Is the Prison Service reviewing the decision to reject the recommendations of HMIP? It will be impossible for HMP IOW to improve the situation of prisoners in Albany without the support and financial backing of HMPPS.

There is considerable concern that a newly refurbished wing in the prison has had a number of outstanding problems since August 2020, and four months later they were still outstanding (para 5.1.1.) What mechanisms are in place to ensure refurbishment projects are completed in full and on time?

TO THE GOVERNOR

The IMB identified concerns in 2020 that there were significantly more unsuccessful searches regarding those from the black, Asian and minority ethnic (BAME) community. The IMB was concerned that this area of invasive contact with prisoners was not monitored in terms of ethnicity, (5.6)

The IMB would significantly benefit from a telephone system in their office in Albany to enable them to contact prisoners in their cells; this would ensure efficient and effective use of IMB members' time. While accepting that finance is always an issue, the IMB makes limited demands on prison resources.

3.4 Progress since the last report

- Decrease in violence and self-harm (see sections 4.2 and 4.3)
- In line with HMIP recommendations, improvement in determining causes of violence, and challenge and support (CSIP and SIMs) (see section 5.2)
- Continued consistent improvements in the management of the SARU (see section 5.2)
- Continued improvement in equality management and prisoner-led forums (see section 5.4)
- Reduced number of discrimination incident report forms (DIRFs) (see section 5.4)
- Lammy review recommendations implemented: 11 areas 'green', with only three 'amber' (see section 5.4)
- Continued improvement in the complaints process (see section 5.7)
- Access to mental health provision seven days a week (see sections 5.2 and 6.3)
- Development of 'Purple Visits' (see section 7.4).

Evidence sections 4 – 7

4. Safety

4.1 Reception and induction

The Board has observed the processing and welcome of new arrivals in reception. Members have confirmed the efficiency and management of the process, with officers, orderlies, a prisoner representative and health care staff demonstrating respectful teamwork.

Transferred prisoners can arrive having experienced poor treatment at their stopover, feeling scared and distressed. The staff and prisoner representative demonstrate empathy and compassion in the way in which they manage the initial induction process, putting the new arrivals at their ease.

4.2 Suicide and self-harm, deaths in custody

There were 728 incidents of self-harm in 2020, a reduction of 2% from the previous year. Of these, 169 incidents were prisoners in the SARU. 156 of the 169 incidents were from seven prisoners. In total the 728 self-harm incidents in the whole establishment were in relation to 111 (15%) of prisoners. The top three triggers are reported as location, regime and family contact. This is in part linked to the COVID situation, but on closer analysis it is generally the same individuals who have self-harmed before, and it would appear that the main drivers are complex.

During 2020 there were five deaths, in February, April, October, November and December. There have been two Prison and Probation Ombudsman reports in relation to the first two deaths. For the death in February there were no recommendations to HMP IOW, only recommendations for healthcare. An action plan for the April death was prepared and all actions completed by the end of the year.

4.3 Violence and violence reduction, self-isolation

The total number of violent incidents recorded was 110 (a 39% reduction from 2019), there were 69 assaults on staff (a reduction of 10% and 41 prisoner on prisoner violence incidents a reduction of 60% from the previous year.). There were 26 assaults in SARU the reasons are recorded as issues with staff and/or mental health.

4.4 Use of force

In 2020 there were 207 UoF (use of force) incidents. The levels vary across the wings ranging from 0.50% to 9% with 29% (60) in the SARU. In SARU there were 42 spontaneous incidents and 18 planned. Common reasons for UoF in the SARU are for non-compliance and self-defence.

4.5 Substance misuse

The service provided by the drug and alcohol recovery team (DART) was disrupted due to the national lockdown at the end of March 2020 and all elements of the service stopped apart from the administration of opiate replacement treatment, medications and urgent assessments. From mid-May, staff restarted seeing residents on the caseload face to face and have provided structured one-to-one meetings, wellbeing sessions and welfare checks. All elements of the clinical service have continued. Since April 2020 staff have developed a number of distraction packs and these have been sent out across the prison. In-cell telephony has been utilised, although staff found that they could not make confidential calls unless the wing officers vacated the office. In-cell telephone ports were due to be installed in both DART offices at the end of December 2020 and early January 2021.

