



**INDEPENDENT MONITORING BOARD
ANNUAL REPORT 2016-2017
HYDEBANK WOOD COLLEGE**

MISSION STATEMENT

To enhance the quality of prison life, by working to ensure fairness and accountability in prison.

Statement of Purpose

Members of the Independent Monitoring Board (IMB) Hydebank Wood College (HBW) were appointed by the Justice Minister under Section 3 of the Treatment of Offenders Act (NI) 1968 and under the Prison Act (NI) 1953.

The Board is required to:

- visit HBW regularly and report to the Justice Minister on the conditions of imprisonment and the treatment of offenders;
- consider requests and complaints made by prisoners to the Board;
- report matters of concern to the Governor or, in serious cases, the Justice Minister;
- exercise certain powers that are given to the Prison and Young Offenders Rules (NI) 2005.

The Prison Rules further require the Board to satisfy itself as to:

- the treatment of prisoners including provision for their healthcare and other welfare while in prison;
- the facilities available to prisoners to allow them to make purposeful use of their time;
- the cleanliness and adequacy of prison premises.

To enable the Board to carry out these duties effectively, its members have free access at any time to all prisoners and to all parts of the prison to which they are appointed. The Board shall also have reasonable access to any of the records of the prison, with the exception of medical records.

UK NATIONAL PREVENTIVE MECHANISM

The Independent Monitoring Board is part of the United Kingdom National Preventive Mechanism (UK NPM) as required by the Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT).

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CHAIRPERSON'S INTRODUCTION

I am pleased to present the annual report of the Independent Monitoring Board (The Board/IMB) Hydebank Wood College for the period 1 April 2016 to 31 March 2017.

The past year has seen many changes in the College, mostly for the good. We had Prisons Week, which included a Jobs Fair, and some students obtained full time employment on their return to the community. We also had the unannounced Prison Inspection Team, and all in all, the report was one of the most favourable that Hydebank Wood has ever received.

HBW is however now on its third Governor in the past year, which is very unsettling for long term students, and also does not help staff morale.

The Board is made up from volunteers from all walks of life who visit HBW and students on a regular basis. An IMB member should be on site and available to deal with requests at least twice a week.

The Board monitors the treatment and well-being of students and the conditions in which they are held. The Board also monitors the cleanliness and adequacy of the premises. We also try to ensure that students are encouraged to make purposeful use of their time by attending education, using the library, working in the kitchen, gardens and taking part in any work which could lead to an accreditation. The slogan for the students is, 'Don't count the days - Make the days count'.

I am most grateful to my colleagues on the Board for their unwavering support and their unstinting work and commitment to the IMB. It is very time consuming but very rewarding. I wish to thank all the Board for the support they have shown to me in my role as Chair over the past year. Thank you one and all.

I would also take this opportunity to offer thanks to the many HBW staff members for their co-operation and willingness to assist and spend time with the Board members as they carry out their duties.

I wish to thank the Governors for their courtesy and co-operation, both with their presence at our monthly Board meetings, and when we carry out our duties in the college.

Finally, we are as always very grateful to the staff in the IMB Secretariat for their never ending support. They are always more than willing to help and give as much assistance and expertise when asked. Without their support, the role of Chair would be extremely difficult to fulfil.

Brian Doherty

Chairperson

OVERVIEW OF ESTABLISHMENT

Note for the reader: Hydebank Wood College (HBW) is the name given the prison estate which houses male young offenders and all female offenders. Females are housed in Ash House Women's Prison (Ash House). All those held in HBW are referred to as students.

Prison population

The Hydebank Wood population has been relatively low over the last 12 months.

There is certified normal accommodation and operational capacity for 71 in Ash House Women's Prison (CJINI, 2016b, p6) but numbers have been, on average, 53 over the year April 2016 to March 2017:

Apr 16	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 17	Feb	Mar
50	57	59	63	57	52	57	47	49	51	48	50

Although there is certified accommodation for 254 and operational capacity for 134 in HBW due to the closing of Elm and Willow units (CJINI, 2016a, p8), on average, numbers have been closer to 96:

Apr 16	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 17	Feb	Mar
103	98	91	98	89	104	99	104	93	92	93	92

Remand prisoners are held with sentenced prisoners in HBW and in Ash House. In Ash House, 18-24 year olds are held with other women - not separated on a 'young offender' landing. The IMB is disappointed to note that plans to develop a separate female prison have not progressed.

Prison environment

Security bars have been removed from the inside of the Chapel windows and all along the 'M1' corridor, the quarry tiles have been replaced with hard-wearing flooring and the corridor has been painted, leading to a more informal look and feel in this part of the prison.

Display of students' art work along the corridors and on House landings contributes to a pleasant environment while also valuing the work produced by prisoners. The gardens have been well-maintained throughout the year.

Regime

At Hydebank Wood, the intention is for students to be 'out of cell' from 08.45am-12.00pm and 2.00-4.00pm. The young men attend education classes, while the women work in the kitchen, horticulture, recycling, Centre Cleaning Party, joinery or painting. Prisoners walk to education/work, visits, Healthcare appointments without being escorted by staff unless on a 'red card' (when they are escorted). In July, the Governor reported that the rate of 'incidents' was less than for last year following the introduction of a 'core day' which meant that prisoners are fully occupied.

Over the Christmas period, all students were given a TV and no-one was held in the CSU. Each student was given £5 phone credit and a selection box, and the regime was more relaxed.

Lockdowns

NIPS staff absence has been consistently high – on average 10.57% during the year from May 2016 - April 2017:

Apr 16	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 17	Feb	Mar
-	10.4%	11.3%	13.9%	9.9%	12.6%	11.7%	10.4%	10.5%	11.5%	9.7%	9.6%

This means that lockdowns as a consequence of staff shortages are a continuous issue. In addition, if an incident occurs or staff are required to accompany a student somewhere, landing staff may be allocated to these tasks or moved to 'cover' colleagues who have been called away from their landings.

While Governors have consistently stated that it is rare for the entire College to be under 'lockdown', lockdowns are a regular occurrence. Agreeing that it is unacceptable for prisoners to be locked from tea time until breakfast the next morning, it was stated that this is generally "done on a House-rolling basis to avoid Houses being locked for two nights in a row". However, the IMB remained concerned about the unpredictability of lockdowns, and their negative impact on prisoners.

For example, during a rota visit in March 2016, one young man said "They keep putting us on fire watch. They say there's no staff but there are" and another stated: "You get your food in your cell at 12 and 4, and then you're on lockdown". On 22nd April 2016, three young men climbed onto the roof of the female Reception area in a protest over continuing lockdowns. Six young men in a classroom in Cedar stated that "lockdowns are

every other day”, and “It’s beyond a joke ... There’s going to be a riot”. Staff also expressed tension about the frequency of lockdowns, and one mentioned the propensity for this to worsen during the summer when staff took holidays. At a Safety and Support meeting in May 2016 the Samaritans noted that they were unable to visit prisoners because of a lockdown.

The Criminal Justice Inspectorate noted that “Curtailed evening association and prioritisation of the working day had at times hampered the provision of, and access to, healthcare” for young men in the YOC (CJINI, 2016a, p39). In HBW and Ash House, time out of cell for those on Cedar 4 and Ash 4 (where they do not have to be in their cells until 10pm), Cedar 5 and Ash 5 (where there are no time restrictions) was good. However, for those on other landings “evening association was frequently curtailed through full or restricted lockdowns” (CJINI, 2016a, p44; CJINI, 2016b, p40). This reduced the amount of time unlocked for all except those on the ‘enhanced’ level, leaving them with fewer opportunities to exercise – “Staff shortages were recorded as the main reason for lockdowns during association” in the YOC (CJINI, 2016a, p44). Ash House, “unlike other units, was often locked so that the reception could be staffed to receive new committals” (CJINI, 2016b, p40).

In May 2016, the Deputy Governor stated that the shift pattern was being considered as a way of reducing the number of lockdowns resulting from staff sickness and budgetary cuts. In July 2016, the Governor reported that a better shift pattern was to be instigated, which should enable prisoners to have association on Monday, Wednesday and Friday evenings, with ‘fire drill’/ lockdown on Tuesday and Thursday evenings and during the evenings over the weekend. Despite this reassurance, in August 2016 it was noted that women were often locked after dinner at 4pm, and not unlocked until breakfast the following morning. The Board was of the opinion that this was not acceptable. Again, the Governor advised the Board in September that a new shift pattern had been agreed and would come into effect from 8th October. The following month, the Governor stated that the new shift pattern was working well. At the November Board meeting, the Governor confirmed that ‘predictable regimes’ had been commenced, with each House able to staff association time on a rotational basis.

Despite these reassurances about ‘predictable’ lockdowns, students have continued to verbally complain to IMB members about the number of lockdowns. For example, in

January 2017 one young man stated: "It's not true that you know when you're going to be locked. Things can change in a blink of an eye". During a rota visit in February 2017 the Governor in Ash House mentioned that there had been no association the previous night, there would be none that evening or over the weekend. In addition, lockdowns do not occur only during the evenings.

While 'predictable' lockdown is preferable to 'unplanned' lockdown, the IMB remains concerned about the amount of time students are locked in their cell during weekday evenings, at weekends, when 'incidents' occur, and in Ash House to release staff to work on reception when new committals arrive. The Board will continue to monitor this issue.

Staffing

As a result of significant budgetary cuts for 2015/16 (i.e. reduction of £1 million from the final budget for 2014/15) [Stocktake Document 15.3.16] and 2016/17 (i.e. reduction of £0.6 million from the final budget for 2015/16) [Stocktake Document 17.5.16], it was expected that NIPS staff at HBW would be reduced. It was anticipated that this would affect operations, with plans for greater restrictions - rotational unlock or unlock for phone calls / to get hot water; closing of Willow landing; possibility of combining Cedar and Beech and doubling-up in cells. Staff were used to having two Prison Officers on each landing but this has been reduced to one on every landing and one in the bubble of each house.

On a visit to Ash house by an IMB member, only one Prison Officer had been on duty on Ash 1 with 10 students (including a student who had burnt her hand and 3 on SPARS). The officer had mentioned "feeling vulnerable" to the IMB member.

Three new NIPS staff commenced duties at Hydebank Wood in November 2016 and the Governor had requested a further six staff in the next tranche of recruits, preferably females. The Director of Operations has decided that all newly trained officers will spend their probationary period at Maghaberry Prison. It has been agreed that five women prison officers will join the staff at Hydebank Wood when they have completed their probationary period (i.e. in Autumn 2017). Three officers are due to retire at the end of March 2017, and the Governors have bid for three night custody officers.

In August 2016, Industrial Action by Prison Officers was called off nationally, but in

Hydebank Wood there was a 'withdrawal of goodwill' which meant no overtime, no 'early starts' or cover over lunchtime for a period during summer 2016. This dispute was successfully resolved and a new shift pattern was agreed with effect from October.

The former Director General acknowledged that "changing the mind sets and opinions of established staff would be a challenge" as some are not focused on rehabilitation and reform but on security. She argued that investment in 'home grown leaders' is vital (through promotion of staff to Senior Officers, Deputy Governors and Governors), as is support for officers on the ground to challenge unacceptable behaviours.

References:

CJINI (2016a) Report of an unannounced inspection of Hydebank Wood Secure College, 9-19 May 2016, CJINI/ HM Inspectorate of Prisons/ ETI/ RQIA

CJINI (2016b) Report of an unannounced inspection of Ash House Women's Prison, Hydebank Wood, 9-19 May 2016, CJINI/ HM Inspectorate of Prisons/ ETI/ RQIA

SUMMARY OF RECOMMENDATIONS

The Board recommends that:

1. ACCOMMODATION – Males

a) Re-stated; that where possible some thought is given to utilising the existing facilities in Willow, given that they could hold some potential to be used by all the population. (para1.11)

b) Whilst aware of staffing levels and other last minute operational requirements, the Board recommends that young students and indeed those of the female prison are permitted to make as much use of these grounds as possible. Ideally they should, weather permitting, be used to their optimum limit to enjoy physical outdoor activities such as football, jogging etc. or indeed for simply relaxing during periods of downtime so improving mental well-being and potentially lowering claustrophobic tension in the wings. (para1.12)

c) That serious further consideration is given to replacing the bath with additional showers in each bathroom, and additionally as a further thought, the utilising of students themselves to assist, specifically those in plumbing courses. (para1.22)

d) Whilst not offering any obvious solutions as such, the Board recommends that local wing based solutions are encouraged in response to cell ventilation and heating, specifically when a lock up is forecast. For example, flasks of hot or cold water as the case may be or small battery operated fans for use in cells overnight when the nights are warm and humid. (para1.24)

ACCOMMODATION – Females

a) Re-stated: A stand-alone, purpose built women's prison should proceed as a matter of urgency. (para1.26)

b) The level and quality of ventilation should be kept under close review to ensure that it is of an acceptable standard. (para1.27)

c) Re-stated: The quality and level of maintenance of the communal bathrooms should be addressed urgently to render them fit for purpose. The height of the doors in the communal toilets and showers require to be increased to provide adequate privacy. (para1.28)

- d) Re-stated: Use of the ground floor facilities by female students of Ash House should be maximized. (para1.29)
- e) Re-stated: Use of Murray House should be maximized, taking into account risk assessments relating to individual females. (para1.30)
- f) Standards of hygiene on the landings should be monitored more closely and excess food waste removed promptly to minimize the rodent problem. (para1.31)

2. ADJUDICATIONS

- a) 'Confinement to Room'/'Cellular Confinement' should be used as a measure of last resort, for the shortest possible amount of time, with more of an emphasis on loss of privileges. (Para. 2.12)

3. ALCOHOL AND SUBSTANCE ABUSE

- a) The implementation of an integrated, multi-disciplinary Drug and Alcohol Policy and strategic plan which addresses the very specific needs and demands of the population for which it is designed.
 - (b) The piloting of a drugs free landing for those who have demonstrated commitment to coming off substances.

