



**INDEPENDENT MONITORING BOARD
ANNUAL REPORT 2017-18
HYDEBANK WOOD COLLEGE & WOMEN'S PRISON**

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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 & Women's Prison (Hydebank) 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 Hydebank 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 in 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. In exercising their rights under the Prison Rules, members shall take into consideration the matters referred to in Rule 124 (5) which state, in the exercise of any of its powers, the Board will not:

- undermine the security and good order of the prison;
- prejudice the efficient operation of the prison; or

- prevent the proper treatment of prisoners.

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).

CHAIRPERSON'S INTRODUCTION

I am pleased to present the annual report of the Independent Monitoring Board Hydebank Wood College & Women's Prison for the period 1 April 2017 – 31 March 2018.

For the purpose of this report, the Independent Monitoring Board shall be referred to as the IMB and Hydebank Wood College & Women's Prison shall be referred to as Hydebank. The members of the Hydebank Board shall be referred to as the Board. All those held in custody in Hydebank – both male and female – are referred to as students.

I would like to take this opportunity to record my sympathy to the family of Governor Steve Davis, who died last year after a short illness. Our paths crossed many times over the years and his passing continues to be a cause of great sadness to colleagues past and present.

Hydebank houses male students - sentenced and those on remand - aged between 18 and 21 years old. The Women's Prison holds sentenced and remand females aged 18 and over in Ash House. Murray House is also available for females who are 'working out' and/or on the last phase of their sentence. Hydebank on average accommodates 100 male students and 60/70 female students, all of whom have access to IMB members on a regular basis.

The IMB Board is made up of volunteers from all walks of life; they are appointed by the Justice Minister. The IMB members visit Hydebank and its students on a regular basis to monitor the treatment and conditions in which they are being held. The Board also keeps a close eye on the cleanliness of Hydebank.

The Board members try to ensure that students are encouraged to make purposeful use of their time. As we said in last year's report, 'don't count the days, make the days count.' Students can attend education classes; make use of the library; work the gardens, the kitchen, the Tuckshop, the Cabin, the visits area, and many other locations that can lead to accreditations which will help them gain employment when they leave Hydebank.

At 31 March 2018, we are still awaiting approval to be given for the building of a separate women's prison. Unfortunately, very little action has taken place on this matter over the last few years. The IMB is fully supportive of consideration being given to alternative approaches to establishing a new facility for women which is fit for purpose.

I am most grateful to all my colleagues on the Board for their unwavering support. At the start of 2018, I was absent for three months due to medical reasons - my Vice-chair Ann, stepped in to carry out my Chair duties and my fellow board members covered the extra workload for the duration; I am very grateful to them. I would also like to thank Ann, Hazel, Clive, Deena and Yvonne personally for their commitment to the IMB and for sharing the work load over the year; we are a small team, but a great example of a team working well together.

I would like to take this opportunity to thank Hydebank staff for their co-operation and willingness to assist and spend time with IMB members as they carry out their duties. I would like to thank the Governors and the Healthcare staff for their courtesy and co-operation, both with their presence at our monthly meetings and when we carry out our duties around Hydebank.

Finally I would like to say a big thank you to the IMB Secretariat for their never-ending support. They are always more than willing to help and give as much assistance and expertise as they can. Without their support, the role of Chair would be a very difficult role to fulfil.

Brian Doherty

Chairperson

IMB Hydebank Wood & Women's Prison

OVERVIEW OF ESTABLISHMENT

Population April 2017-March 2018

Women

Ash House has capacity for 71 women. The population of Ash House has been relatively low and stable over the last few years - on average 56 women in 2015, 54 in 2016 (Crone, 2017, p9)¹. Between 1.4.16 and 31.3.17 the average daily population in Ash included: 18 on remand, 35 sentenced to immediate custody, 1 fine defaulter (ibid, p18).

This year there has been an increase in numbers, with an average population of 57 but a significant rise in February and March 2018 which led to doubling up in four cells in March.

2017 April: 47; May: 56; June: 57; July: 58; August: 57; September: 53; October: 54; November: 62; December: 52; **2018** January: 51; February: 63; March: 73

Young Men

Hydebank has capacity for 134 young men. The average population in the College last year was 96. Between 1.4.16 and 31.3.17 the average daily population in the College included: 36 on remand, 57 sentenced to immediate custody, 0 fine defaulters, 2 non-criminal (immigration detainees) (Crone, 2017, p18). Numbers have remained relatively low and stable throughout this year with the average population remaining at 96:

2017 April: 97; May: 93; June: 102; July: 99; August: 99; September: 101; October: 108; November: 97; December: 87; **2018** January: 87; February: 91; March: 94

NIPS Staffing

The **Target Staffing Level** at Hydebank is 187.

Between 1 April 2017 and 31 March 2018, 30 Prison Officers left Hydebank.

¹ Crone, E. (2017) *Northern Ireland Prison Population 2016 and 2016/17*, Research and Statistics Bulletin 27/2017, September 2017.

A NIPS recruitment campaign in summer 2017 led to 7 new officers starting work at Hydebank in October, 3 in February, and 3 in March. Despite these new recruits, staffing has consistently remained below the target staffing level.

Furthermore, since June 2017 **staff sickness absence** has been consistently high with 20 staff or more absent every month except November (when, as in May, the figure was 17):

April: 9 staff (5.3%); May: 17 staff (10%); June: 20 staff (12.5%); July: 23 staff (14%); August: 25 staff (16.7%); September: 28 staff (17%); October: 27 staff (16.2%); November: 17 staff (10.2%); December: 21 staff (12.8%); January: 26 staff (16%); February: 30 staff (18%); March: 21 staff (12.6%).

A visit by Mr Wragg [then Director of Operations] in May 2017 raised concerns about staffing levels in Beech House, leading to a risk assessment being sent to NIPS HQ. The impacts of on-going staff shortages have been significant:

- Landings/ Houses being placed on 'lockdown'/ 'fire watch' when staff on duty were required to cover female Reception or other areas, supervise the dispensing of medication, or respond to incidents. This reduced the amount of time prisoners had out of cell (during the day, evenings – after tea at 4.30pm, and at weekends). It also affected the capacity of staff to respond to cell alarms during periods of lockdown, reported by some prisoners during rota visits.
- Short staffing and limited time to carry out tasks can lead to 'minor' problems which cause significant upset to prisoners (e.g. clothing going missing in Reception or following transfer from a landing to the CSU; post not being delivered).
- NIPS staff have occasionally reported that opening of an individual's SPAR was related to their frustration at being 'locked down'.
- The Mental Health team has raised concern about the incidence of self-harming and ligature incidents of prisoners being monitored on SPARs, suggesting that NIPS staffing levels are "having an impact on supervision of vulnerable individuals". The Safety and Support Annual Report 2017 (February 2018, p5) recorded a 52% increase in SPARs, 89% increase in self-harm, 42% increase in use of observation cells, 114% increase in incidents of bullying amongst young

men between 2016 and 2017, despite an overall decrease in the male population. It stated: “High levels of sickness absence cannot be discounted from impacting on the interaction between staff and students and the amount of time available to spend with students with higher needs” (ibid, p37).

- Limited time for prisoners to clean up after meals when they were locked down for the evening affected cleanliness/ basic hygiene (especially in Beech 3 and 4/ Cedar 3 and 4 association rooms, and occasionally on Ash landings).
- Long term sickness of some NIPS instructors affected provision of workshops (e.g. handicrafts, plumbing, and hairdressing). In an effort to maintain activity, a request was sent to staff in November 2017 to find out whether any were interested in covering existing/ offering new workshops.
- Staff on duty have experienced additional pressures and undertaken a broader range of tasks. Managers and staff from the CSU or SDU [Student Development Unit] have covered visits, and the Safety and Support Annual Report 2017 (February 2018, p4) noted that two Safety and Support staff were “often stood down and cross deployed to cover other posts within the College”.
- The Safety and Support Annual Report 2017 (February 2018, p33) also stated: “Throughout the year difficulties have continued in facilitating staff training. This has been caused by a number of factors including being under staffing target levels and levels of staff sickness”.
- New staff did not have the opportunity to spend time becoming familiar with Hydebank on general duties and being mentored by more experienced staff before being left on their own on landings. At times, this meant that association time was being staffed by officers amongst whom the most experienced had just 6 months of service.

NIPS culture and staff development

- As noted in the Hydebank IMB response to the *Prisons 2020 Consultation* (September 2017), an intended focus within NIPS on rehabilitation and resettlement rather than security and punishment requires: a shift in staff culture and perceived roles/ responsibilities, with an emphasis on care and support; expectation of positive interactions between landing staff and prisoners; staff training/ development and appropriate support.

- In November 2017, the Deputy Governor discussed the planned introduction of a 'self-auditing' process, in which current standards will be aligned with the 'Healthy Prisons' standards. He subsequently reported that, in March 2018, 15 staff from different areas of NIPS HQ visited Hydebank to conduct a one day 'mini-inspection'. While many areas were deemed satisfactory, key issues included: the condition of Beech House and staffing relationships with students; under-utilisation of the gym; poor physical environment of Learning and Skills; need for better connections between the SDU and student learning plans.
- Management development has been identified as a priority, with a new 'lead' programme due to be implemented and a training manager for the College appointed in November 2017.
- As mentioned, the *Safety and Support Annual Report 2017* (February 2018, p33) reported difficulties in facilitating staff training due to a number of factors which included being under-staffed.

Regime

- Regular concerns have been raised by NIPS staff and the Chaplaincy about need for a consistent regime in Beech House.
- Planned introduction of a regime embedding progression in Beech House focused on: students seeing the benefits of behaving well and achieving through positive engagement; strategies to re-engage those not attending education; enhanced regimes on B3 and B4; review of incentives/ support in the PREPS scheme. This was implemented at the start of November 2017.
- Positive changes were observed by IMB members during summer/autumn 2017 on C2, both in terms of planned activities for the 'vulnerable' prisoners on this landing and staff motivation. Since then, however, Prison Officers from this landing have frequently been allocated to other tasks leading to lockdown of the prisoners.