5. Fair and humane treatment

5.1 Accommodation, clothing, food

There was substantial fire damage to HU15 in 2015. Repairs and refurbishment were completed in August 2020.

During 2020, this wing accommodated those residents needing to be isolated or in a reverse cohort because of COVID-19. It is the induction wing and houses induction orderlies.

Even before these residents were moved onto the wing, there was an awareness that there were significant snags and further repairs would be needed:

- The roof leaks, there is no glass in some windows, making these areas open to the elements, and there is smoke damage. In December, two cells were still out of action due to unresolved leaks affecting the electrics.
- A significant proportion of locks on cell doors on the landing are either missing or wrong for the keys, a matter later resolved.
- There is only one telephone line on the wing.
- There is no alarm board to inform officers of an In-cell alert either for emergencies or routine.

Unfortunately in December there were still ongoing reports of unresolved issues including the roof still leaking causing cells to be out of action and there continues to be ongoing problems with the heating system.

Several wings and workshops on the Albany site report leaking roofs that are left unrepaired. This situation was reported in the 2019 annual report . Access to and repairs to roofs and guttering continues to be an unresolved problem that frequently impacts on the safety of staff and residents. Workshops and cells have been closed because of water getting into the electrics.

There are regular reports of hot food temperatures not being taken and servery workers not having certificates or training in food hygiene. This has led to regular complaints to the catering managers and wing staff from the wing catering

representatives. This is an unresolved issue from previous years that the prison has failed to resolve.

Improvements in accommodation

- This year all cells were fitted with in-cell telephones.
- The issue with television reception has been resolved.
- Privacy curtains have been fitted for in-cell toilets.

There are five food choices for both lunch and evening meal, to provide an appropriate meal for all ethnic and cultural groups. With a budget of £2.12 per prisoner per day, this is challenging and hard to achieve. During the year, there are some 31 festivals for which appropriate food is offered. The kitchen has endeavoured to continue with this during these difficult times, but with only limited success.

The choice of menus was put out globally, to advise wings to enable the selection of food. This, however, seems to have stalled a little later in the year. Residents at the food forum have stated that they have not been advised of this. An example was at the food forum in November on Albany site with the Pagan festival in December, where normally there would have been an uptake in the region of 200 but this year it was around seven.

Approximately 590 items are stocked at HMP IoW, food that needs refrigeration or cooking is not listed at this time due to lack of facilities on wings for storage and cooking. HMPPS continues to work with DHL in ensuring that the depot is not overloaded, with additional items only added if a similar number are taken off the canteen list.

Due to COVID-19, DHL now only employs 10 residents at any one time, which has reduced from 28, from the same cohort, with each cohort working 2.5 days per week. During stricter shutdown times, instructors from closed workshops were coming over at lunchtimes to assist in completing orders. Like all establishments, there have been supply issues due to COVID; items have been substituted as well as possible but this has not gone without complaint. It should, however, be noted that DHL has done the best they can. A storage unit has been secured to store the five top selling nicotine replacement therapy products (vapes) and 21 ambient lines which are best sellers at the prison.

They have stopped supplying HMP Highdown but have taken on HMP Winchester instead and are facilitating 13,000 orders per week.

5.2 Segregation

The SARU is a stand-alone unit, situated within the Parkhurst site of HMP IOW. There are 28 cells spread over two landings. Fifteen cells are used for segregation, one is used for special accommodation and there are two designated high-control cells. The unit benefits from in-cell telephones (and a handheld telephone as and when required in the few cells without a telephone) and shower facilities.

The staffing levels are of a sufficient level for the management of the unit. The SARU staff are to be commended for their professionalism in working with some of the most challenging prisoners.

Developmental work was started 18 months ago, to change the function of the SARU from a punishment unit to one where positive working practices were developed, planning long-term gains and support. This has been achieved through daily welfare checks, monthly meetings with offender management case workers, improved communication with mental health staff, the use of distraction packs and regular meetings of the multi-disciplinary team, use of CSIPs and weekly SIMs.