4. CATERING AND KITCHENS

- a) A new industrial dishwasher is purchased and fitted as soon as possible (this has been recommended in the previous 2 IMB Annual Reports) (Para. 4.3)

5. CHAPLAINCY

No recommendations.

6. EDUCATION AND TRAINING

- a) The College should review the Service Level Agreement drawn up with Belfast Metropolitan College and attempt a resolution to the situation when Belfast Metropolitan College tutors cannot attend classes. (para. 6.6)

7. EQUALITY AND DIVERSITY

- a) In the future, the availability of a female doctor should be kept under careful scrutiny with representations made to the South Eastern Health and Social Care Trust at an early stage if this problem re-emerges. (para. 7.6)

- b) Whilst the Board appreciates that female student numbers are low at present, the provision of a new Prison for Women would address the basic inequality in provision for female young offenders and should be initiated. (para. 7.7)

8. HEALTHCARE AND MENTAL HEALTH

- a) An internal review of support currently available for NIPS staff in relation to their own mental health and well-being, with a view to resourcing additional access to independent mental health support and counselling if necessary. (para 8.30)
- b) That every effort is made by NIPS staff to ensure student attendance at appointments with Mental Health staff. (para 8.32)
- c) The development of an appropriately resourced, multi-purpose space for Occupational Therapy within Hydebank. (para 8.33)
- d) The IMB reinforces the recommendation of the Criminal Justice Inspectorate that: “The wider criminal justice and healthcare systems need to provide alternatives to custody for young men at risk” (CJINI, 2016a, p15) and “to provide therapeutic alternatives to Ash House for the small number of highly vulnerable women with the most challenging behaviour” (CJINI, 2016b, p17). (para 8.34)

9. LIBRARY

No recommendations.

10. RECEPTION AND INDUCTION

Males

- a) That better Tuck Shop options are available for Friday afternoon and weekend arrivals (i.e. tobacco, phone credit). (para 10.6)
- b) The Committal landing should have two Staff, Monday – Friday, to ensure full and effective induction for all students. (para 10.8)
- c) As in last year’s report, the Board recommends that all Induction staff receive up-to-date training on a regular basis, to enable them to recognise any mental health concerns and other possible vulnerabilities. (para 10.9)

Females

- d) All female NIPS staff working in Reception should be familiar with the reception process, particularly in relation to passing information about risk to Healthcare staff and gathering relevant details about dependents. (para 10.15)

- e) Induction staff should be available in sufficient numbers and equipped with appropriate training, especially in mental health issues, to deliver the induction process to female students. (para 10.16)
- f) Staff should be trained in the delivery of a shortened version of the induction process for short term students to avoid the suffering of trauma by the student. (para 10.17)

11. RESETTLEMENT

No Recommendations

12. SAFER CUSTODY

- a) That the Safety and Support team at Hydebank is given every assistance to continue its important role in the form of additional staff as and when required. (para 12.24)
- b) Lockdowns are kept to an absolute minimum. (para 12.30)
- c) Further thought is given to utilising a Restorative Justice programme, with possible knock on improvements to Hydebank regarding the relatively high and persistent rates of Adjudications and SPARs noted here compared to the prison estate as a whole. (para 12.40)
- d) The feasibility of having some kind of Listener Scheme is reviewed again whilst acknowledging the unique issues applicable here compared to the other 2 establishments. (para 12.43)

13. SEGREGATION - CARE AND SUPERVISION UNIT (CSU)

- (a) Staffing in the CSU being maintained at a minimum of two at all times. (para 13.5)
- (b) The obtaining of an exercise machine and other such equipment, which can only serve to aid the mental and physical health of students in the CSU. (para 13.3)
- (c) The continued and increased use of minor incidents being dealt with on the landings, at the time. (para 13.4)

14. SPORT AND RECREATION

No recommendations.

15. TUCK SHOP

No recommendations.

16. VISITS

- a) The Board continues to recommend that new modern fit for purpose fixed tables and chairs are fitted throughout the Visitors Centre. (para 16.5)

Section 1 – ACCOMMODATION

Hydebank Wood (HBW)

Male

1.1 At the outset, it should be noted that capital work to lessen the former "security" emphasis of previous years and to make the overall physical environment at the entrance to Hydebank less austere appears to have been completed. This was a recommendation of the Prison Review Team in 2011 which formed part of the process to devolve policing and justice powers to the Assembly. Essentially it was tasked with reviewing the conditions of detention, management and oversight of all NI prisons.

1.2 This can be seen in the refurbishment of the front entrance into Hydebank over the period 2015/16, which is now much enlarged and modern in design compared to the previous entrance. The result is that the decor is brighter and more contemporary, with a more spacious front reception desk which facilitates easier interaction with visitors etc. The Board welcomes the fact that this creates a much more favourable initial atmosphere to visitors compared to the former entrance which was much smaller and austere in appearance.

1.3 Additionally, work has been completed on repainting the walls and ceilings and replacing the flooring of the main arterial link corridor at Hydebank. This necessitated progressively removing security bars from windows along this corridor, leading as it does from the main kitchens at one end, to the gym and chapel at the other. This is mentioned due to the fact this link corridor is often utilised by the young males and females alike whether going to appointments in the administrative side of the complex, to use the laundry facilities or indeed en route to adjudications in the CSU. The result is that this area now has a more modern feel to it with the gradual replacement of dated decor and a less oppressive environment. This includes samples of students art work on the walls.

1.4 Turning now to the current young males' population, as of the middle of March 2017 it was at 93, with a maximum capacity in the region of 235. This time last year for the same period it was at 99, March 2015 it was at 120 and March 2014 the population was at 164. This shows a clear reduction in the number of young males at Hydebank. This could be for a number of factors. For example, the PSNI statistics in 2015/16 highlight that overall there has been a downward trend in crime levels reported to them covering a

12 year period. This includes crimes associated with this age cohort (18-21), specifically robbery, burglary and vehicle offences although drugs offences remain high. Also since September 2015 a pilot scheme called the Enhanced Combination Order was introduced which is intended to reduce the amount of short term sentences via enhanced community disposals.

1.5 For purposes of exposition, the design of the individual cells themselves within the male estate (reconstituted as a Secure College from April 2015) is of the standard Home Office design and as such provides as functional an environment as possible. All cells have in cell sanitation facilities.

1.6 There are four residential blocks potentially available to be utilised by the young males. Beech House has four wings, each with 16 individual cells and an observation cell.

1.7 Cedar House has five wings, four of which have 16 cells for the general young male population plus an observation cell, and the fifth has 10 cells and is allocated to enhanced young males.

1.8 Elm and Willow are the other two blocks for the young males' population. Elm has four wings and Willow has three wings and again can sustain similar numbers as the previous two. However, over this reporting period both these blocks have largely not been used. As mentioned earlier, there has been a decline in the number of young males sent into custody. In essence then, there is currently surplus accommodation at Hydebank with regards to the young male population.

1.9 Prior to this, work was completed on Elm and Willow to repaint the cells and landings and upgrade the in cell sanitation facilities. The final wing in Willow, Willow one effectively closed early last year, housing as it did those who exhibited behaviour of being socially or academically challenged, and who did not cope well in general population. The ethos was to give those students a break from general population with the ultimate aim of reintegrating them. Additional facilities on this specific wing for this group included space for a mood room, the intention being to calm a person down, a small gym and handicraft room, and a small kitchen in situ with space for an ingredients store.

1.10 The higher than average staffing and facilities requirements, set against an overall NIPS budgetary reduction has been given as the reason for the non-continuation of this project.

1.11 At this stage it is uncertain as to how long both these blocks will be "mothballed". Apart from a short period earlier in the year, when W1 was reopened temporarily to accommodate the enhanced group of C5 students while C5 ablutions were refurbished, these facilities have largely gone unused and are effectively no longer retained as was the intention.

Recommendation: As mentioned last year, the Board recommends that where possible some thought is given to utilising the existing facilities in Willow, given that they could hold some potential to be used by all the population.

1.12 The semi-rural location of the grounds is very attractive and well maintained and the Board again commends both staff and students alike in undertaking this. The lawns are always immaculately cut and the flower beds situated around the grounds show signs of being well looked after.

Recommendation: Whilst aware of staffing levels and other last minute operational requirements, the Board recommends that young students – including female students from Ash House - are permitted to make as much use of these grounds as possible. Ideally they should, weather permitting, be used to their optimum limit to enjoy physical outdoor activities such as football, jogging etc. or indeed for simply relaxing during periods of downtime so improving mental well-being and potentially lowering claustrophobic tension in the wings.

1.13 Returning to the residential blocks themselves, the front entrance foyers of Beech and Cedar Houses are mainly kept clean. Again, examples of students art work can be seen on the walls. Due to the design of Beech and Cedar the way in and way out of each House is via these foyers which have the floors regularly burnished. Access to the wings is via 2 sets of stairs on a first and second floor.

1.14 The communal areas of the wings are again kept generally clean with students often seen using cleaning apparatus at their locations which is noted and welcomed by the Board. Association rooms in each wing for recreational purposes typically consist of a small kitchen/ servery area, a small basic multi-gym, a pool table and a wall mounted TV.

1.15 As highlighted in last year's report, members have found on a number of recent rota visits that the association rooms in Beech were unclean, specifically in B3 and B4. This involved food lying on the floor (e.g. chips, pizza etc.), on the tables and serverly area. Additionally waste bins and waste bags needed to be emptied. Again, similar experiences occurred in Cedar, specifically C3 and C4 with food lying on the tables and serverly areas. When raised with staff they generally give as the reason that there is little time for students to clear their serveries and clean because they have their lunch, are locked and then return to their various classes in the afternoon. It is important that basic hygiene issues are not overlooked and that a simple wing based solution is found to prevent this continuing.

1.16 At the conclusion of last year's reporting period, Beech was being repainted to include the doors and window panes of the association rooms. This is a light grey colour and replaced the former very dated dark brown wooden varnish effect. The result is that the area appears brighter, modern and pleasing to the eye. Again, this simple undertaking to improve the wing physical environment is welcomed by the Board.

1.17 Each week, a basic cell check is undertaken whereby staff inspect the fabric of each cell and note any issues, e.g. toilet not flushing, mirror missing etc. Board members on rota visits have witnessed this occurring and welcome the fact that it gives staff an insight into how an individual "looks after" their cell and flags up any issues students may have.

1.18 A new innovation the Board is aware of is that the students in Beech are to be facilitated with paint and brushes and to be given the opportunity to paint over any graffiti that is in their room and on the landing. The basic concept, which is being encouraged by the House Senior Officer, is for the students to take pride in the presentation of their living area. The Board welcomes simple wing based concepts which have the effect of giving students an activity and enhancing their individual living environment.

1.19 Additionally, again in Beech, the Board understands that in February a business case was provisionally approved for the area at the end of Beech 2 to be converted into an exercise yard between Beech and Ash. This area would be fenced and would allow students to access the yard for exercise and fresh air during their association period. It should hopefully be completed for the weather improving. The Board welcomes this new

addition to "activities" that students can avail of, again with the potential to lessen claustrophobic tensions between students and also ease pressure on staff.

1.20 As mentioned in last year's report, the communal shower and bathroom facilities in Beech and Cedar are generally clean and adequate if in need of refurbishment.

1.21 As mentioned in last year's report there are instances of rusted metal ventilation grills on the walls, mirrors missing from above sinks (for students to use if shaving), mould around the showers in places and no shower curtains. Some do not have yellow lines indicating a trip hazard on the different levels of flooring. Also some of the shower areas have evidence of damp and of paint peeling of the ceiling. The facilities in Cedar 5 (enhanced wing) are much better with 2 showers, each with a plastic shower screen available.