Complaints to members of the IMB

Complaints/ issues raised with them are recorded by IMB members in rota duty log books during each visit to Hydebank. These are followed up via discussion with

relevant personnel and significant or unresolved issues are raised with Healthcare and/or the Governor during monthly Board meetings.

During this year, complaints made to the IMB **by prisoners** have focused on:

- Healthcare, including: the adverse effects of changes being made to their medication on admission (x3); not receiving prescribed medication until 2 days after committal (x2); not receiving medication at night time, or until after midnight (x3); not receiving the correct medication or having medication reduced (x8); not being given painkillers when requested (x2); request to see a doctor not being responded to (x2); length of time taken to get an appointment with a doctor (x3); two doctor's appointments being cancelled – error admitted by Healthcare; lack of support when they were admitted for women coming off heroin (x2); limited range of options for spectacles provided by the optician – resolved; not being able to see a psychiatrist; mental health staff not believing what prisoners say.
- Bullying/ feeling under threat from other prisoners (in Beech x2, Cedar x3 and in Ash x14 where some complaints involved the same 3 individuals a number of times).
- Landing staff in Cedar (x5) and Ash (x3).
- The behaviour of night guards (in the CSU x2, in Ash x2 and in Beech x2).
- Lockdowns (in Ash x2 and in Cedar), not being able to make phone calls because on lockdown after an incident (in Beech x2).
- Not hearing back about submitted complaints (x4).
- Food (x4).
- Problems trying to organise a home visit (x3).
- 'Adverses' received (x2).
- Parent having difficulties booking a visit (x2).
- Post not being received outside (x2).
- Need for more activities during evening association.
- Education classrooms being too warm.
- Need to increase wages as Tuck Shop prices have gone up and it is not possible to pay for food plus phone credit if families are not able to provide additional money.
- Increased price of phone calls.
- Unfair treatment in workshop.

Ash House only

- Access to Skype only being available in the shared living room on Ash 5 for women on 'enhanced status' in Ash 2 and 5 (x7).
- The criteria for transfer to Murray House (x5).
- Buzzers not being responded to (x2).
- The presence of rats in Ash House, and Rentokil taking 5 days to respond.
- Treatment on arrival in Ash.
- Stealing by other prisoners on A5.
- OU resources not being received – held in Reception for 5 weeks.
- Need for help – Slovakian woman, with no English.
- Not receiving help required, and an accusation that staff informed the press about events in prison/ responses to the behaviour of one woman.
- The separated prisoner raised a number of complaints through her solicitor.

Beech House only

- Not being allowed to have a shower, or late morning unlock leaving inadequate time for showers before work/ education (x3).
- Having no water throughout Beech House, including no hot water for showers.
- Clothes disappearing after an incident.
- Water in cell.
- Cold cell.

CSU only

- Being in a cell without a toilet [toilet allegedly blocked or taken off the wall by the prisoner] (x2); blocked toilet in cell.
- Not being able to shower in the morning; not being able to shower or change clothes for two days.
- Time taken for a Passive Drug Dog test [dog handler on leave] (x2).
- Reliability of Passive Drug Dog (x3 – same person).
- Cell being cold (x2) or damp.
- A new pair of shoes going missing (x2 – same person).
- Refusal of night guard to call the nurse after a cutting incident.

- Being 'adversed' because 'singled out' and 'picked on', with complaints not being responded to or taken seriously.
- Not being given exercise.
- Having very little out of cell exercise over the Christmas period as located on the same landing as new committals in Beech House.
- Having nothing to do in the CSU.

Complaints **by NIPS staff** have concerned:

- Staff shortages, with impacts including: only having one Prison Officer on each landing leads to prisoners who remain on the landing not being sufficiently supervised or checked and difficulties when an incident occurs (x4); staff being re-assigned (x2); difficulty putting new committals through the induction process (x2); staff doing many more jobs; House being put on 'fire-watch' to supervise dispensing of medication.
- Staff access to an independent 'counselling' service, which would reduce staff absence and improve relationships with prisoners.
- Need for new staff to have the opportunity to shadow and be mentored by experienced staff.
- Cells being very cold in Ash and Cedar; Beech heating not working during the winter.
- Incidents and 'lockdowns' not being recorded in landing journals or registered in the Oscar 1 report.
- Reduced focus on residential issues, 'behaviour management' and discipline for infraction of rules following prioritisation of the 'core day' and engagement of students in activities off the landings.
- Students being sent to classes to 'get them off the landing' and ensure Education figures are high, but with no matching of interest/ skill/ previous experience; workshops merely 'holding' students; lack of engagement; attendance at classes over-rides achievement as few qualifications are being gained (x2); some of the young men are not interested in being 'students' and the idea of Hydebank being a 'College' is questionable.
- Drugs on landings; drug tests not picking up 'legal highs' (x2); no perceived deterrent to students bringing drugs into Hydebank (they are not being regularly

tested, there are few random searches, their movement is not restricted) – drug problem in Hydebank not being acknowledged and dealt with.

- Students being ‘fast-tracked’ from Beech to Cedar.
- Need for training about responding to young men who are demanding and volatile.
- Time taken for phone numbers to be put on students’ pin card accounts when they are committed.
- Arrangements over Christmas and New Year [CSU closed and students placed in Beech] were not successful, with students in Beech “off their heads”, a food fight, and a fire extinguisher being set off on B2 on 26.12.17.
- No routes through which to challenge policy/ practice – Union not listening to staff issues.

Ash House only

- Staff shortages: “prisoners are cutting, staff are frazzled”, risk to prisoner and staff safety (x2).
- High number of prisoners leading to a high number of SPARs.
- Dealing with prisoners with serious mental health issues.
- Access from Ash 2 landing to the gardens has still not been approved (x3).
- No time for night staff to talk to prisoners (e.g. after an event such as a SPAR review or court appearance) because there are only 2 night guards for the entire House.

Within Hydebank

According to the *Safety and Support Annual Report 2017* (February 2018, p32), there was a 12% reduction in complaints against staff among the young men compared with 2016 (from 59 in 2016 to 52 in 2017), but a 23% increase in complaints against staff in Ash House (from 31 in 2016 to 38 in 2017).

When IMB members have witnessed or overheard inappropriate interactions by NIPs staff towards prisoners, they have raised these incidents with the Deputy Governor at Board meetings.

SUMMARY OF RECOMMENDATIONS

The Board recommends that:

1. ACCOMODATION

- All those in custody are permitted and encouraged to make as much use of the Hydebank grounds as possible. These should be used to enjoy physical outdoor activities such as football, jogging etc. and for relaxation outdoors. The Board is of the opinion that this could help relieve claustrophobic tension in the wings.
- A fresh impetus is brought into effect to get the small space outside Beech 2 used as either an exercise area or a relaxing place to sit.
- As per last year, a stand-alone, purpose-built women's prison should proceed as a matter of urgency.
- The level and quality of ventilation in Ash House should be monitored and action taken to ensure that it is of an acceptable standard.
- As per last year, the quality and level of maintenance of the communal bathrooms in Ash 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.
- As per last year, use of the ground floor facilities by female students of Ash House should be maximised.
- Consideration should be given to the provision of separate landings for long termers, 18-24 year old women prisoners, and remand prisoners.
- As per last year, use of Murray House should be maximized, taking into account risk assessments relating to individual females.

2. ADJUDICATIONS

- Ensure that duty governors and prisoners are aware of prisoners' entitlement to support from the Start 360 Advocacy Team prior to and during an adjudication.

3. ALCOHOL & SUBSTANCE ABUSE

- A specialist clinical addiction service is put in place, as soon as is possible, specifically for those individuals who are suffering very significant mental/physical ill-health either caused by, or based on the underlying reasons for, their harmful alcohol/drugs misuse.
- The Start 360 AD:EPT service is supported to continue and expand their programmes aimed at education, diversion and harm reduction - focusing on motivational skills, peer-led programmes and alternative therapies.

4. CATERING AND KITCHENS

- No recommendations

5. CHAPLAINCY

- NIPS staff should ensure that all those who wish to attend the Chapel for a service are able to do so.

6. EDUCATION & TRAINING

- NIPS and Belfast Metropolitan College consider better forecasting of staff requirements to ensure that classes are not cancelled.
- A range of workshops are provided to meet the interests of male and female students, and to increase their capacity for employment on release.

7. EQUALITY & DIVERSITY

- Every effort is made to ensure regular representation from male students and female prisoners at Committee meetings.

8. HEALTHCARE & MENTAL HEALTH

- Every effort is made to ensure the full complement of Primary Healthcare staff, including recruitment to posts due to become vacant.
- A member of the Primary Healthcare team regularly attends IMB Board meetings.
- NIPS and the Trust agree a workable solution concerning supervision at treatment hatches to reduce bullying and diversion of medication to other prisoners.
- A review is carried out to assess whether there is a correlation between reduction in medication and incidents leading to prisoners receiving an 'adverse' or being subject to restriction of association under Prison Rule 32.
- The Trust reviews evening dispensing of medication with the aim of ensuring that all prisoners have received their medication by 10pm.
- A review of 'self-harm' and 'ligature incidents' is conducted to assess whether there is a correlation between occurrence of such incidents and low NIPS staffing levels.
- As per last year, every effort is made by NIPS staff to ensure student attendance at appointments with Mental Health staff.
- Implementation of the plan to allocate an appropriate space for Occupational Therapy work.
- Consideration is given to provision of more consulting rooms for Mental Health staff.
- Urgent attention is given to the establishment of a suitably staffed and resourced prison addictions team to support the high proportion of those in

Hydebank who use drugs and/or alcohol.