Key worker sessions were suspended through most of 2020 due to COVID. However, these have been replaced by daily communication between staff and prisoners. The average number of prisoners held is now well below 10 at any one time.

The special accommodation cell usage is kept to an absolute minimum. It was used 26 times during 2020, with an average stay of eight hours, but most individuals stayed no longer than two hours.

Due to COVID 19 pandemic, GOOD (good order and discipline – prison rule 45) reviews have been accessed mainly through telephone conference. The IMB participated in all 52 GOOD reviews.

Regarding the concern raised in the 2019 report the feedback is that there have been no recent concerns regarding referral for mental health with the exception of those on remand. This is still a very slow process, though. Local changes to practice do not affect the issue of time taken to transfer prisoners to psychiatric hospitals, as this is out of HMP IOW control, and a recommendation by the HMIP inspection to adhere to the national guidelines has not been accepted by HMPPS. Locally, there has been an improvement in communication with mental health staff.

The process for long-term prisoners with mental health and behaviour problems in the SARU is through ongoing support and plans tailored individually to the prisoners which is key, alongside the support provided by the 'pathways to progression' team in the long-term high-security estate.

5.3 Staff-prisoner/detainee relationships, key workers

It is evident that the relationship between staff and prisoners has developed positively during the pandemic lockdown. There is a notable cooperative and appreciative approach, by both the staff and prisoners, to the situation, and this may well have contributed to the calm and orderly environment throughout this difficult time. Comments made by prisoners include:

- "All staff have been A1 and sort out any problems quickly for you, or help you get them sorted."
- "All is running smooth with residents and staff."
- "Most officers are doing a great job and the IMB are usually very quick with a response, so it lets us know we are not on our own. Keep up the good work."

5.4 Equality and diversity

There are two diversity liaison officers (DLOs) on both sites, who cover not only equality, but also social care and welfare checks. This process is continually progressing, with more awareness, time, transparency, respect and decency creating a more enabling environment

Ten inclusion events have taken place, on both sites, covering race, disability and allyship (emphasising social justice, inclusion and human rights). These were attended by residents and staff of all levels and some very full and frank discussions were had exploring opinions, perceptions and unconscious biases.

The equalities team produced action and information packs throughout the year, to recognise occasions in lieu of events.

The equality councils commenced in October and even with COVID restrictions three meetings have been held. An interesting agenda item during these meetings is reviewing appeals for the incentives and rewards policy. These have produced some very interesting outcomes.

The above were some of the recommendations from the Lammy Report, which have been worked on throughout the year. Of the recommendations, 11 are now 'green' and three 'amber'.

The kitchen provided a very much appreciated cultural meal for Gypsy, Roma and Traveller prisoners, which was enjoyed by many, both in and not in this cultural group, and the group wrote to the catering manager expressing their gratitude. A greater number of residents have identified in this group this year.

A formal Pride event was not able to be held this year due to COVID, but a meeting was held with representatives from each wing to acknowledge Pride. Additionally, a 'design a T-shirt' competition was held. The sexual orientation breakdown disclosed by prisoners is as follows:

Sexual orientation	
Bisexual	3%
Gay	4%
Heterosexual	80%
Other/not disclosed	13%

The number of transgender residents has reduced to three, who are on the gender reassignment pathway. A formal review was carried out of all transgender prisoners and a welfare check is made each week. A very moving event to remember and honour the trials and tribulations of transgender people was held on both sites, where all shared their experiences and candles were lit to honour those who had passed. A resident wrote and sang a song. Some of these prisoners have

experienced difficulty in obtaining hormone type medication for certain things and there appears to be a gap between the gender realignment clinic and GP in prescribing.

The age breakdown at the prison is as follows:

Age	
20 – 29	16%
30 – 39	26%
40 – 49	18%
50 – 59	23%
60 – 69	13%
70 – 79	3%
80 – 89	1%
90 – 99	0%

There are 444 prisoners who have a recorded disability, 18% with a learning disability, 17% with mental ill health and 15% with reduced mobility, which equates in total to 52% of the population with a recorded disability.