1.22 Whilst on rota visits, members have learnt anecdotally, that students rarely if ever utilise the single bath in each bathroom. It would appear that the younger males prefer to have a shower; indeed one officer remarked that in 4 years he cannot remember any student choosing to have a bath! The Board is aware of a recent possible suggestion whereby the bath in each area is removed and replaced with additional showering facilities, i.e. from 4 to 6. The knock on effect would be to reduce any possible cajoling or bullying of students to hurry up using the facilities. On the face of it, this appears an innovatory suggestion.

Recommendation: The Board recommends that serious further consideration is given to replacing the bath with additional showers in each bathroom, and additionally as a further thought, the utilising of students themselves to assist, specifically those in plumbing courses.

1.23 A recurring issue specifically in the warm and cold months is the problem of ventilation on one hand and heating on the other. Board members encounter complaints about how the cells are very stuffy, warm and uncomfortable at night which can result in a lack of sleep and dehydration, although last summer was not the greatest! This can cause short tempers and irritability and is often carried over into the following day.

1.24 Similarly, others complain of the cold in the cells over winter. This is only worsened in cases of a lock up situation with prolonged periods confined to a cell. Wings are

heated by an electric wall mounted heater at the end of the corridor and after 3 separate complaints in one wing members have in one rota visit seen one blocked with fluff in the vents and having to be removed by a staff member.

Recommendation: Whilst not offering any obvious solutions as such, the Board recommends that local wing based solutions are encouraged in response to cell ventilation and heating, specifically when a lock up is forecast. For example, flasks of hot or cold water as the case may be or small battery operated fans for use in cells overnight when the nights are warm and humid.

Ash House

Female

1.25 The Board note, at the end of yet another year, that plans remain in place for the construction of a stand-alone prison for women. The Board remain firmly of the view that this development should proceed as a matter of urgency. In the interim, every effort should be made to eradicate deficiencies within the female accommodation on landings in Ash 1 to 4. The delay is unacceptable. It is detrimental to the provision of resources to tackle issues particular to women within prisons (e.g. healthcare and family matters) as well as issues of addiction, education and successful re-settlement.

1.26 The Board acknowledge that continuing work on Ash 2 may improve female accommodation but strongly agree with the Criminal Justice Inspectorate ((CJINI, 2016b) that “it is still inappropriate that women are located within a secure college for young men”.

Recommendation re-stated: A stand-alone, purpose built women’s prison should proceed as a matter of urgency.

1.27 The Board note again that the level of ventilation remains an issue within the female accommodation. Due to staffing issues lock-downs are very common, especially at week-ends, resulting in females being confined to cells with limited ventilation for unacceptable periods. The cells are too hot in summer and too cold in winter.

Recommendation re-stated: The level and quality of ventilation should be kept under close review to ensure that it is of an acceptable standard.

1.28 The Board re-state that there is a requirement to re-furbish shower facilities within Ash. It is understood that a programme is under way to address this. This process should

be expedited. The women also use the baths to enable them to rinse their hair with jugs of water as the water pressures within the showers are not adequate.

Recommendation re-stated: The quality and level of maintenance of the communal bathrooms should be addressed urgently to render them fit for purpose. The height of the doors in the communal toilets and showers require to be increased to provide adequate privacy.

1.29 The Board welcomed the work completed within the ground floor of Ash in 2014. But during 2017 the hairdressing facility was not available to students. The area is often showcased to visitors, but resources do not exist consistently to ensure an acceptable level of usage.

Recommendation re-stated: Use of the ground floor facilities by female students of Ash House should be maximised.

1.30 The Board remain delighted with the provision of the 'step-down' house, Murray House, for six female students within the grounds of HBW. But the Board note that the accommodation was under-utilized during 2016-2017.

Recommendation re-stated: Use of Murray House should be maximized, taking into account risk assessments relating to individual females.

1.31 The Board note that the introduction of enhanced education facilities has resulted in high numbers of women being absent from the landings during the day. This is an excellent development. But as a result the cleaning of landings is often below an acceptable standard. In addition women have reported the presence of rodents.

Recommendation: Standards of hygiene on the landings should be monitored more closely and excess food waste removed promptly to minimize the rodent problem.

Section 2 – ADJUDICATIONS

Bullying and threatening behaviour

2.1 Two Algerian young men were involved in a fight with ten other young men in Beech House on 15 May 2016, which led to the Algerians being moved to Cedar 3 while four of the other students were sent to the CSU. An investigation took place to assess whether this was a racially motivated attack and the case was referred to the PSNI.

Managed through Safety and Support meetings, the two Algerian young men were successfully involved in practical activities (particularly looking after the animals at Hydebank Wood).

2.2 When a male student raised the issue of bullying with an IMB member, it was brought to the attention of the Governor at the next IMB Board meeting. Having heard the details, the Deputy Governor provided an assurance that staff would be advised to closely monitor the situation. While staff are as proactive as possible, it can be difficult to deal with bullying behaviour - especially if students are reluctant to report it for fear of reprisals.

2.3 It was confirmed by the Governor in November 2016 that an attack on one of the students had been racially motivated. The alleged perpetrators were placed on Rule 32 and the PSNI were investigating with the intention of prosecuting those suspected of involvement in the attack.

2.4 Young men have identified bullying as an issue in Beech House. For example, during a SPAR review, one pleaded not to be sent from the CSU to Beech House: *"It's sending me to a pack of wolves – to be bullied, get my tobacco taken off me"*. Another stated that he would not go downstairs to get his medication because *"people [on B2 and B4] make threats to do stuff ... they make an example of you"*.

2.5 One of the Senior Officers has drafted a *Challenging Behaviour Policy* with a view to establishing a Behaviour Management Unit to deal specifically with individuals who are finding it difficult to manage their behaviour and participate in the prison regime. The intended emphasis would be on developing creative responses to promote reintegration into 'core day' activities and education. The draft Policy was being considered by the Governor and Deputy Governor at the time of writing.

Adjudications

2.6 Adjudications now generally take place at 4pm so that there is no disruption to the working day, education classes or attendance at activities for prisoners. During the year beginning 1 April 2016 – 31 March 2017, 220 adjudications were completed in relation to 66 individual women in Ash House. As noted by the Criminal Justice Inspectorate during their unannounced inspection in May 2016, "a small number of women with very complex

needs and challenging behaviour accounted for a disproportionate number” of adjudications (CJINI, 2016b, p24).

2.7 For women, the most common charges laid under Rule 38 were: ‘unauthorised article’ (44 adjudications), ‘presence of drugs’ (26 adjudications), ‘disobeys an order’ (22 adjudications), and ‘endangers Health and Safety’ (22 adjudications). Of the 220 adjudications between 1 April 2016 and 31 March 2017, the verdict was ‘guilty’ in 131, ‘withdrawn’ in 68, ‘not guilty’ in 15, ‘adjourned’ (usually because the student had been released) in 5, and unspecified in 1.

2.8 Adjudications are held in a meeting room within the association room of the relevant landing and are audio recorded. The Criminal Justice Inspectorate found that: “proceedings were conducted fairly and that women could explain their version of events. On the whole, punishments were fair and there were examples of adjudicating governors dismissing cases due to a lack of evidence. The appeals process was explained to all women directly after the formal hearing and again on leaving the adjudication room ... senior managers undertook quality checks of records and an analysis of information to identify trends or patterns was presented at senior management team meetings. We found no evidence of unofficial or collective punishments.” (CJINI, 2016b, p24)

2.9 Between 1 April 2016 and 31 March 2017, 882 adjudications were held in relation to 148 individual young men in HBW. For young men, the most common charges were:

para 12: unauthorised article (214)

para 7: endangers Health and Safety (106)

para 16: uses threatening, abusive or insulting words/ behaviour (96)

para 5: fights or wrestles (76)

para 22: disobeys an order (60)

para 14: damages prison property (58)

para 19b: found with any substance in sample which demonstrates that a drug has been administered (56)

para 3: assaults any other person/ another student (42)

Other charges concerned:

para 1: mutinies/ commits an act of collective indiscipline (21)

para 9: obstructs an officer (18)

para 2: assaults an officer/ staff member (16)
para 19c: refuses to provide a sample (13)
para 24: offends against good order and discipline (8)
para 15: absents himself from place required to be (7)
para 25: attempts to commit, incites another prisoner to commit, or suggest another prisoner commits any foregoing offence (7)
para 4: commits any other assault (7)
para 13: takes improperly any article belonging to another person/ the prison (4)
para 11: fails to comply with confined to room (3)
para 18: commits an indecent or obscene act (3)
para 23: disobeys any rules/ regulations applying to him (2)
para 19: prepares, manufactures, consumes, inhales, or administers to himself/ any other prisoner, with or without consent, any intoxicating substance or drug, or buys, sells, passes or possesses any such item (2)
para 10: denies access to any part of a prison to any officer/ authorised person (2)
para 19a: presence of alcohol (1)

2.10 Of the 822 adjudications between 1 April 2016 and 31 March 2017, the verdict was 'guilty' in 585, 'withdrawn' in 158, 'adjourned' in 42, 'not guilty' in 32, unspecified in 5. The Criminal Justice Inspectorate found in May 2016 that "a corporate direction on punishments tariff for all prisoners, regardless of their sex or age", and the introduction of a proforma "to ensure all other options were considered before issuing a formal charge", had led to a reduction of 40% in adjudications and significant reduction of the adjudication backlog relating to young men (CJINI, 2016a, p28). Affirming the audio recording of all hearings, and the fact that these are now conducted in the late afternoon, the inspection found that "proceedings were conducted fairly and demonstrated that young adults were given the opportunity to explain their version of events. On the whole, punishments were fair and some examples showed that adjudicating governors dismissed cases due to a lack of evidence" (CJINI, 2016a, p28). The adjudicating governor explained the appeals process to all young men directly after the formal hearing and residential officers went through it again when they left the adjudication room. The Inspectorate "found no evidence of unofficial or collective punishments" in the YOC (CJINI, 2016a, p28).

2.11 When observed by IMB members, adjudications held in the CSU with young men clearly followed established procedure. The student was asked their full name by the

adjudicating Governor; whether they had read Information Sheet 21 and whether they understood this sheet. The charge was specified and the student was asked whether they understood this; whether they had read and signed Form 11/27; whether they had had time to answer the charge; whether they wanted legal representation (if they did, the case was adjourned); how they pleaded; whether they wanted witnesses called on their behalf. A report about the alleged incident was read out by a Prison Officer and, if appropriate, CCTV evidence was watched. The young man was asked to provide an explanation. The Governor gave their verdict and, if this was 'Guilty', asked the young man if they had anything to say in mitigation. The Governor requested a prisoner conduct report and then gave her/his 'award' (e.g. caution; a specified number of day's loss of evening association/ CTR: Confined To Room/ loss of earnings – sometimes these were combined, occasionally they were suspended for a stated period).

2.12 Given the need to restrict use of isolation, 'confinement to room' (CTR) for young men or 'cellular confinement' (CC) for women should be the exception, with more of a focus on loss of privileges.

Recommendation: The IMB recommends that 'Confinement To Room'/ 'Cellular Confinement' should be used as a measure of last resort, for the shortest possible amount of time, with more of an emphasis on loss of privileges.

Section 3 – ALCOHOL AND SUBSTANCE ABUSE

3.1 It is evidenced and accepted, that a significant number of those entering Hydebank Wood have pre-existing misuse and/or dependency on alcohol and drugs, either prescribed or illegal. Many have been remanded or sentenced, for offences committed when under the influence of substances. It follows therefore, that such abuse and dependency does not cease when imprisoned, and so, the persistent misuse of substance continues to be a significant issue within the College. This naturally interferes with the College regime and with individual student progression. It also adds to the daily pressure upon staff.

3.2 A UTV article, 26.3.16 stated that a solicitor had reported HBW as being "awash with heroin". The Governor stated (Board meeting, April 2016) that no Class A drugs had been found in Hydebank. However, there are continued concerns regarding the availability and misuse of drugs in the College. As in the community, use of 'legal highs'

is significant and in March last year, three students in Beech House were found unconscious as a result of taking legal highs. Two ambulances were called, although the students did not leave the college site. A notice arranging a drugs amnesty from 4th-6th March was placed on the door to Beech. There have been some further such drug related incidents throughout the year, and in many instances, these lead to the opening of a SPAR. A sizeable number of those removed to CSU under R.32 are for the presence of drugs / drug related instruments in their room.

3.3 In November, the Governor confirmed that regular searches were being carried out and that an intelligence-led search had resulted in the discovery of cannabis and drug related paraphernalia in Cedar 5. The Governor stated that NIPS was working with the PSNI in an effort to deter drugs being brought in and a PSNI presence had been arranged during visits in December, alongside the use of the drug dog.

3.4 Following the inspection carried out in May 2016, CJINI stated:

“The strategic approach to drugs and alcohol remained poor. Psychosocial services were good, but little intensity provision was available. Specialist clinical addiction services did not meet the needs of the population, primarily due to staff shortages and commissioning issues. The integration between clinical and psychosocial services remained weak” (CJINI, 2016a, p13; CJINI, 2016b, p12).