- SPAR reviews and case conferences are timetabled to occur when Primary Healthcare and Mental Health staff are able to attend without interference with appointments and established meetings, with adequate notice being given about planned meetings.
- Provision of training for NIPS staff about the potential impacts of substance misuse and 'personality disorder' on the behaviour of individuals, and appropriate responses.
- NIPS conducts a 'stress audit', considers development/ implementation of a 'work-related stress prevention' policy which does not stigmatise or pressurise individuals and a 'staff well-being' policy.

9. LIBRARY

- No recommendations.

10. RECEPTION & INDUCTION

- Female Reception is regularly staffed to ensure adequate time for the committal process and completion of other tasks (such as delivery of post and parcels, transfer of money, exchange of clothes).
- As per last year, all female NIPS staff working in Reception should be familiar with all aspects of the committal process, particularly in relation to passing information about risk to Healthcare staff and gathering relevant details about women's dependents.
- Induction on Ash 2 should be supported by staff with training, and in sufficient numbers, to effectively deliver the process and identify mental health issues at an early stage.
- Staff should be trained in the delivery of a short version of the induction process

to assist in alleviating any potential anxiety for those experiencing a short stay in Ash House.

- As per last year, staff involved in male Reception and Induction processes should receive training on a regular basis to enable them to recognise signs that may raise concern in relation to students' poor mental health and other vulnerabilities.

11. RESETTLEMENT

- As noted, use of Murray House should be maximised.
- NIPS and SDU colleagues continue to promote the need for suitable accommodation for those leaving Hydebank, and for meaningful 'working out' opportunities.
- All relevant staff are considered for the opportunity to complete training in 'trauma informed practice'.

12. SAFER CUSTODY

- The Safety and Support team at Hydebank is given every assistance to continue its vitally important role in the form of adequate staff as and when required.
- In recognition of the increasing diversity of those in prison care, NIPS considers development of bespoke training concerning the needs of specific groups in custody (including young men and females).
- Lockdowns are kept to a minimum.
- A Restorative Justice programme is put in place as quickly as possible. This could positively impact on the relatively high number of SPARs and adjudications at Hydebank.

- Acknowledging the hard work involved in setting up the female Insiders scheme, the Board recommends that a similar scheme is created for the young males, bearing in mind the high rate of SPARs reported over this period.

13. SEGREGATION – CARE AND SUPERVISION UNIT (CSU)

- Improvement is made to the CSU yard, if possible by some of the students.
- Staffing in the CSU is kept to a MINIMUM of two at all times and increased to three when the Unit is at full capacity.
- Provision of purposeful activity for young men in the CSU or women held in cellular confinement in Ash House.
- Full consideration is given to the development of a landing/House for those with challenging/trauma based behaviours - staffed by officers who are specially trained and supported by all the other disciplines within the College.

14. SPORT & RECREATION

- Every effort is made to ensure maximum use of the gym and other sports/recreational facilities, including reduced occurrence of lockdowns.

15. TUCKSHOP

- No recommendations.

16. VISITS

- No recommendations.

1. ACCOMMODATION

Male

1.1 The main entrance into Hydebank was refurbished in 2015/16 and is now bigger and more modern in design compared to the previous entrance. The decor is brighter and more contemporary, with a spacious front reception desk which facilitates easier interaction with visitors etc. The Board welcomes the fact that this creates a much more favourable first impression to visitors, compared to the former entrance which was smaller and more austere in appearance.

1.2 Additionally, refurbishment work - including the painting of walls and ceilings - was completed over the same time period on the main arterial link corridor at Hydebank. This link corridor is often used by the young male and female students when going to appointments in the administrative side of the complex. The result is that this area also has a more modern feel to it. It also includes samples of students art work on the walls.

1.3 As of mid-March 2018, the male student population was 94 (with a maximum capacity of 235.) This time last year the male population was 93; in March 2016, it was 99; in March 2015, it was 120 and in March 2014, it was 164. This shows a clear reduction in the number of young males at Hydebank which could be for a number of factors:

- PSNI statistics from last year highlight that there has been a slightly reduced downward trend in crime levels reported to them covering a 12 year time period. This includes crimes associated with this age cohort (18-21), specifically robbery, burglary and vehicle offences although drugs offences remain high.
- A pilot scheme called the Enhanced Combination Order (ECO) was introduced in September 2015. This was intended to reduce the amount of short term sentences via enhanced community disposals. A Probation Board for Northern Ireland (PBNI) press release issued in December 2017 advised that, following an evaluation of the ECO, it was noted that there was a 40% reduction in the reoffending rates for those who completed an ECO. The evaluation also found that the number of custodial sentences of 12 months or less awarded by the courts to those involved in the ECO pilot decreased by 10.5%. This would suggest that the ECO had a positive impact on prison numbers overall.

1.4 The design of the individual cells within Hydebank is of the standard Home Office design of 12 foot by 8 foot approximately, and as such provides as functional an environment as possible. All cells have in-cell sanitation facilities. There are four residential blocks potentially available to be used by the male students at present:

- Beech House has four wings with 16 cells on each wing; one of these cells is an observation cell.
- Cedar House has five wings; four of these have 16 cells including one observation cell. The fifth wing has 10 cells and is allocated to students on enhanced regime. Cedar 1 is the committal wing and Cedar 2 is used to house vulnerable students.
- Elm and Willow are the other two Houses available for male students. Elm has four wings, Willow has three, and both can sustain similar numbers as Beech and Cedar. However over this reporting period, neither Elm nor Willow House has been used regularly, resulting in surplus accommodation at Hydebank.

1.5 A few years ago, work was carried out on both Elm and Willow: the cells and landings were repainted and the in-cell ablutions were upgraded. For a while, Willow 1 was used to accommodate students who had exhibited socially or academically challenging behavior. Additional facilities on this wing included a mood room (to calm students down), a small gym, a handicraft room, and a small kitchen with space for students to store their own ingredients. However, due to budgetary reductions and higher than average staffing requirements, Willow 1 has not been used for 2-3 years. In last year's report, the Board recommended using some of the 'mothballed' facilities in Elm and Willow for the benefit of the male students.

1.6 The Board welcomes the fact that, in early April, a new 'Working Out' Unit was opened in Willow House. This has been seen through by one of the Residential Governors and a Senior Officer. Essentially, it is a progression from C5 (previously as far as an 'enhanced' young male could go). At this early stage there are 2 students in situ. The Unit has 10 cells, a kitchen and eating area. The criteria required is for students to be enhanced, drug-free and adjudication free. The Unit is physically isolated from the rest of the Centre and students here have their own key to permit access when returning from outside working placements. Currently, they are out during

the day Monday to Friday and every other weekend. The idea is to encourage "ownership" of their area (for example, they do their own cleaning and cook for themselves), independence and preparation for release. The doors cannot be locked from the inside. The Board is supportive of this concept and wishes due credit be given to those staff members who have been instrumental in undertaking this innovative.

1.7 The Board would be very keen to see remand and sentenced students separated. The Board feels that this could have a positive impact on the number of prisoners on SPARs. The Board would also be very keen to see 'vulnerable' students - those deemed so either as a result of their offences or as a result of potential bullying – being housed on one wing in Cedar. The Board will monitor this proposal over the year ahead.

1.8 The semi-rural location of Hydebank makes for a very attractive site. The grounds are well-maintained, the lawns are always neatly cut and the flower beds situated around the grounds, are well looked after. The Board again commends both staff and students alike in undertaking this work.

Recommendation: All those in custody are permitted and encouraged to make as much use of the Hydebank grounds as possible. These should be used to enjoy physical outdoor activities such as football, jogging etc., but obvious benefits will also be gained simply by relaxing outdoors during periods of downtime thus improving mental well-being. Bearing in mind the proposed 'person-centred' approach to safer custody and the SPAR process, this could also help relieve claustrophobic tension in the wings.

1.9 The way in and out of both Beech House and Cedar House is through a front entrance, with access to the wings via a set of stairs to the first and second floors. These foyers are mainly kept clean and the Board welcomes the fact that there are many examples of students' art work on the walls. During March 2018, the walls of both foyers were repainted and refreshed by a Student Works Party under the guidance of a member of staff. The floor of the front foyer of Beech is made up of very dated, brown tiles; there are plans for this to be modernised with a new tiled floor. There are four classrooms at the front foyer of Beech. The Board understands that one is used for Crafts and another by the Prison Fellowship but has been advised by staff that the other

two are rarely used. This is unfortunate as they are modern in appearance, with much potential.

1.10 The communal areas of the wings themselves are again largely kept clean with students often being seen using cleaning apparatus. The association rooms in each wing - used for recreational purposes - typically consist of a small kitchen/ server area, a small basic multi-gym, a pool table and a wall-mounted TV. However, members on rota visits have often witnessed food lying on the floor, on the tables and server area of these association rooms. The reason given by landing staff is a lack of time between students getting their meals and then being locked or returned to work. Staff have mentioned that there seems to be a reduced focus on residential issues, with priority given to the 'core day' and the engagement of students in activities. The Board is of the opinion that basic hygiene issues should not be overlooked and that a simple wing-based solution is found to prevent this continuing.

1.11 Beech 1 & 3 are presently closed for refurbishment. Beech 2 & 4 largely remain as last year, with the bathrooms including one bath, two showers - both without curtains - two sinks and two ablutions. It was provisionally agreed last year to have the outside area at the end of Beech 2 converted into a small exercise yard enclosure. This area would be fenced and offer students access to the yard for exercise and fresh air. This was welcomed by all as it would have allowed even a limited opportunity to lessen the claustrophobic tensions on the wing. As of early April 2018, the Board noted this had not happened. The Board understands this small area is rarely used. There are only two plastic seats and staff members have advised the IMB that they had never seen it being used.