The top topics of concern in DIRFs are race, sexual orientation, disability, gender reassignment and access to religious services. The Board has carried out quality assurance checks on the responses to these, to ensure the level of investigation, fairness and timeliness. Either the use of DIRFs is still being misunderstood or the system is being abused, as a significant amount (38%) received do not meet the DIRF criteria and are actually complaints (see table below).

		2020	2019
ALBANY	TOTAL	58	83
	Upheld	5	9
	Partially upheld	3	7
	Not upheld	26	30
	Non-DIRFs	24 (41%)	37 (45%)
PARKHURST	TOTAL	85	92
	Upheld	11	12
	Partially upheld	9	17
	Not upheld	35	30
	Non-DIRFs	30 (35%)	33 (36%)
GRAND TOTAL		143	175
Non-DIRFs		54 (38%)	70 (40%)

In the table, it can be seen that the number of actual DIRFs has reduced by 18%, with 28 cases upheld or partially upheld, a 6% reduction from 2019. However, there are still hotspots.

5.5 Faith and pastoral support

There are 28 recorded religions within the prison population, with 15% of prisoners indicating no religious affiliation. The chaplaincy team supports all the religions, offering pastoral support for prisoners and staff.

A Holocaust memorial event was held on both sites, with Ernest Simon as guest speaker. Mr Simon was a survivor of the Holocaust, and his attendance was one of the last few he planned, and was much appreciated by prisoners and staff alike.

5.6 Discrimination incident reporting Forms DIRFs

The top topics of concern being race, sexual orientation, disability, gender reassignment and access to religious services. The IMB have carried out quality assurance checks on these to ensure both level of investigation, fairness and timeliness. The use of DIRF is either still being misunderstood or abused as a significant amount (38%) received do not meet the DIRF criteria and are actually complaints.

		2020	2019
ALBANY	TOTAL	58	83
	Upheld	5	9
	Partially Upheld	3	7
	Not Upheld	26	30
	Non DIRFs	24 (41%)	37 (45%)
PARKHURST	TOTAL	85	92
	Upheld	11	12
	Partially Upheld	9	17
	Not Upheld	35	30
	Non DIRFs	30 (35%)	33 (36%)
GRAND TOTAL		143	175
Non DIRFS		54 (38%)	70 (40%)

5.6 Incentives and earned privileges (IEP)

There continues to be insufficient differentiation between those on the standard regime and those who are enhanced, thus there is little incentive to work towards

achieving enhanced status. There have been updates in the incentives and rewards policy but these have had little effect, and it was reported that staff are not applying the policy consistently.

Most residents are on enhanced level with the breakdown as follows:

	2019		2020	
	Number of prisoners	Percentage	Number of prisoners	Percentage
BASIC:	26	2.5%	3	0.3%
STANDARD:	184	17.8%	132	15.4%
ENHANCED:	824	79.7%	723	84.3%

		ALBANY	PARKHURST
BAME prisoners	BASIC:	0	2
	STANDARD:	12	20
	ENHANCED:	72	94
White prisoners	BASIC:	0	1
	STANDARD:	54	43
	ENHANCED:	285	251
Gypsy, Romany, Traveller prisoners	BASIC:	0	0
	STANDARD:	1	2
	ENHANCED:	7	11

The COVID 19 pandemic has had an impact on these figures as the instruction from Gold (prison service central strategic command) stated that no resident should be on basic unless there is a defensible decision. The IMB requested access to the defensible decision log and no issues of concern were raised.

Additionally, during lockdown, those on basic will be provided with a television unless they are in segregation conditions. Those on basic are reviewed every 72 hours.

DST Searches

In October 2020 the board asked for figures of searches undertaken broken down into ethnicity. Several requests were made to various sources for this information. It was only with the Governors intervention that these figures were released in early 2021. The findings have identified concerns resulting in the prison preparing an action plan which the IMB will regularly review in 2021.