Almost one year on, there appears to have been little progress with this and the Drug and Alcohol Strategy, in coordination with SE Health and Social Care Trust, remains incomplete.

3.5 The key work taking place in Willow, which involved an integrated approach (referred to in last year’s report), ceased in the early part of this business year. Willow was closed up and its students were rehoused across Beech and Cedar. Since then, and in the absence of a specific strategy, Start 360’s AD:EPT (Alcohol and Drugs: Empowering People through Therapy) continues to be the main provider for those who are willing to avail of this service. Whilst this does offer some very constructive interventions, it does not meet the needs of those students with severe and deep seated addictions, who, it would appear, have difficulty in accessing the level and expertise required.

Recommendation: Whist this Board is all too aware of the prevalence and use of illicit substances in the community, and thus the great difficulty in supporting

those imprisoned to become abstinent and non-dependent, we would recommend the following:

(a) The implementation of an integrated, multi-disciplinary Drug and Alcohol Policy and strategic plan which addresses the very specific needs and demands of the population for which it is designed.

(b) The piloting of a drugs free landing for those who have demonstrated commitment to coming off substances.

Section 4 - CATERING AND KITCHENS

4.1 Hydebank Wood catering team continues to supply a multi-choice menu to the student population and promotes healthy eating and vegetarian options on the daily menu for both lunch and tea.

4.2 These menus are based on £17.50 a week per student and Hydebank catering has managed to work within its budget this financial year 2016/17.

4.3 The kitchen manager has managed to obtain the finance to purchase three new rational ovens along with a new cooker range at a total cost of just over £60,000. However, the kitchen is still awaiting a new industrial dishwasher. This is somewhat disappointing as this was agreed over 2 years ago with the Head of Catering and Management in Hydebank.

Recommendation: As recommended in the last two IMB Annual Reports, a new industrial dishwasher is purchased and fitted ASAP.

4.4 Hydebank Wood catering team, working alongside Belfast Metropolitan College, has managed to put seven students that work in the Cabin and Kitchen through their Level 2 Customer Service along with Food Hygiene and Barista training. One new member of staff has obtained her NVQ Level 2 in Food Preparation and Cookery.

4.5 There are on average five female students working in the Kitchen on a daily basis, along with a total of five male/ female students working in the Cabin.

4.6 The HBW catering team now manage the Cabin and since February this year, has totally redesigned the menu and brought in new ideas on how the Cabin should be

operated on a daily basis. The Cabin is now staffed by female and male students. One female student has just secured full time employment in the hospitality industry when she leaves HBW.

4.7 The Cabin has organised several Charity Days, the last one raised over £700 for a chosen charity. It is deemed to be a great success and many different groups meet there for coffee, lunch etc.

4.8 Overall the Board feels the kitchen is well run and food is prepared to a high standard with very few complaints from students.

Section 5 – CHAPLAINCY

5.1 The Chaplains Team in HBW consists of two Catholic Chaplains, one Methodist, one Presbyterian and one Church of Ireland. The population in HBW averages 54% Catholic, 34%Protestant and 12% others.

5.2 The lead co-ordinating Chaplain is Fr. Stephen McBearty. He ensures that all faith groups and non-believers are made aware of and introduced to the Chaplaincy Team on their first few days of arrival in HBW. He also makes sure that all students in crisis are cared for in a pastoral way, and that all committal requests to talk to the clergy are followed up.

5.3 All religious festivals are observed throughout the year both - within the Christian faith and for all other religious groups.

5.4 HBW Chaplains for the past number of years have organised a Prisons Week Service in one of the two inner city Churches. These are very well attended (the churches alternate each year i.e. Protestant/ Catholic).

5.5 It is commendable that the Chaplains are giving assistance to students with the transition from prison to becoming resettled in the community. This helps to enhance family and community ties with the area in which they hopefully will resettle. The Board commends the Chaplains for the vital role they play in ministering to students and the

commitment they give to those detained in Hydebank College. The assistance they give to those coping and coming to terms with their confinement is second to none.

Section 6 – EDUCATION AND TRAINING

6.1 The Board continues to be impressed by the range of subjects offered to students and the standard of tuition and encouragement provided by lecturers. Classes are available in Literacy, Numeracy, Art, Hairdressing, Catering, IT, Joinery, Painting, Gardening and Ceramics. Art and Catering are particularly popular with Art class students working towards City & Guilds Certificates. The work produced is to a high standard.

6.2 During the year a new kitchen was installed in Learning and Skills and a barber's workshop was opened in February 2017.

6.3 The Gardening and Woodworking classes, where finished products are prepared for sale in the College shop, are a credit to the Officers and students. An important aspect of these classes is the motivational aspect of undertaking work with a positive and realistic outcome. At the Antrim Flower Show, HBW students won best cameo, best in show and best in innovation – all based around recycling. Furniture restoration also comes into this category.

6.4 Sheep rearing and husbandry has recently been introduced to an enthusiastic group of students and at the time of writing two sheep are about to lamb. An outside body is interested in filming this activity for local television and HBW hope to show the sheep at the Balmoral Show later this year.

6.5 Beehives are in the process of being purchased and students will be given training in how to look after them; this will lead to accreditation.

6.6 As with last year, the Board is concerned when Belfast Metropolitan College (BMC) lecturers cannot attend. As a result classes are not covered and students are allocated to substitute classes in which they have little interest. Vulnerable students are sent back to their landing and can become frustrated with nothing to do.

Recommendation: The College should review the Service Level Agreement drawn up with Belfast Metropolitan College and attempt a resolution to the situation when Belfast Metropolitan College tutors cannot attend classes.

Section 7 - EQUALITY AND DIVERSITY

7.1 HBW has an Equality and Diversity policy which requires that all students are treated equally. This policy sets out the legal requirements under Section 75 of the Northern Ireland Act. Clearly Section 75 requires equality of opportunity between: Persons of different religious belief, political opinion, racial groups, age, marital status and sexual orientation; Men and women generally; Persons with a disability and persons without; and Persons with dependents and persons without.

7.2 The Equality and Diversity Action plan and improvement plan is overseen by the Equality and Diversity Committee (E&DC), which meets on a monthly basis and is chaired by the Deputy Governor. This meeting has representatives from most departments in HBW. There are also student representatives who attend (e.g. Irish Travellers, Foreign National prisoners and young male and female prisoners). They inform the committee of any issues relating to events on their landings. This should give the students an opportunity to ensure that the senior staff members are fully aware of all issues relating to equality and diversity guidelines. This Committee is attended by a member of the IMB from HBW, an equalities officer from NIPS headquarters and a Chaplain. The policy assists staff/students and others in situ at Hydebank comply with the law and follow the same guidance to make certain equal treatment and opportunities are afforded to all, regardless of differences. This promotes and values different cultures and backgrounds. The policy applies to NIPS staff and service providers alike. Problems raised at the meeting are examined and resolved whilst all views are treated with respect and confidentiality.

7.3 The Board note that the most recent CJINI (2016b, p29) report noted that the strategic management of equality and diversity “needed further development”. That report identified the following concerns:

- There was inconsistent representation from female students at meetings with no guidance for their role.
- No external scrutiny or consultation with experienced practitioners.

- No clear statement outlining the terms of reference for the E&D meeting. No recorded discussion about sexual orientation; no recognition of the problems of homophobia; little evidence of a strategic approach to disability, particularly mental health concerns, in partnership with the healthcare department, despite the population having significant problems in this area.

7.4 The Board welcome that since the date of the CJINI report, the members of the E&D committee have been addressed by a representative of the Equality Commission and the Rainbow organization. Discussions have occurred relating to the definition of disability including mental health concerns whilst Healthcare continued to work on the recording of 'medical markers' and their significance.

Recommendation: The Board encourage the full participation within the Equality and Diversity Committee, in future, of representatives from relevant external bodies. Also that work will continue within an agreed committee agenda to address the other matters raised by the CJINI.

7.5 The Board note that during the year an assault occurred within the establishment which was reported to the PSNI as a hate crime. Posters have been sourced by staff for display to discourage the occurrence of such events.

Recommendation: Measures aimed at discouraging the occurrence of hate crimes should continue as a means of educating the population.

7.6 The Board note that during the year there was no availability for female students to have access to a female doctor. This situation is now remedied and this is welcomed by female students.

Recommendation: In the future, the availability of a female doctor should be kept under careful scrutiny with representations made to the South Eastern Health and Social Care Trust at an early stage if this problem re-emerges.

7.7 The Board note that young female students between 18 and 21 years mix freely with older female students who may be habitual offenders whilst the provision of a YOC for young males ensures that they are not subject to similar exposure from older male prisoners.

Recommendation: Whilst the Board appreciates that female student numbers are low at present, the provision of a new Prison for Women would address the basic

inequality in provision for female young offenders and should be initiated.

7.8 The Board was delighted when a Motability Scooter was provided for those with mobility problems in moving around the grounds. Work was also completed during the year on ramp access to Ash 1.

7.9 The Board welcomes the maintenance of two large cells with integral toilets to accommodate mothers and their babies. Further work is required to enhance these facilities.

Section 8 - HEALTHCARE AND MENTAL HEALTH

Primary Healthcare

8.1 Since 2012, health provision in HBW and Ash House has been provided by the South Eastern Health and Social Care Trust (the Trust), which is commissioned and funded by Northern Ireland's Health and Social Care Board to deliver healthcare equivalent to that which is provided in the community (McCaughey, 2016, p2)¹. The Trust is trying to create a "healthcare culture" – a "distinct niche in the prison" in which healthcare staff establish with their 'patients' "a relationship seen as caring" (McCaughey, 2016, p8), a different relationship from that of NIPS staff.

8.2 Following an unannounced inspection of Hydebank Wood during May 2016, the Criminal Justice Inspection Report noted:

"Corporate governance of healthcare was good and a prison reform team drove improvements. The compilation of serious adverse incident reports had improved. Healthcare facilities and infection control were good except in Beech House. Some resuscitation equipment was missing or out of date. The management of screening, vaccinations and chronic diseases was good. A range of health promotion activities was in place but staff shortages had hampered progress, for example there was no Band 6 manager responsible for this area of work in place.

¹ This is equivalent to healthcare that would be provided in a health centre, with some extended services (including mental health and addictions). It is not inpatient care of care that would be expected in a hospital. If a prisoner requires hospital secondary or acute care, they will be transferred to receive this (McCaughey, 2016, p2)

Despite negative survey responses, we found that General Practitioners (GPs) could be seen within a reasonable timescale. Waiting lists were well managed. We saw some good initiatives in medicines management. However, we observed inadequate supervision at the treatment hatches which created a risk of bullying and diversion. Medication which should have been administered under supervision was being given in-possession at night, and monitoring checks were not taking place. Dental services were generally good; waiting lists were not excessive and urgent cases were seen promptly. Oral health promotion was exceptional.” (CJINI, 2016a, p15; see p37-41)

The same statement was made in relation to Ash House, with the following additions: “there were some infection control issues ... Access to screening and vaccinations was good ... a list of critical medicines needed to be devised” (CJINI, 2016b, p13; see p33-37).

8.3 The Governor reported in March 2017 that action plans in response to the inspection findings and recommendations were being developed by NIPS and the South Eastern Health and Social Care Trust. The IMB looks forward to receiving copies of these action plans and discussing their implementation with relevant personnel.

Staffing

8.4 At the beginning of 2016, ongoing difficulties with staff recruitment and retention led to dependency on agency staff within Primary Healthcare at Hydebank. Following the appointment of four new staff since July 2016, the full complement of funded staff currently includes eight Band 5 and two Band 6 nurses. However, it remains difficult to retain nursing staff in the prison environment. Key factors identified by the Acting Operational Nurse Manager include: need for a different skill-set and expectations from those required to work in a hospital; need to work with people from very different disciplines (e.g. education, mental health, prison, probation); need to negotiate sharing of information; potential confrontation with, and concern about intimidation by, prisoners. In an effort to respond to these issues, emphasis has been placed on provision of nurturing and support by more experienced nurses, with new staff encouraged to ask questions and seek clarification about their role and expectations. In addition, the Acting Operational Nurse Manager has clarified with NIPS that Senior Nurses are responsible for determining where, how, and with whom nurses work (rather than NIPS staff), and that minor injuries to NIPS staff should be dealt with by NIPS First Aiders.

8.5 The Operational Nurse Manager was absent on sick leave from June 2016 until March 2017 and an Acting manager was appointed. Following an incident with a student, one of the Doctors was on sick leave from October 2016 until March 2017. At a Board meeting in October 2016, the Governor advised that, although some appointments had been cancelled, those requiring urgent treatment had been accommodated during this period. The Acting Operational Nurse Manager later confirmed that the absent doctor's GP sessions were covered by a doctor from Maghaberry prison. Since this incident, security measures in the Healthcare Centre and treatment rooms have been reviewed and improved.