Recommendation: A fresh impetus is brought into effect to get the small space outside Beech 2 used as either an exercise area or merely a relaxing place to sit.

Female - Ash House

1.12 The Board note that, for many years, plans remained 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. During the year ended 31 March 2018 differing proposals appeared to emerge in response to the difficult economic conditions prevailing in Northern Ireland. It may be that, in order to achieve better

outcomes for women in prison within a timely framework, the current Hydebank site is developed to provide separate facilities for women and young offenders. No matter which strategic route is pursued, every effort in the interim should be made to eradicate deficiencies within the female accommodation on landings 1 to 5 in Ash. Delay remains unacceptable. Currently, shared resources are limiting the tackling of issues particular to women within prisons (for example healthcare and family matters) as well as issues of addiction, education and successful re-settlement. This is evidenced from the visit of the Committee for the Prevention of Torture and Inhumane or Degrading Treatment or Punishment to Ash House in 2017. They commented on: low staffing; inappropriate mother and baby unit; gaps between assessment and intervention in healthcare; and limited activity choices for the women. Consideration should be given to consolidation of a gender-specific regime including work opportunities and support to meet the needs of women. The Board acknowledge that work on Ash 2 has improved some of the female accommodation. Ash 2 is now less formal and more comfortable, with development of kitchen facilities which enable the women on 'enhanced' regime on this landing to order, store and cook their own food. However, the Board 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.

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

Recommendation re-stated: The level and quality of ventilation should be monitored and action taken to ensure that it is of an acceptable standard.

1.14 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 hair with water jugs 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.

1.15 The Board note that the hairdressing facility located on the ground floor of Ash House was often not available to students during 2017/18. Whilst re-furbished to a high standard, 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.

1.16 Ash 5 continues to offer prisoners opportunity to live more independently but long term prisoners are mixed with those 'working out' for short periods before release which is very unsettling for long termers. Generally young women share facilities with more mature prisoners and remand prisoners are housed with sentenced prisoners.

Recommendation: Consideration should be given to the provision of separate landings for long termers, 18-24 year old women prisoners, and remand prisoners.

1.17 Access to SKYPE in Ash House is a positive development to enable prisoners to communicate with family. Electronic tablets have been introduced to facilitate translations for foreign nationals who may have language difficulties. The Board strongly supports the introduction of these enhanced facilities.

1.18 The Board welcomed the provision of the 'step-down' Murray House two years ago, which provides accommodation for six female students within the grounds of Hydebank. Again the accommodation was under-utilized during 2017/18.

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

2. ADJUDICATIONS

2.1 A proposed *Challenging Behaviour Policy* and development of a 'Behaviour Management Unit' to address individual needs and promote integration into 'core day'

activities amongst those with 'challenging' behaviour in Beech House were not progressed.

2.2 In Ash House, there were 220 adjudications between 1.4.17 and 31.3.18, involving 63 individuals. The most common 'offences against prison discipline' under Prison Rule 38 (with number of adjudications relating to each specific 'offence' noted in brackets) were:

- Unauthorised article in her possession (30)
- Fights or wrestles with another prisoner or person (27)
- Disobeys an order (25)
- Uses threatening, abusive or insulting words or behaviour (20)
- Destroys or damages part of the prison or property (19)
- Presence of drugs (19).

Other offences against prison discipline included:

- Assaults an officer/ staff member (12)
- Assaults another person/ prisoner (12)
- Endangers health and safety (12)
- Refuses to provide a sample (11)
- Absents herself (6)
- Prepares, manufactures, consumes, inhales or administers to self/ other prisoner any drug or buys, sells, passes or possesses any such item (5)
- Disobeys any rule or regulation applying to her (4)
- Attempts to commit, incites or assists another prisoner to commit an offence (4)
- Offends against good order and discipline (3)
- Commits any other assault (3)
- Intentionally obstructs an officer or any other person in the execution of their duty (3)
- Fails to comply with a condition of temporary release (2)
- Takes improperly any article belonging to another person/ prison (1)
- Pierces herself or another person (1)
- Presence of alcohol in her body (1)

2.3 Of the 220 adjudications, 114 led to 'guilty' and 6 to 'not guilty' verdicts; 86 were withdrawn; 12 remained adjourned; 2 unspecified. Adjudications were generally withdrawn because it took more than 3 months to hear the adjudication. The primary reason for adjournment was 'operational reasons'. A few adjudications were adjourned because the woman was medically unfit, as a result of staff or prisoner unavailability, because a police enquiry was being conducted, because the woman requested legal consultation or refused to attend.

2.4 In Hydebank, there were 799 adjudications involving 140 young men between 1.4.17 and 31.3.18. Similar to the women, the most common 'offences' for the young men were:

- Unauthorised article in his possession (170)
- Uses threatening, abusive or insulting words or behaviour (107)
- Endangers health and safety (88)
- Destroys or damages part of the prison or property (72)
- Fights or wrestles with another prisoner or person (58)
- Disobeys an order (56)

Other offences included:

- Intentionally obstructs an officer or any other person in the execution of their duty (32)
- Assaults an officer/ staff member (30)
- Presence of drugs (28)
- Assaults another person/ prisoner (27)
- Refuses to provide a sample (25)
- Absents himself (22)
- Mutinies or commits an act of collective indiscipline (22)
- Prepares, manufactures, consumes, inhales or administers to self/ other prisoner any drug or buys, sells, passes or possesses any such item (16)
- Attempts to commit, incites or assists another prisoner to commit an offence (13)
- Takes improperly any article belonging to another person/ prison (10)
- Offends against good order and discipline (6)
- Commits any other assault (6)

- Disobeys any rule or regulation applying to him (4)
- Commits an indecent or obscene act (3)
- Fails to comply with a condition of temporary release (2)
- Presence of alcohol in his body (1)
- Being required to work, refuses to do so (1)

2.5 Only young men were charged with: mutiny or committing an act of collective indiscipline; committing an indecent or obscene act; and refusing to work.

Of the 799 adjudications, 503 led to 'guilty' and 25 to 'not guilty' verdicts, with 219 withdrawn, 46 remaining adjourned, and 6 unspecified. The majority of adjournments were for 'operational reasons'. For some, adjournments related to: legal consultation, police or Governor's enquiry, staff unavailability, because the prisoner was medically unfit or unavailable, or because the results of a drug test were required.

2.6 Throughout the year, IMB members regularly observed adjudications of women in a small room within Ash House A1 Association Room and of young men in the CSU office. They found that adjudications were conducted fairly, following a clear procedure in which the prisoner was given the opportunity to respond throughout. Some prisoners did not understand the language used, but when they raised questions or expressed confusion explanations were provided by the adjudicating Governor. The accounts of staff or other prisoners/ CCTV footage were taken into consideration where appropriate. Prisoners were encouraged to provide an account of the event, including the context in which it occurred and any mitigating circumstances. 'Verdicts' were generally clear and 'awards' - including use of 'suspended' actions in acknowledgement of mitigating circumstances (particularly in relation to women prisoners) - were proportionate.

2.7 Prisoners are entitled to support from the Start 360 Advocacy Team prior to/ during the adjudication – originally intended for vulnerable prisoners, this has been extended to all. The IMB did not know about this service. When exploring how it operated, they discovered that the Advocacy Team were not routinely notified about forthcoming adjudications and prisoners were not aware that they have access to this support. The Deputy Governor subsequently affirmed that duty governors have been informed about this provision and it was agreed that access to advocacy support would

be included on Form 11/27 and mentioned at the start of the adjudication process (March 2018).

Recommendation: Ensure that duty governors and prisoners are aware of prisoners' entitlement to support from the Start 360 Advocacy Team prior to and during an adjudication.

2.8 Last year's Annual Report recommended reduced use of 'confined to room' for young men, 'cellular confinement' for women with more emphasis on loss of privileges. No feedback has been provided by NIPS about whether or not this has happened.

3. ALCOHOL AND SUBSTANCE ABUSE

3.1 It is estimated that approximately two thirds of those entering Hydebank have a pre-existing dependency on alcohol/drugs (either/both prescribed or illicit). It is therefore, no surprise that such misuse continues when in custody and, in spite of the measures in place, it has proved impossible to achieve a drug free environment. Substances enter the establishment through various means and the inability of current testing processes to detect the 'popular' and now commonly used psychoactive substances ('legal highs') has been an added problem. Continued misuse of drugs by many students, and the issues that accompany this on a daily basis, undoubtedly interferes with their progress and places undue pressure on the frontline staff. Two more significant incidents, in the past year, have caused great alarm. In September, there was a major incident of drug use which adversely affected 14 young men, 4 of whom required brief hospitalisation. In December, a young man was also hospitalised following a harmful intake of substances.

3.2 It would seem that the Drug Policy/Action Plan in partnership with the Trust is still not fully complete and, in the meantime, the partnership with Start 360 continues to be the primary deliverer through the AD:EPT (Alcohol and Drugs: Empowering People through Therapy) service. The complement of 4 staff (one counsellor and three case workers) respond to the needs and requests of those referred for intervention. This provision is very worthwhile and appears to produce positive outcomes with those 'ready' to address their misuse/dependency. Additionally, the commencement recently of a Smart Recovery Group with young males is a very welcome and positive step.

3.3 For those individuals already sober/clean and wishing to sustain this, Alcoholics Anonymous (AA) offers and provides support as demanded. The continued gap in services would appear to be for those who require very specific clinical addiction services, with an unacceptable lack of specialist support for those wanting to withdraw or reduce dependency.

Recommendation: A specialist clinical addiction service is put in place, as soon as is possible, specifically for those individuals who are suffering very significant mental/physical ill-health either caused by, or based on the underlying reasons for, their harmful alcohol/drugs misuse.