5.7 Complaints

The breakdown of complaint responses is as follows:

Month	Total	Completed on time	Late	Percentage completed late 2020	Percentage completed late in 2019
January 2020	341	321	20	6%	11%
February 2020	247	247	0	0%	13%
March 2020	253	238	15	6%	9%
April 2020	79	75	4	5%	13%
May 2020	108	99	9	8%	12%
June 2020	130	125	5	4%	4%
July 2020	177	174	3	2%	2%
August 2020	167	164	3	2%	3%
September 2020	232	225	7	3%	4%
October 2020	185	182	3	2%	6%
November 2020	150	146	4	3%	4%
December 2020	150	148	2	1%	3%
Total	2219	2144	75	3%	7%

The management of complaint performance has improved year on year; in this most difficult year, only 3% of complaints were not dealt with in the agreed timeframe.

5.8 Property

Applications to the IMB with regard to complaints regarding property within the establishment have reduced by 70%. With limited transfers in, it is not surprising that there were only 17 cases of complaints about property in relation to another establishment.

6. Health and wellbeing

6.1 Healthcare general

The IMB is often asked about the standard of healthcare within the prison. Our response is invariably that the standard, including waiting times, is at least as good as that in the outside community.

Healthcare was provided in HMP Isle of Wight for the first 9 months of the year by Care UK. On 1 October 2020, Care UK Health and Rehabilitation services were rebranded within the Practice Plus Group. The Isle of Wight team was well led, motivated and enthusiastic, and coped admirably with the many and varied challenges thrown at them during 2020, a difficult year by anyone's standards.

Due to the pandemic, healthcare forums for residents have been unable to take place. Communications have been instigated to update patients on various COVID 19 measures and changes within the service.

Feedback and complaints have been gathered by the IMB over the last year by a form of remote monitoring. Wing representatives have reported weekly on issues within their wings. For healthcare, it is estimated that there has been an 80 - 85% plus satisfaction rate. Listed below are a representative list of comments from residents:

- "Medication distribution continues to be well handled. Efficiently delivered by healthcare and distributed with the assistance of wing staff".
- "The medical staff deserve a Gold Star for their excellent service during lockdown. No reports of delays to medication. Very well done, all departments"

The IMB is impressed by the entire healthcare team who are working very hard in this critical climate to deliver a sterling service.

6.2 Physical healthcare

From March to September, the department was on a level 4 healthcare regime. Both internal and external healthcare were urgent/high-risk access only.

Exceptional delivery models were worked on jointly with the prison, to facilitate a move back to some level of routine access in a COVID secure way. Routine activity returned in October, but working in a very different way. Clinical sessions became wing based, allowing only patients from the same wing to attend healthcare, to reduce risks of transmission should there be an outbreak. Reduced clinics were run, to prevent too many patients being within the healthcare clinic. Whilst allowing some routine activity, this has been much reduced from business as usual pre pandemic.

In an attempt to increase access it was hoped to manage a number of appointments / clinics via in cell telephone where face to face was non-essential. This has however been limited as the access to in-cell telephone facilities is limited and in demand from all departments across the prison, the majority of phones being in wing offices, which required officers to leave if a confidential appointment was due to take place. A proposal was put forward in May for the funding for in-cell telephone facilities

throughout healthcare. In October, the Governor agreed that the establishment would fund this. Work has started but is not yet complete and healthcare remain without dedicated facilities.

Routine hospital access increased with delayed appointments rebooked.

Vacancies are generally filled with bank, agency, or locums. Although there may not be permanent staff in post, the team always aims to cover with temporary backfill.

Palliative care needs continued to be met within the two-bed palliative care suite, with a comprehensive end-of-life policy in place.

6.3 Mental health

In 2020, the mental health service increased access across the establishment. The service now operates over seven days a week, with an allocated duty worker holding a radio daily, to attend any urgent needs and initial assessment, care in custody and teamwork (ACCT) reviews. New posts have been introduced to support this increase.

There have been fluctuating numbers of patients located in the inpatient unit (IHU) due to mental health illness and awaiting transfer to secure units.

The team has worked with the local liaison and diversion services to encourage diversion to a secure unit where those being remanded are mentally unwell. In the last 24 months a number of remands have been located in the prison and immediately required inpatient care and a referral to a secure unit.

6.4 Social care

Practice Plus Group is not responsible for social care within the prison, although healthcare often ends up picking up care that is unable to be fulfilled by the local authority commissioned social care provider, or having patients located within the inpatient unit due to lack of appropriate facilities. This is recorded on the risk register. At the end of 2020, five inpatient healthcare beds were taken by individuals due to social care needs. Healthcare is trying to bring the local authority into the partnership board, to open the conversation about the changing needs and increase in social care requirements.