Meeting the healthcare needs of individuals

8.6 The committal process includes an initial health and mental health screening, which is followed by a comprehensive health assessment within 72 hours. Healthcare staff have access to each student's electronic care record, including live prescriptions, and any acute hospital records.

8.7 Without breaching confidentiality, issues raised by students during rota visits about their healthcare needs are discussed with the Healthcare team and noted, when appropriate, at IMB Board meetings as well as in 'Safer Custody' meetings, at SPAR reviews and case reviews.

8.8 Attendance at case reviews has revealed some inconsistencies in multi-agency approach. For example, two IMB members attended a case review where the complex healthcare needs of a female student were discussed with representatives from Primary Healthcare, the Mental Health Team, Psychology, the clergy, Probation, and NIPS. In this meeting, attempts were made to consider the holistic needs of the student and to address a range of consistently raised issues. The student was invited to join the meeting and encouraged to present her views before a decision was reached about required actions and how these would be progressed. In contrast, when an IMB member attended a review for a different female who had health issues they were disappointed to find that Primary Healthcare was not represented at the meeting. The Acting Operational Nurse Manager reported that, when unable to attend, staff provide a verbal handover to a NIPS Senior Officer. There is a need to ensure integrated case management involving relevant

Primary Healthcare, Mental Healthcare, NIPS staff and other agencies in the development of clear plans for each individual.

8.9 The Acting Operational Nurse Manager helpfully arranged monthly 1:1 meetings with one woman student who regularly submitted complaints about, or questioned, the healthcare she received. Having met with all the relevant professionals involved in the prisoner's care, this senior manager was satisfied that the student was receiving the care required. Regular meetings focused on discussing any new issues had alleviated many of the student's concerns, provided reassurance about management of her case, and reduced the number of formal complaints. While retaining regular contact with this student during rota visits, IMB members agreed that her healthcare needs were being appropriately monitored and addressed.

8.10 At a 'service user meeting' during March 2017, requested by women in Ash House, the topics identified for discussion included: medication being stopped on committal; the time taken to receive medications after committal; mental health issues; and access to a female doctor.

Dental appointments

8.11 In response to a question from the IMB about how long a student would be expected to wait for a dental appointment, the Acting Operational Nurse Manager had emailed the Senior Dentist who had advised that the current waiting time for a new appointment with the dentist is two weeks. Occasionally there is a discrepancy if the student's name has not been placed on PRISM. If an urgent appointment is required, the student is seen at the next clinical session - in the meantime the Dental Nurse will provide appropriate support.

Healthcare complaints

8.12 An issue was raised about the process of making a complaint concerning Healthcare matters as it was not considered appropriate that complaints were handed to staff when the complaint may relate to the member of staff receiving the complaint. It was agreed that a consistent practice should be exercised throughout HBW, with a receipt being issued to the student when they submit a written complaint. All complaint forms, which should be located on every landing, now have a tear-off receipt at the bottom of the form. In addition, a more proactive response has been encouraged, with nurses

meeting individuals who have submitted a complaint and going through the student's case notes with them to explain reasons for decisions/ actions. According to the Acting Operational Nurse Manager, this has led to a reduction in the number of complaints received.

Specific incidents

8.13 An inquiry into an incident in May 2015, when a nurse was attacked by a group of women who stole medication from the treatment room in Ash House, was still on-going in March 2016. The investigation into this 'serious incident' has now concluded. Recommendations, which have been implemented, included: nurses wearing alarms; nurses making sure that any area containing medication is secure before they leave the area; installation of a mirror on the wall opposite the treatment room in Ash House. The PSNI were involved and four women (three of whom have since been released) were charged with raiding the Pharmacy. The case was due to be heard in March 2017.

8.14 Concerns were raised by the IMB with the Governor about response to an incident when a woman had swallowed a razor blade and was not immediately taken to hospital.

8.15 In January 2017, the IMB raised with the Governor an issue in which a woman was being given prescribed medication at a different time from that specified in the medication directions, which was having a negative effect on her sleeping. The Governor arranged a late unlock so that this prisoner received her medication at the appropriate time.

8.16 A number of women and young men have complained to IMB members during rota visits about not being given medication that they have been prescribed and used for a long time before coming into prison (especially sleeping tablets). While attending an IMB Board meeting in September 2016, the former NIPS Director General stated that the South Eastern Trust "do try to change the bad habits students have picked up by reducing their prescribed drug intake" but that this is "done in a practical, reasonable way and alternative medication is offered along with the appropriate support". Asked about this practice, the Acting Operational Nurse Manager affirmed that many sleeping tablets are not licensed for long term use despite GPs in the community prescribing these over months and, in some cases, years. In HBW, the doctors refer to guidelines for medication

and prescribe accordingly,² which does mean reducing or ending prescriptions for some individuals. If this is the case, they are given advice about other options, including ‘sleep hygiene’ advice. If considered addicted to drug use, they will be referred to Ad:ept.

Relationship between Healthcare and NIPS

8.17 The former Director General acknowledged at an IMB Board meeting in September 2016 that the relationship between the NIPS and the Trust can be “challenging”. A particular issue is accountability for healthcare provision in the prison. At strategic and operational levels, it was reported to the Assembly Committee for Health that arrangements have been established to improve communication between the Trust and NIPS “but there is still work to do” to improve communication and relationships within a “complex relationship” in which there “have to be distinct roles” (McCaughey, 2016, p8). It will be important to ensure effective co-operation between NIPS and the Trust in development of joint policies which clarify who does what at an operational level to address the broad range of vulnerabilities experienced by young men in the YOC and women in Ash House (e.g. concerning drug misuse, self harm and suicide prevention). Also vital will be the identification of training and support required by staff in both organisations.

8.18 In July 2016, the IMB invited a senior representative from the Trust to attend their Board meeting to discuss the 2015-2016 IMB Annual Report. She nominated a Clinical Nurse Lead and a Mental Health Lead to attend on her behalf, although neither has attended a meeting to date. At a local level, the Acting Operational Nurse Manager at Hydebank has attended IMB Board Meetings and provided very useful information about nursing staffing and policy concerning specific issues (such as prescription of medication), as well as responding to questions about how the healthcare needs of individuals can best be addressed.

Mental Health

² Royal College of GPs (2011) Safer Prescribing in Prisons: Guidance for Clinicians, Available at: www.rcgp.org.uk; Royal college of Nursing (2017) Supporting Nursing Staff Caring for Patients From Places of Detention, Available at: www.rcn.org.uk

8.19 The Trust is commissioned to provide mental health care, but not inpatient mental health care such as would be provided in a psychiatric hospital (McCaughey, 2016, p2). In discussion at the Assembly Committee for Health concerning responses following a specific case at Maghaberry prison, a Trust representative stated that the Trust recognises “there are a large number of vulnerable people in prisons and that prison is not an environment which is conducive to good mental health. It is not an environment which promotes mental well-being”, as well as recognising “the difficulties in managing patients with escalating mental health problems” (McCaughey, 2016, p3). In response to a proposal from the Trust, the Health and Social Care Board has agreed to establish a review to consider these issues. McCaughey commented: “We would like the review to look at what more we can do to enhance services for those people who are vulnerable or mentally disordered and keep them safe” – to address areas not currently commissioned or funded, or gaps in what is available, in prisons (McCaughey, 2016, p3).

8.20 In the survey conducted by the Criminal Justice Inspectorate in May 2016, 63% of the young men in HBW reported that they had emotional well-being or mental health problems against a comparator of 26% (CJINI, 2016a, p41). The Inspectorate survey with women in Ash House found that 77% said they had emotional well-being or mental health problems against a comparator of 56% (CJINI, 2016b, p37).

The inspections identified a number of issues in relation to mental health:

“Mental health assessment at committal needed to be better. The service did not fully meet the needs of those with learning disabilities, autism spectrum, post-traumatic stress disorder or personality disorders and waiting times for urgent mental health assessments were too long. Care for those on a mental health caseload was generally good, but review planning needed to be improved ... Nurses were poorly prepared for multi-disciplinary team meetings. Some mental health nurses required performance management.” (CJINI, 2016a, p15; p41; CJINI, 2016b, p13; p37)

The Trust has commenced a quality improvement project focussing on committals and compliance with NICE guidelines. This is due to be completed in Autumn 2017.

8.21 The Inspectorate noted that one of the Occupational Therapists had established a choir “to help the women develop positive self-esteem, improve their well-being and promote recovery” (CJINI, 2016b, p37). This was extended to the young men. Now facilitated by an external group - ‘Voices of Recovery’ - this initiative had led to the Mental

Health Team receiving a UK Compassionate Patient Care award. The Occupational Therapist had also arranged for a mental health initiative - the 'Campervan of Dreams' - to visit HBW during January 2017. This was reported by the Governor to have been well received.

Staffing

8.22 In April 2016, the Mental Health Team consisted of two full-time mental health nurses, a part-time Occupational Therapist, and two psychiatrists who visited HBW three times a week to see individuals referred by the Trust following an initial committal assessment. By March 2017, staffing had increased to include these posts plus a full-time Occupational Therapist, a personality disorder specialist on a 3x/week sessional basis, a Cognitive Behavioural Therapy specialist on a sessional basis in response to referred individuals. The Head of Mental Healthcare works across Northern Ireland's three prisons.

8.23 There are plans to centralise the process of mental health screening during committals. Rather than members of the Mental Health Team carrying out screening during the committal process at Hydebank Wood, all committals will be screened via the computer system at Maghaberry and, if they meet specified criteria, will then be referred to the Mental Health Team at Hydebank for assessment. This should increase the amount of time available for mental health staff to conduct assessments and direct work with individuals.

8.24 The Head of Mental Healthcare was invited to attend IMB Board Meetings and attended in April 2016. She reported that the Mental Health Team at Hydebank Wood has good working relationships with other agencies (e.g. Ad:ept, PBNI, PDU), although information sharing was an issue at that time.

Meeting the mental health needs of individuals

8.25 When IMB members had concerns about the mental health needs of individuals, they raised these at SPAR/ case reviews and in Board meetings.

8.26 Throughout the year at various intervals, the Mental Health Team supported a very vulnerable woman with a learning disability who was kept separate from other women most of the time as a result of her volatile, and sometimes violent, behaviour.

This woman required high levels of support from NIPS and Mental Health staff, who were occasionally the recipients of verbal and physical assaults. It was agreed by all concerned during case reviews and 'Safer Custody' meetings that prison was not an appropriate environment for her, a view echoed by the Inspectorate (CJINI, 2016b, p38).

8.27 A key concern is that some women are sent to prison in the absence of an alternative response. A particular problem is that 'Personality Disorders' have not been recognised as mental health conditions under the *Mental Health Act* in Northern Ireland, leading to the absence of specific facilities for women with such disorders. One suggested response for 'vulnerable' women (e.g. those with severe mental health issues, learning difficulties, on the autism spectrum, who have experienced trauma) was a separate landing where a safe environment could be created and they would experience a different regime more suited to their needs. This would obviously require appropriate staffing and resourcing.

8.28 Both Primary Healthcare and the Mental Health Team have raised concerns about the vulnerabilities of young men currently housed on Cedar 2 landing, suggesting that the diversity of prisoners is detrimental to the well-being of those who are vulnerable as a result of being on the autism spectrum, having a learning disability or mental health problems (housed on this landing with those 'at risk' from others because of the nature of their offence).

NB: A joint DHSSPS and DOJ review of support for vulnerable prisoners commenced in December 2016 and the IMB looks forward to discussing the outcomes with relevant personnel when this has been completed, particularly in relation to young men and women.

8.29 The issue of NIPS staff not being trained to deal with prisoners with mental health problems has been raised at IMB Board meetings and during rota visits. The Mental Health Team is clear that mental health is a specialism – the issue for NIPS staff is more about how to 'manage' challenging behaviour than how to respond to mental health problems *per se*. In this, it is important to recognise the role of Prison Officers in supporting people with vulnerabilities and in identifying individuals about whom they have concerns.

Recommendation: The IMB recommends an audit to identify training and support required by NIPS staff to enhance their skills in responding to changes or deterioration in prisoners' well-being and escalating a referral to Healthcare.

8.30 The impact on NIPS staff of daily interaction with some young men/ women who have significant mental health issues needs to be acknowledged as this is likely to affect staff health, well-being, capacity to effectively fulfil their role, and interaction with prisoners.

Recommendation: The IMB recommends an internal review of support currently available for NIPS staff in relation to their own mental health and well-being, with a view to resourcing additional access to independent mental health support and counselling if necessary.

8.31 Following assessment, a student with a serious mental health illness can be transferred to a specialist mental health facility (e.g. an inpatient unit or psychiatric hospital), although there is often an unacceptable delay in transfer, especially if the facility is in another jurisdiction. Otherwise, the student will be referred to the Mental Health Team in Hydebank Wood. It is therefore vital to ensure appropriate mental health assessment at committal and following referral to the Mental Health Team.