3.4 In summary, a very significant number of individuals entering Hydebank do so with a history of alcohol and/or drugs misuse, often with very low motivation or ability to take the necessary steps to cope with life substance-free. Many have acquired their dependency as a result of self-medication to deal with severe trauma. It is, therefore, a major challenge for those working within Hydebank to reduce drug use within the establishment and, more importantly, to provide the type of services and support which will encourage and sustain less harmful use upon release.

Recommendation: The Start 360 AD:EPT service is supported to continue and expand their programmes aimed at education, diversion and harm reduction - focusing on motivational skills, peer-led programmes and alternative therapies.

4. CATERING AND KITCHENS

4.1 The Hydebank Catering Team continues to supply a multi-choice menu to the student population and promotes healthy eating and vegetarian options on a daily basis on both lunch and tea menus. These menus are based on a budget of £18.86 per week. The Catering Team also run a slimming world course in Ash House one day per week. As per last year's report, three new rational ovens and a cooker range have been put in place and are now fully operational.

4.2 Three members of the team have enrolled in the 'Cook It' course which teaches students to budget for meals and create meals within an agreed budget following their release from Hydebank. Two members of the team passed a 'Good Food Tool Kit' course, which teaches students how to deliver the 'Cook It' course detailed above.

4.3 Working alongside Belfast Metropolitan College, the catering team have now issued over 100 certificates to students in Barista Training, Customer Service and Food Hygiene.

4.4 The Cabin continues to serve staff, new recruits, students and others. Hospitality within the Cabin is growing at an extremely fast pace. The Cabin is now run by female long-term students. It was refurbished by both students and staff during the past year and is a credit to all of their hard work. The Cabin organises charity days throughout the year and various charities benefit from these endeavours.

4.5 Helen Boyce, the Catering Officer who oversees the Cabin on a daily basis, has been nominated for 'BBC Cook of the Year – how to change people's lives with food'. This is a UK wide competition and Helen is now one of the three finalists who will travel to Bristol in June for the awards ceremony.

4.6 After recommendations detailed in the last two Hydebank Annual Reports, the kitchen has finally taken receipt of a new dishwasher; it is working to full capacity most of the time and has proved a great benefit to both staff and students in the kitchen.

4.7 Overall the Board feels the Catering Staff are working to a high standard and students are given their 5 a day healthy option. Very few food-related complaints have been received by the IMB throughout the year and any that we do receive are dealt with in a professional manner by the Catering Manager.

5. CHAPLAINCY

5.1 We are very fortunate to have the services of Fr. Stephen, Sr. Oonagh (Roman Catholic) and Joan Parkinson (Methodist) in Hydebank. We lost Church of Ireland and Presbyterian Chaplains over the last few months, but the Rev. Heidi England, a Deacon in Training with the Presbyterian Church, will be joining us in April. The Chaplains are greatly respected by the students and staff and are an inspiration to all.

5.2 The Chaplains are available to all students in Hydebank. Every new resident is visited upon their committal and a follow-up visit takes place within their first week. All

the Chaplains are there for faith-directed residence, and those with no faith, without prejudice.

5.3 Religious services are held every week for all Christian Churches and to facilitate Religious Practices from any other faith group residing within the Prison Estate.

5.4 Problems can arise with regard to religious practice on the landings if staffing levels are low and officers are unable to facilitate students going to the Chapel for a service. This issue is raised regularly by the Chaplains through the E & D meetings and is continually challenged as an unacceptable situation.

Recommendation: NIPS staff should ensure that all those who wish to attend the Chapel for a service are able to do so.

6. EDUCATION AND TRAINING

6.1 Education continues to be a problem in Hydebank. The Learning and Skills Centre is not 'fit for purpose' and was reported as such by the Inspectorate (CJINI, 2016). Classrooms are cold in winter and very hot in summer. Earlier this year a survey was conducted and a business case was consequently approved to improve the heating and ventilation. This work is to commence in April 2018 (Phase 1). Phase 2 will focus on the refurbishment and reorganisation of classrooms around the outside of the building, with the Library located in the centre.

6.2 Following a needs assessment, every student is given a timetable. However, the curriculum provided does not necessarily match the needs and interests of young men and females. It is planned to widen the curriculum development areas and link them directly to the employment sector. Clear learning plans should be developed for each student, with involvement of the Student Development Unit in these plans. Some students refuse to engage in education/ workshops and it has been agreed that pastoral care should be provided to find out their reasons and address these.

6.3 Three students are working towards an Open University Degree (1 male and 2 females). Access to computers is available to students under controlled conditions, and two students are in line for a Distinction. Art classes are popular with female students

who are to be congratulated on their artistic flair. Some of the Art students are working towards a City and Guilds qualification.

6.4 However, classes continue to be cancelled and cover is not provided by Belfast Met. As a result, students are allocated to substitute classes where often they have no interest and thus misbehave or are disruptive. On some occasions, vulnerable students from C2 are sent back to their landing and can become frustrated about having nothing to do.

Recommendation: NIPS and Belfast Metropolitan College consider better forecasting of staff requirements to ensure that classes are not cancelled.

6.5 Some NIPS Workshops were closed for a number of months as a result of staff sickness, although Bicycle Repairs has started up again. Governors are looking at changing staff rotas in order to overcome this situation.

Recommendation: A range of workshops are provided to meet the interests of male and female students, and to increase their capacity for employment on release.

6.6 Gardens are well maintained – both male and female. The male gardening classes create various products (e.g. hanging baskets, plant pots) which are prepared for sale in The Barn and are a credit to the Officers and students. An important element of these classes is the motivational aspect of undertaking work with a positive and realistic outcome.

6.7 One group of enthusiastic students is looking after the sheep and goats that live on site and the Officer in charge encouraged the students to take part in the lambing process this year. Beehives have also been purchased and students have been given training which will lead to accreditation in hive-caring skills.

7. EQUALITY AND DIVERSITY

7.1 Hydebank 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. 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 Hydebank. There are also student representatives who attend (e.g. Irish Travellers, Foreign National prisoners, 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 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, an Equality Officer from NIPS headquarters and a Chaplain. The policy assists staff/students and others in situ at Hydebank to comply with the law and follow the same guidance to make certain that 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 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 welcomes that, since publication of the CJINI report, the following improvements have been achieved:

- Statistical reports are circulated prior to the monthly meetings thus giving more time for prior consideration and freeing time during the meetings to discuss equality and diversity matters of a strategic nature and to consider real life matters/student problems.
- Attendance and active participation by student representatives has improved at the monthly meetings. These representatives attend student forums prior to the meetings to ascertain details of relevant issues and views from other students so that these may be addressed within the meetings.
- Efforts have been made to improve student understanding of equality and diversity matters by reviewing the content of induction material presented to students on committal to Hydebank.
- A NIPS document, entitled *Arrangements for Transsexual Students* (providing draft guidelines and awaiting approval, alteration and recommendations by partner agencies) was presented to the Committee in February 2018. Development is on-going.
- The Committee agreed, in the future, to drive forward a wider range of events throughout the year within Hydebank focused on topics of equality and diversity. For example: Cultural Awareness Day, International Women's Day and Culture Week.
- Contact has been made with a representative of the Rainbow Project and that contact will be developed.
- Tablets with translations apps were purchased and located in reception areas. These are to aid communication (on committal) of foreign national students. Plans are in place to facilitate use by students in everyday living, with tablets located in the Library and other Wi-Fi areas.

The Board welcomes the continuing development of the Equality and Diversity Committee.

Recommendation: Every effort is made to ensure regular representation from students and female prisoners at Committee meetings.

8. HEALTHCARE AND MENTAL HEALTH

Primary Healthcare Staffing

8.1 In March 2018, the Primary Healthcare team included: an Operational Nurse Manager; seven nurses (six female, one male) and one female GP. The team was two nurses short of its complement – these posts were advertised, but no appointments were made. One nurse is due to start maternity leave and another will be leaving in May, and the Operational Nurse Manager is due to retire in June. This will significantly affect staffing levels in the Primary Healthcare team. Of concern is the difficulty in recruiting and maintaining healthcare staff.

Recommendation: Every effort is made to ensure the full complement of Primary Healthcare staff, including recruitment to posts due to become vacant.

8.2 The Operational Nurse Manager or a representative from the Primary Healthcare team attended the IMB Board meetings and kept the Board informed regarding individuals about whom Healthcare staff had concerns (e.g. a woman with Alzheimer's, who was showing signs of distress; a woman who refused to see a GP and would not allow Healthcare to take her observations). Monthly Board meetings also provided the opportunity for IMB members to discuss the healthcare needs of individuals who have raised issues with them during rota visits.

Recommendation: A member of the Primary Healthcare team regularly attends IMB Board meetings.

Improvements and developments following unannounced inspections of Hydebank in May 2016

8.3 Following the 2016 inspections:

- A request has been made for the infection prevention control nurse to carry out an audit at Hydebank.
- All resuscitation equipment has been reviewed and re-stocked.
- A list of critical medicines has been devised for Hydebank by the pharmacy lead.
- Health promotion activities during 2017-2018 focused on the launch of a sexual health clinic in March 2018. Two staff trained in sexual health promotion have been running clinics every 6-8 weeks and these have been well-attended by both women and young men.

- The 'Voice of Release' choir has been a well-attended on-going project and participants have been involved in events within Hydebank (e.g. International Women's Day) as well as outside performances with the 'Voice of Recovery' and 'Voice of Hope' choirs during the year. Some women and young men join these external choirs following their release. Feedback from choir members is currently being compiled into a report by the Mental Health team.
- The 2016 inspection raised concern about medication which should have been administered under supervision being given in-possession at night. According to senior management in the Trust, all medication that is required to be directly observed (i.e. supervised swallow) occurs at the administration time, without the need to issue a later dose to the patient in-possession.
- Inadequate supervision at treatment hatches - to reduce risk of bullying and diversion of medication to other prisoners - remains an issue. NIPS staff are rarely present at the treatment hatches, and nursing staff have reported feeling vulnerable when medication is being dispensed. IMB members have received complaints from women in Ash about individuals being bullied for their medication.