HMIP revisited HMP IOW, to look at social care, and the top performance score as achieved.

7. Progression and release

7.1 Education, library

From January until March 2020, education arrangements at HMP Isle of Wight were by means of classroom learning in the education departments at Parkhurst and Albany. The education provider is Milton Keynes College.

Subjects offered include mathematics, English, business studies, art, English for speakers of other languages, painting and decorating, peer mentoring, and personal and social development, with students taking examinations and assessments provided by City and Guilds, Gateway and NCFE.

When the pandemic struck in March 2020, all education was suspended, with prisoners unable to access courses. The only learning opportunities were 'distraction packs', which were issued by the education department. During this period, concern was expressed by the prison management and the IMB that the distraction packs were too generic, and no attempt was made by the education department to supply bespoke materials to allow prisoners to continue making progress on their course.

In September 2020, when restrictions were eased in the prison, the education department began to offer bespoke 'packages of learning' to learners who wished to continue with their studies. This comprised learning materials and coursework which is sent to prisoners approximately once a fortnight. Prisoners read the tuition material, complete the coursework – sometimes with the assistance of education mentors, if based in their cohort – and then return the coursework to the tutor to be marked. Evidence of some detailed tutor marking has been seen. All courses offered are unaccredited. All unaccredited work is aligned to the 'in-course delivery working' principle, so that the students can continue their learning in the event of resumption of in-class delivery. Plans are in place for January 2021 to provide some accredited, some English and Maths courses through City and Guilds.

Since December 2020, prisoners have been able to talk to their tutors using the in-cell telephones and receive feedback on their coursework. They are also able to receive support on any areas they are struggling with. A risk assessment had been carried out in December with a view to starting 1 to 1 tuition.

Currently, 60 prisoners from each site are enrolled on distance learning programmes, a slight reduction on the numbers of prisoners attending education before the lockdown. The modules are designed to take approximately 10 hours every fortnight to complete. Each wing has a peer mentor, who can help prisoners with particular aspects of their learning that they might be struggling with. There is a drive to have a mentor for each cohort. Evidence has been seen of very dedicated assistance given by an education mentor on the wing to assist with a foreign national student's understanding of work materials, as well as tutor feedback.

The following have been assessed as key strengths in the past year:

- The adaptation of tuition methods to recommence delivery of education in the establishment.

- The ability to obtain a recognised qualification, through City & Guilds for 2021.
- A good range of courses offered by Milton Keynes College.
- The part played by education in mitigating the effects of coronavirus restrictions upon the prison population.
- Opportunities for residents to start / continue courses with the Open University.

7.2 Vocational training, work

Employment has been very difficult during these challenging times. Certain jobs have remained open either throughout lockdown or for some of the time such as servery, wing workers, waste management, staff mess, laundry, DHL, textiles, and wood shop. These have been manned by using prisoners for certain jobs from specific wings and cohorts, to keep them as safe as possible. This has not always been the popular choice as some prisoners do not wish to change wings. This has also contributed to boredom through lack of purposeful activity.

7.3 Offender management and progression

During 2020, there were 42 parole hearings, resulting in one prisoner being released on licence, 10 moving to open conditions, three being deferred for an oral hearing, 23 cases being adjourned and five with no direction for release.

Programme delivery was significantly affected due to the pandemic, which resulted in much less access to programmes because of the inability to deliver groups, together with the stop start of the national lockdown.

There were, however, positives, in that 1 to 1 delivery was open to a group that might not have wished to participate in group programmes. Access has been very limited, with treatment only offered to those prisoners already on groups, and had to pause due to COVID-or those that are due for release in the next 12 months or over tariff.

Completions of programmes

Programme	January - March	April - December
Foundation	15	0
Motivation & Engagement	0	1
Horizon	10	0
Healthy Sex Programme	3	0
Becoming the New Me +	6	0
Kaizen	6	5
Total	40	6

7.4 Family contact

Family contact has been limited since March 2020 due to the COVID-19 pandemic. 'Purple Visits' (video meetings with family and friends) were introduced in August 2020. They are subject to strict security arrangements and are only permitted to approved individuals vetted by the prison. HMPPS is paying for this service at the moment, but in time there are likely to be charges.