8.32 A number of practical difficulties have been identified by the Mental Health Team during this year. Non-attendance of young men/women at appointments has been an ongoing problem, often because they have not been told by NIPS staff that an appointment has been booked on their timetable. Managing the movement of 'high risk' prisoners to and from the Healthcare Centre can be problematic. For example, there may be no NIPS staff available to escort the person to their appointment or to stay with them during their session.

Recommendation: The IMB recommends that every effort is made by NIPS staff to ensure student attendance at appointments with Mental Health staff.

8.33 It can be difficult to find an appropriate space for Occupational Therapy work as there is not a dedicated room containing the equipment required, or the space, to conduct certain activities. Although the relaxation room in Education or the multi-faith room in Ash House can be used for individual sessions, it is sometimes hard to locate a private space suitable for group work.

Recommendation: The IMB recommends the development of an appropriately resourced, multi-purpose space for Occupational Therapy within Hydebank.

8.34 In October 2016, the Governor informed the IMB Board that the Health and Justice Ministers had visited HBW and been advised about ongoing challenges regarding mental healthcare and addictions among women in Ash House and young men in HBW.

Recommendation: The IMB reinforces the recommendation of the Criminal Justice Inspectorate that: “The wider criminal justice and healthcare systems need to provide alternatives to custody for young men at risk” (CJINI, 2016a, p15) and “to provide therapeutic alternatives to Ash House for the small number of highly vulnerable women with the most challenging behaviour” (CJINI, 2016b, p17).

Section 9 – LIBRARY

9.1 The Librarian continues to do sterling work and provides 1:1 support for young men with literacy difficulties and her support has encouraged some students to start writing poetry.

Section 10 - RECEPTION AND INDUCTION (Males)

RECEPTION

10.1 The reception area is where the students gain their first impressions of Hydebank Wood College. The reception area itself is quite large, well decorated, bright and well maintained.

10.2 Those arriving for the first time, may be nervous or apprehensive, the Board commends the Reception staff for the professional manner in which they handle and process new students. The Board is pleased that the numbers arriving have decreased since last year’s report.

10.3 Reception is not only for induction, but covers discharges including Court appearances, PSNI interviews, and Hospital appointments. It also where all laundry and property inquiries are dealt with in the College.

INDUCTION

10.4 Induction takes place in Cedar 1 (the Committal wing), where students are given information about Hydebank Wood life, its rules, education available, pastoral care, visits, home leave, medical care, Tuck Shop, etc.

10.5 Committal packs from the Tuck Shop are issued in Reception after the student has been processed. These packs are designed to last until the student's personal account has been credited with funds. These funds can now be added electronically, from outside (i.e., by their parents, husband, wife etc.), using normal banking procedures, Switch etc. Previously, this could only be achieved by someone visiting the College and depositing cash.

10.6 It has been noted that from Friday afternoon until Monday morning, the Tuck Shop is closed and not available to new committals. This provides very limited tuck options.

Recommendation: It is recommended that better Tuck Shop options are available for Friday afternoon and weekend arrivals (i.e. tobacco, phone credit).

10.7 Foreign Nationals, for whom English is not their first language, are catered for in various ways (i.e., language lines, interpreters). The Board acknowledges the effort and care that is required to process Foreign Nationals.

10.8 Occasionally students are kept on the Committal landing for longer than the induction period (i.e., one week) for various reasons, these include more time being required to assess safety risk, or to keep them separated for their own safety. This happens occasionally *but should not happen because of staff shortages*. This landing should have two staff *at all times* to allow staff to run normal landing routine and welcome/ induct new arrivals.

Recommendation: The Committal landing should have two Staff, Monday – Friday, to ensure full and effective induction for all students.

10.9 Anxiety is a common feature amongst new students, as was stated in last year's report, therefore staff should receive up-to-date training on a regular basis to enable them to recognise signs and issues that may give concern (i.e., mental health awareness and other related issues).

Recommendation: As in last year's report, the Board recommends that all Induction staff receive up-to-date training on a regular basis, to enable them to recognise any mental health concerns and other possible vulnerabilities.

10.10 Health Care are informed off all new committals prior to their arrival at the College, and have direct access to their medical needs, hospital appointments. They do a Snap shot assessment on arrival, but carry out a full medical assessment within 72 hours of committal.

10.11 Overall the Board feels male Reception and Induction is fulfilling its role in a very satisfactory manner, but offers the above recommendations.

RECEPTION AND INDUCTION (Females)

RECEPTION

10.12 All female students arrive in the female Reception area wearing handcuffs. These are removed and the committal process begins with clarification of the individual's ID based on paperwork provided by the accompanying Court or PSNI Officer. Following a 'rub-down' search, a list is made of the woman's property and this is placed in a store room. A committal interview is conducted by a female Prison Officer, who records information directly onto the PRISM system.

10.13 Having confirmed her personal details and address, the woman is asked whether she has any disabilities and for details of her next of kin. Physical description details are recorded (complexion, build, shape of face, eye colour, hair colour, height, weight, identifying features), along with details about any dietary needs. The woman is asked whether she has left her home secured, whether her family know she is in custody or needs to contact someone. If she has any dependents, she is asked their name/ date of birth/ age, who is caring for them while she is in Hydebank or whether she needs to make arrangements, whether her family is in contact with Social Services or Probation. Details about any previous convictions are recorded. Finally, she is asked about any vulnerabilities (such as history of self harm, thoughts of self harm or suicide, feeling at risk or unsafe in custody, involvement with mental health services, whether she needs immediate support, and substance use). The officer conducting the committal interview

records whether she considers a SPAR needs to be raised, and contacts Healthcare if she has any concerns about the prisoner. The prisoner goes straight from Reception to an interview with Primary Healthcare in the treatment room of Ash House.

10.14 The Reception area consists of a large, bright area surrounded by two holding rooms (with two extra rooms along a neighbouring corridor), a bathroom, a disabled toilet, the property room, and a laundry room. The holding rooms are very small and bare, with no TV. However, as there are rarely more than two women arriving at the same time, these are not often used. The bathroom was being used as a temporary store room on one occasion when the IMB visited.

10.15 Occasionally there is little warning of a woman arriving at Hydebank, but usually the Court telephones with an estimated time of arrival and Reception is prepared, a cell has been made up, and food has been ordered for her. A small group of officers generally work, as required, in Reception although any female officer in Ash House can be called upon to fulfil this role. Given that two female staff conduct the committal process, this can lead to a temporary lockdown if a Prison Officer has to leave a landing to go to Reception. Staff are obviously conscious of this situation and have commented that, if a woman has arrived with a lot of property, it may be necessary to sort that out the following day. They have also affirmed that there is no specialist training for this role – it is learned ‘on the job’. The Criminal Justice Inspectorate noted that “Reception staff were welcoming and women ... were generally positive about their reception experience” (CJINI, 2016b, p18-19). This has been affirmed during IMB rota visits.

Recommendation: All female NIPS staff working in Reception should be familiar with the reception process, particularly in relation to passing information about risk to Healthcare staff and gathering relevant details about dependents.

INDUCTION

10.16 The Board note that there should be a clear comprehensive structured process of induction in which female students receive information on all aspects of prison life including that relating to education, work, remedial care, courses and programmes and levels of regime and support available including the services of the IMB. The formal programme actually covers 5 days and includes a walk around the prison, a meeting with substance misuse staff and a DVD presentation. The Board has been advised that work continues to improve the process and content. Updated first night induction booklets are

available on A2 landing. When the committal landing moves to A1, there will be a booklet in every room. The first night DVD is held within these files and is currently being re-written by committal staff and a member of the PSC training team. If committal staff receive a female with poor or little English they will, in the first instance, use the language line for assistance and then call in an interpreter who will read the information booklet to the student. If committal staff welcome a female with hearing difficulties, the student is encouraged to read the booklet. If unable to read but able to understand sign language then a person with those skills will be identified.

Recommendation: Induction staff should be available in sufficient numbers and equipped with appropriate training, especially in mental health issues, to deliver the induction process to female students.

10.17 The Board has particular concerns regarding females who experience short stays in Ash House. They may be fine defaulters who are removed from home by the PSNI at short notice with few clothes and little money. There is little time during their stay to provide induction and indeed to address their needs. As a result they may feel scared and isolated within the prison environment and indeed some are placed on a SPAR almost immediately.

Recommendation: Staff should be trained in the delivery of a shortened version of the induction process for short term students to avoid the suffering of trauma by the student.

Section 11 – RESETTLEMENT

11.1 Reoffending rates post custody, continue to be disappointingly high, particularly with males in the 17 to 24 age range. It has also been noted, that a small but significant number of young women are caught in the 'revolving door'.

11.2 It is appreciated that those working within the College, do so, with the aim of rehabilitation and positive resettlement - however, resources appear stretched and morale, at times, appears low.

11.3 Resettlement per se is the shared responsibility of NIPS and PBNI - with the Student Development Unit (SDU) formerly the Offender Management Unit (OMU), having seven Sentence Coordinators (NIPS x 5, PBNI x 2). All those sent to Hydebank Wood are

assigned to a coordinator, with those assessed as high risk of harm to self or other, being assigned to a Probation officer. It is then the role of the assigned person, to conduct a Needs Profile, prepare a Personal Development Plan (PDP), and coordinate services - such as those provided by Start 360, Housing Rights, Barnardo's, Relate, etc. - to commence the important and crucial process of working towards constructive lifestyle upon release.

11.4 Family work appears to be generally strong, with students being encouraged to maintain and rebuild relationships which will be of positive support upon release. A very positive development this year has been the implementation of Skype for those with enhanced status. It is important to note also, the pastoral and often very practical support offered by the prison Chaplains.

11.5 Attendance at Case Conferences has highlighted examples where NIPS has made considerable efforts to support students when they start the process of 'working out'.

11.6 Disappointingly, the number of females accommodated in Murray House has been consistently below capacity. The criteria for transfer to Murray House are regularly reviewed, to try to ensure best use of this significant resource. These are based on levels of risk, rather than time served or compliance in closed conditions. It is not possible to place women there if they pose a risk to themselves/ others, or are not nearing the end of their sentence. Alcohol/ drug use, or any other breach of rules, results in the woman being rehoused in Ash. If returned twice, she will no longer be eligible for Murray House. Those women who transfer to Murray House are generally very pleased with the much more homely and natural environment. There have been some queries regarding their healthcare, which they cannot access within the prison when in Murray House. The Deputy Governor informed the Board that women have been advised when in Murray House to retain their GP in their local area, but that a local practice has agreed to add individuals to its register as necessary.

11.7 Whilst there is strong commitment from all staff involved in the resettlement process, some of the issues raised are as follows:

(1) Accommodation

(a) In spite of an excellent relationship with one of the main providers, Simon Community, a student being released to hostel accommodation cannot be certain of which hostel

he/she is going to, often until actual day of release. Not only does this cause anxiety to the student, but also it makes it extremely difficult to co-ordinate other vital services such as benefits and healthcare.

(b) Aside from those provided by Women's Aid, there are no other female-only hostels in Northern Ireland.

(2) Reset

Funding of this 12 week intensive mentoring programme, run by PBNI, for those medium/high and therefore more risky and vulnerable individuals (particularly those with alcohol/drug problems) was due to cease end of March. Whilst a further 6 months of funding has been granted, there is no guarantee of this vital resource continuing.

(3) Relate

The much needed relationship counselling and support provided by Relate was discontinued at the end of December, when funding ran out.

(4) Working out

Whilst the College must be commended for the advances made in this area of resettlement, lack of opportunities for females has been raised as an issue.

Section 12 - SAFER CUSTODY

12.1 Article 2 of the European Convention on Human Rights imposes on States a positive duty to safeguard life, which entails placing positive obligations on detaining authorities to take steps to protect individuals whose lives are known, or should be known, to be at risk. Where there is a threat to the life of someone in the custody of the state, there is a heightened responsibility to provide protection, whether this arises from a third party such as another inmate or from the detained person themselves.

12.2 This reinforces the fact that the sphere of safer custody is an area of vital importance and is the responsibility of everyone in a prison.

12.3 Firstly, at the outset the Board is aware of countless occasions when the professional actions of staff at Hydebank (often in a quiet and unobtrusive manner) have

undoubtedly saved the lives of individuals engaged in a serious self harm or suicide attempt. The Board wishes that due credit is recorded to thank those staff members.

12.4 Secondly, the Board would like to thank those staff members in the Hydebank Safety and Support team who over this reporting period have as usual, been extremely courteous and helpful to the IMB. The Board would like this to be noted.

12.5 To put the situation into some sort of context, many reports have highlighted the vulnerable nature of the wider UK prison population and there is compelling evidence that the social and psychological profile of prisoners is poorer than the general population.