Recommendation: NIPS and the Trust agree a workable solution concerning supervision at treatment hatches to reduce bullying and diversion of medication to other prisoners.

Mental Health

8.4 Poor mental health is a significant issue, particularly amongst women prisoners. According to the *Safety and Support Annual Report 2017*, 37% of the male committals to Hydebank disclosed requiring mental health services support, while this figure was 66% for female committals (February 2018, p16 and p26). 63% of male committals and 60% of female committals disclosed having a history of self-harm (ibid, p16 and p26).

Mental Health Team Staffing

8.5 In March 2018, the Mental Health team consisted of: three full time mental health nurses; one part time and one agency full time Occupational Therapists; one personality disorder specialist on a sessional basis and one cognitive behaviour therapy specialist

on a sessional basis, as required. Management supervision was affected when the Mental Health team lead left during the year, although this was resolved with a new appointment in February 2018.

Specific issues concerning Healthcare and Mental Health

8.6 The greatest proportion of complaints received from prisoners by IMB members on rota duty are about Healthcare. These relate to:

- not receiving the correct medication or having medication reduced
- not receiving prescribed medication until at least 2 days after admission
- the adverse effects of changes being made to their medication on admission
- not receiving medication at night time, or until after midnight
- not being given painkillers when requested
- request to see a doctor not being responded to, length of time taken to get an appointment with a doctor, two doctor's appointments being cancelled – error admitted by Healthcare
- not being able to see a psychiatrist
- mental health staff not believing what prisoners say
- lack of support for women heroin users when they were admitted to Ash House
- limited range of options regarding selection of spectacle frames provided by the optician who comes into Hydebank – resolved the following month.

8.7 It has been reported that no formal written complaints regarding Healthcare at Hydebank were received during the year. Ten informal complaints were recorded on the Trust's DATIX system in relation to: delay in medication; treatment and care; delay in dental appointment; and communication issues. These issues were resolved locally. Healthcare staff have been encouraged to explore with prisoners why issues occur and attempt to solve them at source, rather than through complaints procedures. This has reportedly led to a reduction in the number of complaints.

8.8 The IMB is aware that Healthcare staff follow relevant guidance (e.g. *Safer Prescribing in Prisons*, Royal College of GPs, 2011), but prisoners find changes to their medication difficult and distressing in circumstances where they are already stressed and upset about being admitted to custody. Some subsequently have their medication

increased. In addition, during R32 reviews two young men argued that their behaviour during incidents was a consequence of reduced medication, an issue noted by the Headquarters Governor in associated paperwork.

Recommendation: A review is carried out to assess whether there is a correlation between reduction in medication and incidents leading to prisoners receiving an 'adverse' or being subject to restriction of association under Prison Rule 32.

8.9 There is only one registered nurse on night duty to dispense medication in the evenings. Following 'handover', this nurse starts at 8pm to give medication to approximately 42 individuals across Ash, Beech and Cedar Houses plus the CSU. With two Prison Officers in attendance and a Senior Officer observing from behind the grille, administering medication requires the prisoner's cell being unlocked, them being given their medication at the door of their cell and then being re-locked. This is a time-consuming process and some prisoners consequently do not receive their medication until after midnight - particularly if the nurse is called to an incident during their shift. Night nurses have reported feeling under pressure from NIPS staff to "get the meds done". Young men in the CSU have raised the issue of not receiving their meds until 12-1.00am (March 2018). Not only did this mean that they were being woken up to receive their medication, but also that they felt "drowsy" and "in bad form" when they were woken at 8am to start the next day.

Recommendation: The Trust reviews evening dispensing of medication with the aim of ensuring that all prisoners have received their medication by 10pm.

8.10 Following completion of a quality improvement project focused on improving mental health assessment at committal, and ensuring compliance with the National Institute of Clinical Excellence (NICE) guidelines, a new mental health screening and assessment process has been implemented. This has reportedly resulted in reduced waiting times (in line with regional guidelines) and improved response to need. Although prisoners regularly complain to IMB members about the length of time taken to receive a mental health appointment, the Mental Health team has stated that waiting times are within the Trust timescales and comparable with waiting times in the community.

8.11 The Mental Health team assesses, reviews, and treats individuals on the basis of their needs. The team reported concern regarding the incidence of 'self-harming' and 'ligature incidents' amongst prisoners being monitored on SPARs, suggesting that NIPS staffing levels were having an impact on supervision of vulnerable individuals.

Recommendation: A review of 'self-harm' and 'ligature incidents' is conducted to assess whether there is a correlation between occurrence of such incidents and low NIPS staffing levels.

8.12 Non-attendance of women/ young men at mental health appointments has remained an occasional issue, with prisoners subsequently informing the team they were not aware of the appointment that they missed. In addition, the Mental Health team reported increased incidence of prisoners being described by NIPS staff as "too unwell" or "too violent" to attend appointments, with requests for the team to go and see the prisoner on the landing instead.

Recommendation re-stated: Every effort is made by NIPS staff to ensure student attendance at appointments with Mental Health staff.

8.13 Despite last year's recommendation, an appropriately resourced, multi-purpose space for Occupational Therapy work has still not been established. The latest proposition is allocation of a classroom in Cedar House as a bookable space, with priority given to the Mental Health team. A business plan and refurbishment design is currently being developed.

Recommendation: Implementation of the plan to allocate an appropriate space for Occupational Therapy work.

8.14 In November 2017, the Operational Nurse Manager highlighted the need for more consulting rooms for Mental Health staff.

Recommendation: Consideration is given to provision of more consulting rooms for Mental Health staff.

8.15 Drug use is a significant issue in Hydebank, with 94% of male committals and 65% of female committals disclosing drug use according to the *Safety and Support Annual Report 2017* (February 2018, p16 and p26). 49% of male committals and 54% of female committals disclosed using drugs or alcohol prior to custody (ibid, p16 and p26).

Despite an obvious need for provision of support concerning substance use, recruitment and retention difficulties within the Trust have affected delivery of a prison addictions team. One Primary Healthcare worker described current provision as “not fit for purpose”. The Mental Health Team raised concerns about there being no apparent plan to replace the consultant psychiatrist who had an ‘addictions’ specialism and there being no staff to introduce and implement an addiction programme with daily support for prisoners who require it, defining this a “serious gap in provision”.

Recommendation: Urgent attention is given to the establishment of a suitably staffed and resourced prison addictions team to support the high proportion of those in Hydebank who use drugs and/or alcohol.

8.16 It has been agreed that Primary Healthcare and Mental Health staff should be involved in SPAR reviews/case conferences to ensure integrated case management and the development of care plans for individuals. However, NIPS staff have raised concern about the limited availability of Mental Health staff during weekdays and the team is currently not available at weekends. Mental Health staff have reported that NIPS colleagues often fail to notify them about planned SPAR reviews and give little consideration to the workloads of healthcare staff. Primary Healthcare staff attend when they are not working with a patient, but this is difficult to ensure when the team is under-staffed.

Recommendation: SPAR reviews and case conferences are timetabled to occur when Primary Healthcare and Mental Health staff are able to attend without interference with appointments and established meetings, with adequate notice being given about planned meetings.

8.17 Healthcare-related issues of concern for the IMB - which were not within the remit of the Trust - included:

- a woman with serious mental health problems being held on remand for five months for a relatively minor offence. The judge ordered a mental health assessment and a confidential report was sent to the court, but she remained in Ash House where she did not engage with NIPS staff, mental health staff, education or the court via video link. She was sometimes locked in her cell because she went into other prisoners’ cells and presented a risk to others.

- the diversity of prisoners on C2 landing where those who are ‘vulnerable’ as a result of being on the autism spectrum, having a learning disability or mental health problems are housed with those ‘at risk’ from others because of the nature of their offence or as a result of bullying by other students
- delays in transfer of prisoners to specialist mental health facilities (e.g. an inpatient unit or psychiatric hospital) in Northern Ireland or another jurisdiction, usually due to lack of a bed in the other facility.

Relationship between Healthcare and NIPS

8.18 A ‘Service User Engagement/ Patient Advocacy’ post was funded for 12 months and piloted during the year. While the majority of work was undertaken at Maghaberry Prison, two health forums were held with young men in Hydebank, and one with women in Ash House. These focused on identifying the most significant health issues and suggestions for improvements to Healthcare practice. The main topics raised were: communication (particularly about prescribing decisions); confusion about the role of Healthcare and NIPS (exacerbated by NIPS staff being ‘gatekeepers’ who decide whether to inform Healthcare about prisoners’ requests); relationships (prisoners not feeling respected as ‘patients’). As a result of these forums, a mediated process - ‘In My Shoes, In Your Shoes’ - was established to facilitate consideration of perceptions, culture, attitudes and prejudices by a group of NIPS staff from all three prisons and a group of prisoners. The final week of this process took place at the end of April and a report will be drafted. The pilot highlighted a number of key issues and led to the production of relevant leaflets about specific topics. Future plans include seeking permanent funding to ‘mainstream’ service user engagement posts.

8.19 The Trust and NIPS have worked together to devise a joint *Strategy for the Management of Substance Misuse in Custody* and a joint *Suicide and Self-Harm Risk Management Strategy*. Workshops involving both organisations have been delivered with the aims of ensuring implementation and monitoring progress. The Department of Health and the Department of Justice’s commissioned Review of Support for Vulnerable Prisoners has been delayed as a result of the collapse of the Northern Ireland Assembly.