From August – December 2020, the number of Purple Visits was :

ALBANY	PARKHURST	TOTAL
46	58	104
127	154	281
132	135	267
151	165	316
196	179	375

There were a few issues in the early development stage; however prisoners are now accepting the arrangements due to the risks involved during COVID, so that this enables prisoners to have regular contact with their families.

There are some technical issues with Purple Visits: residents say that the connection drops out if too many are on at the same time, and there have been some difficulties for foreign national prisoners with connection. Their concerns have been raised and are being investigated.

7.4 Resettlement planning

The Isle of Wight prison is Category B. There is a remand unit, which is primarily used for local prisoners waiting for their court case to be heard in the Crown Court at Newport. It is unusual for a long-term prison sentence to be given to a local man and for him to stay at the prison for the entirety of his sentence, unless he is assessed as category B with a conviction for a sexual offence.

During 2020 HMP IoW recategorised 408 prisoners from category B to C. They were also able to transfer 238 to appropriate category prisons. 24 prisoners were released. Those whose homes are on the mainland are escorted to the ferry for onward travel to their home area.

While in this establishment the residents are allocated a POM (probation offender manager), who are responsible for A & B category residents. A Unified POM is responsible for C & D category resident. At least 8-12 months prior to the release of

the resident, the control is handed over to COM (community offender management) who will then put in place the prisoner's risk assessment and plan for release.

8. The work of the IMB

Board statistics

Recommended complement of Board members	24
Number of Board members at the start of the reporting period	16
Number of Board members at the end of the reporting period	16
Total number of visits to the establishment	438
Total number of segregation reviews attended	52

Applications to the IMB

Code	Subject	Previous reporting year 2019	Current reporting year 2020
A	Accommodation, including laundry, clothing, ablutions	6	16
B	Discipline, including adjudications, IEP, sanctions	5	27
C	Equality	4	8
D	Purposeful activity, including education, work, training, library, regime, time out of cell	21	11
E1	Letters, visits, telephones, public protection restrictions	15	28
E2	Finance, including pay, private monies, spends	30	20
F	Food and kitchens	4	4
G	Health, including physical, mental, social care	29	38
H1	Property within this establishment	46	13
H2	Property during transfer or in another establishment or location	22	17
H3	Canteen, facility list, catalogue(s)	8	14
I	Sentence management, including home detention curfew, release on temporary licence, parole, release dates, recategorisation	9	20
J	Staff/prisoner concerns, including bullying	32	53
K	Transfers	20	10
L	Miscellaneous, including complaints system	82	57
	Total number of applications	333	336

There were 100 0800 telephone line applications made in 2020, using in-cell telephones. A number of these calls were repeat calls from the same prisoner, with the same complaint. All applications were responded to, accepting that, due to the pandemic, prisoners' levels of anxiety would be raised.

GLOSSARY

ACCT	Assessment, care in custody and teamwork (a care planning process)
BAME	Black, Asian and minority ethnic
COM	Community offender manager
CSIP	Challenge, support and intervention plan
DART	Drug and alcohol recovery team
DIRF	Discrimination incident report form
DLO	Diversity Liaison officers
ESOL	English Speaking for other languages
GOLD	Prison Service Central Strategic Command
GOOD	Good order and/or discipline – Prison Rule 45
HMIP	Her Majesty's Inspectorate of Prisons
HMPPS	Her Majesty's Prison and Probation Service
IEP	Incentives and earned privileges
IHU	Inpatient Healthcare Unit
IPP	Indeterminate Sentence for Public Protection
IRP	Independent review of progress
MQPL	Measuring the Quality of Prison Life
NCFE	UK awarding body of vocational and work-related courses
OPCAT	Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment
POM	Probation Offender Manager
PSD	Personal & Social Development
Purple Visits	Video meetings with family and friends
SARU	Separation and reintegration unit
SIM	Safety intervention meeting
UoF	Use of Force



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