12.6 With specific relevance to the population at Hydebank and taking NIPS figures from 2013:

- 34% of young males committed to Hydebank have literacy at entry level 3 (that of a 9 year old) or below,
- 51% have a numerical ability of entry level 3 or below,
- 21% reported learning difficulties on committal,
- 30% had undergone some form of mental health intervention.

12.7 This population is made up of both remand and sentenced students and levels of need and vulnerability can be high amongst this age group (18-21). Also the management of young adults is distinct from the older population in the other two establishments in the sense that they are still developing neurologically up to their mid-20s, and also the majority have been known to a range of statutory agencies since childhood.

12.8 Regarding the female population, Department of Health (2010) information notes that although females make up a small proportion of inmates overall, proportionately more females than males commit suicide in prison unlike in the general community, and 5 times more self harm.

12.9 Many females enter prison as a result of unmet welfare needs including neglect, abuse and poverty. Additionally female prisoners have higher rates of trauma, victimisation, substance abuse and mental health issues than females in the general

population. This is true in relation to self harm, suicide attempts, psychosis, anxiety and depression.

12.10 Very often prison is not suitable for dealing with many who are sent there, especially those experiencing mental health issues. From press statements earlier in January this year (reference), the Board is aware of meetings between the Departments of Justice and Health to discuss the development of a dedicated medical facility to deal with offenders with serious mental health problems. On the face of it this appears welcome news. However, due to the political situation at present, such plans appear to be on hold.

12.11 Over the course of this reporting period the Board welcomes the fact that there have been no deaths in custody in Hydebank.

12.12 With regards to figures on self harm and suicide attempts, up to 31st December 2016: for young males there was a 16% decrease on last year (12% reduction in population). For females there was a concerning 102% increase on last year (4% reduction in female population). As of March 2017, there were 44 females in Ash House.

12.13 A contemporary initiative introduced in January and running for 3 months up to April is to see if issuing a TV to all students and females (previously only those on 'standard' and 'enhanced' regimes were entitled, not those on 'basic') will have any impact on the relatively high rate of SPARs raised and the number of adjudications. At present this is still being evaluated.

12.14 When staff have a concern about an individual, a "Supporting Prisoner at Risk" (SPAR) booklet is opened, in which staff proactively monitor that individual throughout the whole day and comment on their activities etc. The main reasons for opening a SPAR booklet can be for a suicide attempt, self harming, drugs or alcohol use, a low mood or unusual behaviour for that person. The average length of time opened is for 5 to 6 days.

12.15 The Board understands that there has been a decrease in young males having a SPAR opened over this reporting period, but there has been an increase in females. However recent figures for February this year show a marked drop in both young males

and females under a SPAR for this month. In fact this is the lowest for the females in 12 months.

12.16 Similarly with regards to use of the Observation Cell, young males have shown a reduced need for this overall but a small increase in females is shown over this reporting period. Again, and indeed to be welcomed, is the fact that in February this year no females were put into an observation cell. As noted by the Board, observation cells should be used exceptionally and only after other alternatives have been considered and discounted.

12.17 At one of our Board meetings, it was advised that an inmate would only be placed in an observation cell if NIPS staff considered them to be presenting suicidal tendencies or actively suicidal and in need of support. This position is contrasted with the view of a member of the Primary Healthcare team who believed that it should be used when an inmate is vulnerable even when they are resistant to going into such a cell. These differences in perspective need to be addressed to ensure safety.

12.18 From figures collated by the Safety and Support team in Hydebank, heat maps have been drawn up. These highlight that the end of the week/ weekends appear to be the worst times in Ash for self harm, whereas minimal self harm incidents were recorded on Saturdays in Beech and Cedar. This poses the question what's happening or not happening on Saturdays that make it better for males.

12.19 With regard to SPARs, Ash and Beech have the most with Beech having the most significant number of any of the male residential locations although, in line with self harm incidents, Saturdays show the least number of SPARs. This again poses the question, what's different? Issues concerning completion of the SPAR booklet have been highlighted to IMB members whilst on Rota visits. Essentially this concerns issues around the Immediate Action Plan (Keep Safe) and the Information Sharing Agreement being areas of concern to the Safety and Support Team. Daily checks by supervisory staff must be completed and they in turn must challenge staff if shortfalls are noted. Also staff observations must be sufficient and recorded, and a minimum of two conversation checks must be completed. Whilst this may well be done in practice it is not always recorded as required in the SPAR booklet. Finally, the depth of conversation checks must be sufficient and the times of checks must be varied (every 15 mins, 30 mins etc.). The

Board understands that issues remain about the predictability of SPAR observations by Night Guards.

12.20 Linked to this is the current situation that, since the creation of a College ethos, Belfast Metropolitan College staff now take large numbers of young males/ females off landing activities during the course of the core day - inclusive of those subject to a SPAR arrangement. The Board understands that BMC staff have been made aware of the concept of SPAR booklets accompanying an individual and have received training on conversational checks and noting the mood of someone.

12.21 From a Safer Custody perspective, the Board welcomes the fact that all new recruits receive a measure of mental health awareness training which covers a wide spectrum of disorders in the course of their 9 week course. They also receive a specific session on autism and Restorative Justice.

12.22 SPAR training is given to all recruits which covers suicide and self harm. Recruits are also given a session called "SafeTALK" which is an accredited course which helps staff identify people who are having thoughts of suicide and also what resources they can use to help the individual get through their crisis. This also links into the SPAR training.

12.23 All the training is generic as the classes may have recruits from all the prison establishments. The Board would be interested to see if there was any merit to the suggestion that specific Hydebank courses are an option to staff, including awareness about the specific needs of young males and of females in a prison setting.

12.24 In order to audit the SPAR booklets properly, the Safety and Support Governor requires assistance. Currently this is undertaken by 2 officers who proactively gather and collate safer custody related information. However the Board understands one officer is going onto a Night role and the other has in addition other mainstream roles to perform. The Board understands that this is causing problems with properly auditing Safer Custody issues. For example, in February the Board was made aware that no SPAR audits were completed. This can mean that patterns or issues are not being flagged up and the possibility of basic requirements of students/females not being met. For example the Board is aware of an instance whereby a Foreign National with little or no command

of the English language was facilitated with the Big Word translation service due to follow up by a member of the Safety and Support Team.

Recommendation: The Board recommends that the Safety and Support team at Hydebank is given every assistance to continue its important role in the form of additional staff as and when required.

12.25 SPAR reviews occur when a multi-disciplinary team (NIPS, primary healthcare and mental health, Start 360, etc.) assess the current situation on an individual causing concern (i.e., any progress or otherwise on their condition since the last time reviewed). IMB members attend if possible. Although planned for certain times and days of the week to facilitate maximum input from agencies, this is not always happening. The Board understands that the review process has to be responsive and indeed NIPS management assert that the primary aim of SPARs is for staff to keep someone safe. From the experience of the IMB, staff displayed a caring attitude towards those in crisis. It is understood that again, there are still attendance issues at reviews. It is understood that Primary Healthcare staff intention is to attend SPAR reviews as much as possible and if they are unable to attend they give a verbal handover to the relevant Senior Officer chairing the review.

12.26 Members during monthly meetings with the Governor are appraised with amongst other things NIPS staff absence rates which can be consistently high and significant budgetary cut to the NIPS budget. This means that lockdowns as a consequence of staff shortages are a continuing issue. In addition if an incident occurs or staff are required to accompany an inmate somewhere, discipline staff may be allocated to these tasks or moved to cover colleagues who have been called away to other landings. This leads to the lockdown or "fire watch" because it is considered unsafe to have one officer on a landing.

12.27 Currently staff numbers are finely balanced with little in the way of surplus capacity, a fact acknowledged by Management and supervisory staff and concerns being raised by the Chaplaincy at Safety and Support meetings. For example, during one Rota visit to Ash over this period there was only one officer on a wing to supervise 10 females, one of whom who had just burnt her hand and another three were on a SPAR. This appeared to be an example of understaffing and the officer had mentioned feeling vulnerable to the IMB member.

12.28 The Board understands that the vast majority of all newly appointed officers were located to Maghaberry at the completion of the 9 week trading period. Whilst acknowledging that it is Northern Ireland's main prison and are all too aware of all its current issues, it is understood that a request has been submitted for a relatively small number of officers, specifically female staff, to be released for Hydebank. The Board would support such a move in order to allow room for manoeuvre as constantly working with certain females can be emotionally draining to staff. Also it could facilitate opportunities to carry out daily core tasks throughout the Centre without having to reschedule staff at short notice as can occur at present.

12.29 Whilst it would appear that it is rare for the entire Centre to be under a lockdown, they remain a regular occurrence. The idea is to allow normal evening association on a Monday, Wednesday and Friday and early lock up on a Tuesday and Thursday (the Board understands this is around 4.30pm or so) and during the evenings over the weekend. This is done on a house rolling basis to avoid Houses being locked for 2 nights in a row. However the IMB remain concerned about the unpredictability of lock ups and their negative impact on students/females. From a Safety and Support viewpoint depending on the vulnerability of an individual, lock ups only increase the sense of isolation and reduce the opportunity to interact with others either directly or with a phone call. This can potentially foster self harming attempts at one extreme to low moods at the other.

12.30 Staff also express tension about the frequency of lock ups during Rota visits especially during the summer months when staff take annual leave. Whilst sympathising with management in their predicament in events outside their control, and their introduction of a new shift pattern to negate the volume of lock ups in July/August last year, inmates continue to verbally complain about the volume of lock ups. For example in February this year members were informed that in Ash there had been no association the previous night, there would be none that evening or over the weekend. Additionally lock ups do not always occur during the evening period with one example of there being a lock up one morning at 11.10 am on Beech. Again, whilst understanding management's predicament and that a predictable lockdown is preferred to an unannounced one, members remain concerned about the amount of time inmates are locked in their cell. The Board will continue to independently monitor this issue.

Recommendation: The Board recommends that lockdowns are kept to an absolute minimum.

12.31 Each month there is a Safety and Support Steering Group involving a range of interested parties (e.g. psychology, Start 360, chaplaincy, healthcare, probation, security, the Samaritans). IMB can attend in an "observer" capacity. Essentially the subject matter covers the most recent statistical information covering issues from SPAR booklet audits, bullying reports, substance misuse reports and finds from security and other significant events. The Board is impressed with the time and effort that the Safety and Support Governor has contributed to this project and wish it to be noted. For example an extensive list of statistical information has been gathered, for example covering on a month by month basis the number of SPARs opened, on whom, top reason for opening, which wing highlights the most concern etc. In addition this has been augmented by the use of a pictorial analysis format. This demonstrates on an easy to view basis a day of the week analysis on incidences of self harm and the opening of SPARs. In essence the result is that a forecast has been made estimating the time of day most instances have occurred causing concern, which day of the week this occurs and which month. This is an excellent format and the Safety and Support team collectively are due recognition. To those parties unable to attend, and unfortunately due to various operational constraints it can be poorly attended, the minutes are forwarded for information purposes and thereafter disseminated where appropriate to residential staff.

12.32 There are weekly safety and support meetings each Thursday afternoon which centre on specific individuals, both the females and young males, giving cause for concern at that moment in time. Additionally another local innovation is the "Top 10 Combined" which amalgamates four top 10 reports into one and provides an overall top 10 list for males and females in the areas of SPARs, Self Harm, Drugs Referrals and Adjudications. This report is also used to suggest students and females to be additionally reviewed at these weekly meetings, in effect so that they don't go off the radar. From the Board's perspective valuable interaction and information sharing takes place. However unfortunately due to staffing constraints it again can be poorly attended (approx. 16 or so invited parties). This would include Healthcare both Primary and Mental Health.

At the conclusion of one of the last attended weekly safety and support meetings in March, it was stated that a representative from mental health would endeavour to attend

more regularly which was welcomed due to the clinical expertise they can provide to a discussion. Staff intend to attend on a Rota basis. In an effort to increase potential attendance, the safety and support Governor has also intimated that the day and time could be altered to facilitate other parties.

12.33 In March 2015 a new anti-bullying policy came into force at Hydebank, specifically for the young males. A similar policy exists for Ash (Challenging Anti-Social Behaviour). Bullying can take many forms in Hydebank (verbal, non-verbal, physical, extortion and rumour spreading). Bullying may be overt and covert. Experience has shown that young males are more prone to overt bullying (e.g. physically assaulting another student, making explicit threats of violence to another student). Females employ more covert means of bullying (e.g. making everyone in a group a cup of tea but excluding someone from group interactions).