8.20 According to senior management within the Trust, planned ongoing reform of prison healthcare includes: improved data quality and information management; maximised use of technology and the introduction of telehealth to improve access to specialist services; further involvement of service users and their families in the development of services. Additional priorities are: chronic disease management; developing person-centred care; stabilising the workforce; service analysis to identify gaps; focusing on public health and improved health outcomes. Prison healthcare will be included in the '10,000 voices' project – a Public Health Agency initiative aimed at asking people to provide feedback about their experiences of accessing services to inform the development and delivery of health and social care in Northern Ireland.

Mental health of NIPS staff

8.21 In last year's Annual Report, the IMB recommended that an audit of 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/ Mental Health team be carried out. According to the Mental Health team, NIPS staff are aware of referral routes and the relatively low incidence of challenging behaviour presented by prisoners with clearly defined mental illness has been appropriately managed by the team and NIPS staff. However, the team noted that it is difficult to predict and manage challenging behaviours resulting from use of illicit substances or linked to 'personality disorder'.

Recommendation: Provision of training for NIPS staff about the potential impacts of substance misuse and 'personality disorder' on the behaviour of individuals, and appropriate responses.

8.22 Recognising the impact on NIPS staff of daily interaction with some prisoners who display challenging behaviours, last year's Annual Report recommended an internal review of support 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. The Board is not aware that this has occurred. Stress amongst some NIPS staff on landings has been observed by IMB members during rota visits, especially when there are high levels of staff sickness absence.

Recommendation: NIPS conducts a ‘stress audit’, considers development/ implementation of a ‘work-related stress prevention’ policy which does not stigmatise or pressurise individuals and a ‘staff well-being’ policy.

9. LIBRARY

9.1 The Librarian continues to do sterling work and provides 1:1 support for young men with literacy difficulties. Her support has encouraged some students to start book reading and poetry writing. The Librarian has introduced a scheme where students read stories onto DVDs which can then be given to their families, especially where there are children.

10. RECEPTION AND INDUCTION

Female Reception

10.1 Within the Reception area some spaces are used for temporary storage (e.g. on one IMB visit, a filing cabinet was in one of the two ‘holding’ rooms, fitness equipment and paper towels/ rolls were in one of the bathrooms). The holding rooms are very small and bare, with no TV. Although the general area contains a sofa where others could wait, this would undermine the privacy of any woman with whom officers were conducting a committal interview.

10.2 Any female officer in Ash House can be called upon to conduct the committal process in the Reception area and two staff are required. If Officers have to leave a landing to go to Reception, this leads to a lockdown on the landing. When a woman has previously been in prison, their information is updated on the PRISM system during committal. However, if they are being committed for the first time, the process can take up to 1.5 hours. In addition to the committal process, staff in Reception are also responsible for ensuring that basic activities - such as delivery of parcels and post, money being transferred into a prisoner’s account, exchange of clothes - are carried out.

10.3 When staff have been taken off the landing to conduct a committal they are under pressure to return to the landing. This means that the committal process is rushed and that other activities are not completed leading to delays in women accessing

clothing or money, which obviously causes frustration and tension as well as a build-up of activities to be completed by the next officer on Reception duty.

Recommendation: Female Reception is regularly staffed to ensure adequate time for the committal process and completion of other tasks (such as delivery of post and parcels, transfer of money, exchange of clothes).

10.4 There is no specific training for staff working in Reception.

Recommendation re-stated: All female NIPS staff working in Reception should be familiar with the committal process, particularly in relation to passing information about risk to Healthcare staff and gathering relevant details about women's dependents.

Female Induction

10.5 The Board notes 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, level of regime, and support available (including the services of the IMB). Females with poor, or little, English should be offered assistance via the language line or the availability of an interpreter.

10.6 A new form of induction was introduced in November 2017. Since then, new committals have engaged in structured, timetabled induction in the Learning and Skills Area, accompanied by staff from the committal landing (women in the mornings, males in the afternoons). The programme involves two phases. Phase 1 consists of a one week programme and is intended to give students the opportunity to meet Education staff, get used to the Hydebank environment, and become acclimatised to working in groups. Phase 2 consists of a longer, enhanced induction process intended to enable learning needs to be assessed and the development of a personal plan tailoring education/ work to individual capacity and interest. Students gain accreditation during induction (for example, in cleaning and food hygiene), and understand procedures such as the complaints process. Initially, most of the programme was delivered within Learning and Skills accommodation. More recently, part of the programme has been delivered on Ash 2 landing. Translation tablets are being introduced to assist Foreign Nationals or others with language difficulties. Extra assistance is available to women

with hearing or reading problems. The Board welcomes the introduction of this structured approach to the Induction process.

Recommendation: Induction on Ash 2 should be supported by staff with training, and in sufficient numbers, to effectively deliver the process and identify mental health issues at an early stage.

10.7 Hydebank IMB has developed a new Information Sheet and PowerPoint Presentation about the role of the IMB and the activities undertaken by members of the Board for use during the Induction process. The Board welcomes the opportunity to raise prisoners' awareness about its role in this way.

10.8 The Board continues to have concerns regarding women who experience short stays in Ash House. These may include fine defaulters who are removed from home by the PSNI at short notice with few clothes and little money. There is insufficient time during their stay to provide the full induction and to address their needs, although the new system is an improvement. These women may feel isolated within the prison, and some are placed on a SPAR very soon after committal.

Recommendation: Staff should be trained in the delivery of a short version of the Induction process to assist in alleviating any potential anxiety for those experiencing a short stay in Ash House.

Male Reception

10.9 The reception area is where the students gain their first impressions of Hydebank. The reception area itself is quite large, bright and well maintained. Reception also covers discharges, PSNI interviews, outside Hospital appointments, as well as laundry and property inquires within the College.

10.10 Those arriving for the first time may be nervous and apprehensive. The Board commends the reception staff for the professional manner in which they handle and process students.

10.11 Committal packs from the Tuckshop 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 by parents, partners, etc. using normal banking procedures. (Before last year, funds could only be received when someone visited the College and deposited cash.)

Male Induction

10.12 Male Induction takes place in Cedar 1 (the committal wing), where students are given information about life in Hydebank, its rules, education classes available, pastoral care, visits, home leave, medical care, tuckshop, gym etc.

10.13 As English is not the first language of most Foreign Nationals, the College now uses Google Tablets, as well as interpreters, when needed - the previously used language line is now almost defunct. The Board acknowledges the extra steps taken to make sure that Foreign Nationals are processed as quickly as other students.

10.14 Health care are informed of all new committals prior to their arrival at the College and have direct access to their medical needs, hospital appointments, etc. They carry out a Snap Shot assessment when a student arrives, followed by a full medical assessment within 72 hours of committal.

10.15 Overall, the Board feels that male Reception and Induction are completed satisfactorily.

Recommendation re-stated: Staff involved in male Reception and Induction processes should receive training on a regular basis to enable them to recognise signs that may raise concern in relation to students' poor mental health and other vulnerabilities.

11. RESETTLEMENT

11.1 Resettlement to the community is a strategic priority for NIPS (i.e. 'achieve better outcomes for people in our care'). As such, planning for each person's release should start on arrival, with a coordinated and constructive programme upon release. It is a sad fact, however, that a significant number of those leaving Hydebank are returning to the dysfunctional and disadvantaged circumstances that precipitated their committal.

11.2 Whilst resettlement should be 'everyone's business', it is the specific priority of those who work within the Student Development Unit at Hydebank. This incorporates

Prison (Sentence Co-ordinators), Probation, Psychology and Chaplaincy staff, supported by providers from the third sector. Coordination between these disciplines appears generally strong - focusing on assessment, programme delivery, maximisation of opportunity and planning for release. Although programme delivery is ongoing, there would appear to be some lack of provision for those requiring therapeutic intervention for bereavement and other such traumatic experiences (e.g. sexual and domestic abuse). It is crucial that resources are efficiently coordinated to provide targeted and meaningful programmes for successful release.

11.3 It is encouraging that the Inspire (PBNI led) programme offering support to females upon release has been added to by the Aspire programme to support young men (with 'extra needs') upon release. Such initiatives are very welcome and need continued evaluation and support.

11.4 Family support work is provided by all the disciplines. Building and sustaining positive family relationships is encouraged, through all mediums available. The use of Skype has proved popular, particularly with those women on 'enhanced' status, despite the continued issue of it being difficult to privately access Skype in their room.

11.5 It is unfortunate that Murray House female resettlement unit has continued to operate below capacity, with the average number of residents being two or three - on occasions, down to one (it accommodates six). This is despite the efforts of management to identify and support potential residents. Women being returned from Murray House to the main campus have generally been for breaching the no alcohol/drugs rule. At the time of writing, there were 3 women in the unit. There has been some discussion within Senior Management with regard to amending the criteria/level of security in an attempt to maximise use: this remains ongoing.

Recommendation: As noted, use of Murray House should be maximised.

11.6 With regards to the male population, the recent re-opening of Willow House as a 'Working-out' Unit has been welcomed. There are currently 2 young men accommodated here and it is hoped this will be augmented in the near future.

11.7 In conclusion, work and commitment towards the resettlement of all students is a priority and is evident across all the responsible disciplines. Given the lack of advantage and the many adversities faced by those in custody, this continues to pose many challenges. Issues previously highlighted remain as before:

- lack of suitable accommodation, particularly for women and for those suffering addiction/mental ill-health/personality disorder
- lack of suitable and meaningful Working Out opportunities.

These issues, particularly the second, continue to be pursued diligently by NIPS (with regular outreach to employers).

Recommendation: NIPS and SDU colleagues continue to promote the need for suitable accommodation for those leaving Hydebank, and for meaningful ‘working out’ opportunities.