12.34 At Hydebank anti-bullying awareness is given during induction. Interestingly, sectarianism is less of an issue than expected in bullying activity. Most recent figures on bullying incidents for this February show 19 male victims and 12 female victims (male population currently 90-100 approximately, and females 45-55 approximately). Also noted are 28 reported male perpetrators and 14 reported female perpetrators (approximately a quarter of each group by these figures!). A recent initiative at Hydebank allows a Senior Officer to look up previously reported incidents via TRIM (NIPS records system) and pass on more detailed information to discipline staff to make them aware of a situation. Despite these numbers of incidents being reported, concerns have been raised most recently at the monthly Safety and Support meetings that incidents of bullying were not being recorded or not being notified through fear to staff. For example members were informed by the Chaplain that a student recently was believed to have been quite seriously cut and bruised after a suspected assault but refused to state exactly what happened through fear. Later he self harmed quite badly.

12.35 Again, the Head Chaplain stated that all the Hydebank chaplains were concerned for the vulnerability of new female committals and how easily trafficking can take place between A1 and A2 (the Committal wing). The grille bars are open and not blocked with plastic sheeting similar to that of the young males in Cedar. Currently as a temporary measure a rope barrier is in position to denote unauthorised access until a more permanent screen is placed there.

12.36 A Government commissioned report in 2015, the Harris Review: A report of the Independent Review into Self-Inflicted Deaths in Custody of 18-24 year olds, recommended a Personal Officer Scheme to act as a point of contact and referral for someone in prison. However realistically at present this is not feasible at Hydebank due to the staffing levels.

12.37 At the last such meeting in March, the possibility if warranted of creating an "Anti - Bullying" meeting was suggested to deal with a perceived current increase in such behaviour. The Board would be very supportive of participating in this if created in the near future.

12.38 The Board understands that a potential way to challenge someone engaged in a bullying incident without involving the victim is to adjudicate them under the Prison Rules if they are heard using "threatening words or behaviour to another". The Board understands it has been used this way recently.

12.39 In last year's report it was understood that a reinvigorated attempt under one of the Governor staff to instigate a Restorative Justice approach was planned. However this has not occurred. The Board understands that a "truce" initiative between individuals has been used in certain cases.

12.40 With specific reference to issues of bullying/ anti-social behaviour, mediation via such a concept can potentially play a major part in the resolution of bullying especially for the age group in the College and the Board believes it should be actively encouraged where appropriate. The earlier incidences can be detected and intervened on, the more effective an anti- bullying culture can be put into practice. Whilst acknowledging that some staff need convinced it shouldn't be a soft option, it is believed that a number of staff have indicated an initial interest. However as ever it all depends on available finance and resourcing.

Recommendation: The Board recommends that further thought is given to utilising a Restorative Justice programme, with possible knock on improvements to Hydebank regarding the relatively high and persistent rates of Adjudications and SPARs noted here compared to the prison estate as a whole.

12.41 There is much academic research suggesting that an effective method of reducing incidents of suicide and self harm is the implementation of a Listener/Peer Support scheme. As fellow students they are often the first to recognise signs of distress and the fact that those in custodial settings confide more easily amongst themselves could alleviate any isolation they may feel. Such an initiative has largely stalled for a while now. The Board understands that a listener scheme had previously been in existence twice in Hydebank but was unable to continue for a number of reasons including: breaches of confidentiality, being used inappropriately to for example move drugs, lack of call outs and a small group to choose from. Also, and the Board accepts this, young men often lack maturity for this role and many are on relatively short sentences. A peer buddy scheme has existed in Cedar 5 (enhanced young males) but it can be difficult to run.

12.42 An Ash House Insiders Peer Support scheme was created last April by a Senior Officer and involved training selected volunteers to provide basic information and reassurance to new committals shortly after their arrival at Hydebank.

12.43 A recent suggestion by Start 360/AD:ept in the course of a discussion on the scale of bullying, was to perhaps bring a small number of accredited adult Listeners from Maghaberry once a week to Hydebank on a pilot scheme basis.

Recommendation: The Board recommends that the feasibility of having some kind of Listener Scheme is looked at again whilst acknowledging the unique issues applicable here compared to the other two prison establishments.

12.44 In last year's report, issues with the Samaritans involved cases of being unable to gain entry in the evening, due to a lock up. The Board understand visits are carried out each Wednesday around 1730-1900 and understand that no issues around this have been recently flagged up. For example in September there were 16 contacts of 10 female and six male; in October there were 15 contacts of six females and nine young males. The contact for the Samaritans at Hydebank has stated that self harm appears to be increasing with the female population. Females are more forthcoming with talking to the Samaritans whereas he believes there is little awareness with young males. It was his intention to bring posters and literature in to raise awareness with both staff and students. A related issue during a recent inspection concerned staff knowing how, and being able, to access the Samaritans phone at all times. The Board understands that this is no longer the case.

12.45 An issue flagged up in the Safety and Support monthly Steering Group was the number of staff who require refresher training on 'Basic Control and Restraint' and 'SPAR' training updates. Again this centres around staffing. The Board understands that Management are currently working with the Duty Office and an officer who is accredited to train others to get these numbers increased in the coming months. Similarly, the Board understands that Defibrillator and First Aid equipment are accessible if needed in Ash House.

12.46 As the result of a recent self harm incident the Board understands that staff must be in possession of cell keys and Hoffman anti- ligature knives and be prepared to carry out an emergency unlock if required. Each officer now has one the Board has been told.

12.47 The Safety and Support Governor has initiated via Residential Governors the issue of getting clocks in the various locations the reason being that simple as it sounds no-one in the population wears a watch. The result was that simple but important appointments could be missed with, for example, mental health or healthcare. This has now been done.

12.48 The Safety and Support Governor is still pursuing the instance whereby a female was able to pick out the threads of her anti- ligature clothing, with the clothing manufacturers in the USA. No reply has been received to date.

12.50 A recent innovation at Hydebank initiated by an idea by a Hydebank Senior Officer was that now money can now be forwarded to someone's account by debit card directly. Previously this meant someone arriving in person to Hydebank and depositing money that way with the added stress and hassle of often travelling some distance to do this. Now by registering their details, it can be done electronically much faster. From a safer custody viewpoint this has the potential to reduce concerns about the availability of cash in someone's prison account and therefore should be welcomed.

12.51 A skype system now operates in Ash 5 and Cedar 5 directly, with availability elsewhere in the Centre. This allows vitally important ties with family to be facilitated. For example a long term inmate was in a low mood due to a close relative being diagnosed with a serious illness. After using the skype, her mood was improved.

12.52 The Board is aware that a previous issue with PSNI Pace 16 forms which accompany an inmate into Hydebank if seen by a Doctor in a police custody suite has now been rectified. Issues had arisen with this documentation not always being forwarded to Healthcare and Committal staff.

Section 13 - SEGREGATION - CARE AND SUPERVISION UNIT (CSU)

13.1 The Care and Supervision Unit (CSU) houses those male students who; have been detained under Rule 32; are undergoing Confined To Room (CTR); are awaiting adjudication; have violent tendencies; have been transferred for their own protection. In most cases, students are keen to return to the main part of the Centre, however, there are some young men who have stated that they prefer to be in CSU as they feel more protected and appreciate the quieter atmosphere.

13.2 The Unit has, this year, been refurbished and refreshed. This has been assisted greatly by the 'employment' of one of the long term students, which appears to have had benefits to both the student and the Unit.

13.3 This is one area that is mandatory for IMB members to visit regularly and we have been impressed by the attitude of the staff and their relationships with the students, which are firm but fair, with an appropriate degree of flexibility. An example of the latter is enabling a student to attend the gym in the early part of the day, when no other students are present. This is seen as a welcome initiative, to begin to combat the concern raised by the most recent CJINI Inspection, that students were spending nearly all day locked in cells without anything meaningful to do. Furthermore, it is hoped to obtain an exercise machine for the yard, for the use of students on their 30 minute exercise period.

Recommendation: the obtaining of an exercise machine and other such equipment, which can only serve to aid the mental and physical health of students in the CSU.

13.4 Board members monitor Rule 32s to ensure that proper procedure has been followed. A judicial ruling (5.5.16) led to Rule 32 being placed on the agenda of every IMB meeting as a standing item, from 1 June 2016, with a record made in relation to - whether the IMB was contacted, whether the IMB attended the initial and any subsequent reviews, and the reason, if not. A checklist for use in relation to Rule 32 was implemented from

September 2016 and the Board is committed to attending all such hearings where possible and to engaging also with the students involved to determine their understanding of their Rule 32 proceedings. The Board has been generally very impressed with the approach taken by the College in the management of this process. It may still be the case however, that last year's recommendation - that "minor incidents/issues are settled on the landings" could be further implemented.

Recommendation: the continued and increased use of minor incidents being dealt with on the landings, at the time;

13.5 Many students transferred to the CSU have very significant behavioural issues, which can be challenging and difficult to manage. As stated above, the Board has been impressed by the care and patience shown by the staff in the Unit. We would however have some concerns that on many occasions when we visit the Unit, staffing is down to just one, with the second officer on duty having been temporarily deployed, e.g. to visits. This can leave the one officer somewhat vulnerable and results in 'fire watch' being instigated.

Recommendation: staffing in the CSU being maintained at a minimum of two at all times.

13.6 Female prisoners, on the other hand, who are requiring separation from other prisoners, are held in segregated cells (cellular confinement) within Ash House. Whilst this prevents association to some extent, full segregation cannot be achieved.

Section 14 – SPORT AND RECREATION

14.1 Board members continue to be pleased at the amount of use being made of the outdoor sports and recreation facilities which work well as an antidote to tensions on the landings. Male and female students continue to make beneficial use of the gym and its facilities.

14.2 It was encouraging to hear that a student, accompanied by Staff members, participated in the Belfast Marathon. On release of this female student PE Instructors have taken her to a local running club and encouraged her to register for a cross-country

run. The plan is to bring this young woman back to Hydebank to work 1:1 with other women prisoners.

14.3 Students are given every encouragement to participate in sport as an outlet for energy with the possibility of educational qualifications linked to the fast growing leisure sector.

Section 15 - TUCK SHOP

15.1 The Tuck Shop continues to be a valuable resource used by all students. It provides a wide range of products and caters for the needs of the male and female students, including foreign national students, and now offers an extended range of healthy options.

15.2 Face to Face shopping was introduced last year and continues to be a success with each landing being 'tucked' (goods purchased) within the 45 minute timescale which is allotted to each landing. Over the last nine months a new innovation has been introduced whereby Ash 5 students are allowed to purchase food from a local supermarket in order to prepare their own meals. This is done by submitting shopping lists each week to the Tuck Shop staff who in turn purchase the goods. The individual's account is then charged for the amount of goods purchased.

15.3 The Tuck Shop continues to offer an affordable range of goods with the added option of been able to obtain outside purchases. Overall the Board feels the Tuck Shop is well run and meets the needs of the male and female students in Hydebank.

Section 16 – VISITS

16.1 The case for maintaining family ties in terms of the support it offers to students reintegrating back into society has already been well made. The services provided by both College staff and staff in the Visitors centre promoting these positive links is highly commended by the Board. The System for booking visits works efficiently and visits are generally well organised, the Board over the past year has had few complaints. This we believe is because the new system of unescorted/free flow visits for the majority of the

students is working extremely well. There is still a few occasions when, because of in-house difficulties, a student is delayed leaving the house therefore arriving late for a visit; staff now try to accommodate this by adding extra delayed time on to the visit itself.

16.2 The Visits area provides a pleasant environment and visits are conducted in as a relaxed manner as possible within a secure setting. The centre offers family centred visits, extended family visits, and also Boardroom visits under special circumstances. Visiting times have changed, with most sessions now taking place in the afternoon with the exception of Saturdays and Sundays, when there are morning and afternoon visits.

16.3 People Plus have now taken over the role previously carried out by NIACRO, and this arrangement seems to be working well.

16.5 The fixed tables and chairs which are sited throughout the Visitors centre are outdated, and as stated in last year's IMB report, we feel they should be replaced by ones of a modern concept design, that are more user friendly to both students and visitors.

Recommendation: The Board continues to recommend that new modern fit for purpose fixed tables and chairs are fitted throughout the Visitors Centre.

HYDEBANK WOOD COLLEGE

BOARD MEMBERS 2016-17

			Appointed
1.	Brian Doherty	Chair	29/06/10
2.	Ann Adams	Vice Chair	10/06/13
3.	Clive Smyth	Member	20/05/13
4.	Hazel Patton	Member	31/07/13
5.	Deena Haydon	Member	01/04/16
6.	Yvonne Adair	Member	01/04/16
7.	Colm Walsh	Member	01/04/16

REFERENCES

CJINI (2016a) Report of an unannounced inspection of Hydebank Wood Secure College, 9-19 May 2016, CJINI/ HM Inspectorate of Prisons/ ETI/ RQIA, October 2016

CJINI (2016b) Report of an unannounced inspection of Ash House Women's Prison, Hydebank Wood, 9-19 May 2016, CJINI/ HM Inspectorate of Prisons/ ETI/ RQIA, October 2016

McCaughey, H. (2016) Mental Health Care in Prisons: South Eastern Health and Social Care Trust, Hansard, Northern Ireland Assembly, Committee for Health, 24 November 2016