11.8 The Board wishes to thank all those who are responsible for both the delivery and management of the Student Development Unit. We encourage continued coordinated working for the benefits of the students.

Recommendation: All relevant staff are considered for the opportunity to complete training in ‘trauma informed practice’.

12. SAFER CUSTODY

12.1 Article 2 of the European Convention on Human Rights imposes on States a positive duty to safeguard life. In a custodial setting this entails placing positive obligations on the detaining authorities to take steps to protect individuals whose lives are known, or should be known, to be at risk. This Article 2 positive obligation to protect life arises whenever the detaining authority knows or ought to know of a real and immediate risk to the life of a particular person or group of people.

12.2 Where there is a threat to the life of someone in the custody of the state there is a heightened responsibility to provide protection irrespective of whether this arises from a third party, such as someone on the same wing, or the detained person themselves.

12.3 Additionally, domestic legislation in the form of the Corporate Manslaughter and Homicide Act 2007 (applied to entities responsible for detaining people from September 2012) was to act as a permanent reminder to improve the way 'custody providers' manage and care for the many individuals placed into their care. It should therefore reinforce the fact that the sphere of safer custody is an area of vital importance and ultimately the responsibility of everyone at Hydebank.

12.4 The Board is well aware of the countless occasions when the professional actions of staff at Hydebank (most usually in a quiet and modest way) 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. The Board would also like to thank those staff members in the Hydebank Safety and Support Team who over this reporting period have, as per usual, been extremely courteous and helpful to the IMB.

Vulnerabilities of the prison population

12.5 *'CARE IN THE COMMUNITY HAS NOW BECOME CARE IN CUSTODY'*
(A quote from the CJINI report: *Not a Marginal Issue: Mental Health and the criminal justice system in Northern Ireland*, March 2010, p31). Many reports have highlighted the vulnerable nature of those in custody in the UK and further afield, and there is compelling evidence that the social and psychological profile of those in prison is poorer than that of the general population.

12.6 Unfortunately, from a Northern Ireland general population perspective, this is compounded by the fact that we have the highest rate of suicide in the UK according to the Office for National Statistics (2016). This has been attributed to the legacy of the conflict and resulting deprivation in certain areas. Additionally, a survey by The Prince's Trust in 2017 found that 44% of 18-25 year olds in Northern Ireland (male and female) admit they have experienced a mental health problem.

12.7 With specific relevance to the population at Hydebank, the young male population is made up of remand and sentenced students (aged 18-21) whose levels of need and vulnerability are high in light of the fact that many are from inner city locations with high crime rates and unemployment. The management of young adults (male and

female) is distinct from the older population in the other two prison establishments in the sense that they are still developing neurologically up to their mid-20s. The majority are known to a range of statutory agencies, often since childhood. According to NIPS figures from 2013:

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

12.8 The Board is grateful to the Hydebank Safety and Support team for supplying the following statistical information in its Hydebank *Safety and Support Report 2017*:

- 37% of committals disclosed mental health issues.
- 94% of committals disclosed drugs use.
- 63% disclosed a history of self-harm.
- 48% disclosed using drugs or alcohol prior to custody.
- 36% disclosed using Mental Health Support.

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

12.10 Many females enter custody as a result of unmet welfare needs including neglect, abuse and poverty. Also females experience 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.

12.11 According to the most recent Hydebank *Safety and Support Report 2017*:

- 66% of female committals disclosed mental health issues.
- 65% of committals disclosed drugs use.
- 59% disclosed having a history of self-harm.

- 54% disclosed using drugs or alcohol prior to custody.

12.12 Custody is not a suitable environment for many who are sent there, especially those with mental health issues. There have been calls locally for some time now for a dedicated medical facility to deal with those in custody with significant mental health problems. However, due to the current political situation, realistically such a development will not occur soon.

12.13 Over the course of this reporting period there have been no deaths in custody at Hydebank.

SPARS

12.14 When staff have a concern about an individual, a 'Supporting Prisoner at Risk' [SPAR] booklet is opened. This allows staff to proactively monitor that individual throughout the whole day, commenting on their activities and behaviour every 15/ 30/or 60 minutes. The main reasons for opening a SPAR on an individual include: extreme, low mood, thoughts of self-harm, self-harming, thoughts of suicide, suicide attempt. For both the young males and the females, self-harm was recorded as the reason for opening in the majority of SPARs, which lasted on average for between 5-7 days.

12.15 The Board understands that up to the end of 2017, there was a 52% rise in the average number of SPARs opened on young males (2016 had 153, whereas 2017 had 232 SPARs), with the number of young males involved in the SPAR process rising by 8% from 74 to 80. In addition, 2017 saw an increase in the use of observation rooms for young males subject to the SPAR process of 42% (2016 had 38 cases whereas 2017 had 54 cases). Used when an individual presents suicidal tendencies or is actively suicidal and in need of support, those in an observation cell are monitored by CCTV and have a Samaritans phone in situ. Observation cells should only be used exceptionally, and only after other alternatives have been considered and discounted. There were 170 incidents of self-harm recorded throughout 2017 (up from 90 in 2016).

12.15 These statistics are in light of the fact that the young male population numerically has remained fairly steady over 2017, with 302 young males assigned a residential location in custody in 2017 compared to 327 in 2016.

12.16 With regards to the female population, to the end of 2017 there was a 15% decrease in the average number of SPARs opened (2016 had 133, whereas 2017 had 113 SPARs) with the number of females involved in the SPAR process falling by 8% from 64 to 59. In addition, 2017 saw a reduction in the use of observation rooms for females subject to the SPAR process of 31% (2016 had 39 cases whereas 2017 had 27 cases). There were 74 incidents of self-harm recorded throughout 2017 (up from 73 in 2016).

12.17 These statistics for the females are in light of the fact that numerically they also remained fairly constant over 2017. There were 278 females assigned a residential location in custody over 2017 compared to 282 in 2016. (These statistics cover the period up to the end of 2017. Over the months of January to March 2018, the numbers of SPARs dropped in January, rose again in February then dropped in March.)

12.18 As noted in the *Hydebank Safety and Support Report 2017*, with the creation of a College concept it would have been expected that the incidence of SPARs would reduce, especially as the overall population at Hydebank has decreased and there are more off-landing activities. But over the reporting period this has not been the case, specifically for the young males. There could be a number of reasons for this. For example, although student numbers were fairly constant, there was an increase in young males being committed into custody that had used drugs or alcohol prior to coming into custody over this reporting period. Also, as highlighted earlier, there was an increase in self-reported drugs users arriving into Hydebank (up to 94%). The Board understands from Safety and Support statistics that 11% of the young male population accounted for 80% of the young male SPARs, with those having 7 or more SPARs (12 individuals) accounting for over 55% of the young male SPARs.

12.19 Regarding the females, 8.8% of the female population had more than one SPAR and accounted for 70% of the female SPARs. Those having 3 or more SPARs (9 individuals) accounted for 43% of female SPARs.

12.20 The Board understands from mental health sources in Hydebank that often there can be an 18-24 month waiting list for mental health services in the community, and that there has been a decline in the numbers of those committed into Hydebank who have

been able to avail of mental health support in the community. It has been suggested that mental health provision in Hydebank has improved, so individuals with mental health issues are arguably safer in custody in Hydebank, and that staff there are beginning to recognise the issues more readily than they have in the past.

12.21 Psychoactive substances used in the community need to be factored in as an additional reason why high levels of those in Hydebank go onto a SPAR.

12.22 Whilst the above explanations are largely external, they are of specific relevance to Hydebank, a fact recognised in the 2017 *Safety and Support Annual Report*.

12.23 The young males are concentrated in Beech and Cedar. Although there has been a gradual reduction in their overall population in recent years, because Elm and Willow are closed at present, individuals have not been able to benefit from this population reduction - student numbers in these two Houses have remained around the same. This concentration of the student population in two Houses also reduces the opportunity to move individuals around landings and Houses; individual relationships may break down and inevitably tension occurs. Ironically, increased off-landing activities during the day may also reduce opportunities for one-to-one contact between students and their wing officer, inhibiting development of positive relationships.

12.24 A relatively high incidence of staff sickness levels throughout the year could also be a factor affecting interaction between staff and students in the sense that staff, therefore, spend less time getting to know the personalities of those in their care. Statistics drawn up by the Hydebank Safety and Support team suggests that the young males have a SPAR opened on them later in the committal/induction process than the females, and that female SPARs are opened for longer. A question acknowledged by management is: 'Are young male SPARs being closed too soon, without getting to the bottom of the issue?' A sense of male bravado may be a contributory factor here in that young males may have difficulty in admitting their issues on an emotional level.

12.25 Over the last number of years, female students have benefitted from more off-landing activities and programmes than were previously available. For example, Mothers Union, use of the hairdressing facility in the ground floor of Ash House and the

Voice of Release on a Thursday evening - a singing opportunity for students that has proved particularly popular with females. A heat map showing days and times of female self-harm incidents in 2017 indicated that Thursday had the least incidence of self-harm by a noticeable margin, compared to the young males which showed marginally that Saturday had the least incidents. However, there is still only one residential location for females so there is no other option but to manage issues/friction in-house and to employ mediation measures to a greater degree than perhaps happens with the young males.

12.26 As mentioned in last year's report, an initiative initially running for three months (January to April) was to see if the issuing of a TV to ALL young males and females (previously only those on 'standard' and 'enhanced' regimes were entitled to this) would have any impact on the relatively high rate of SPARs. The evaluation found that having a TV had little impact on the numbers of SPARs amongst those on a 'basic' regime. It has been agreed that TVs will be removed from those on 'basic', but will be issued at lock up periods depending on their behaviour.

SPAR booklets

12.27 Issues concerning completion of SPAR booklets by staff have been highlighted to IMB during their attendance at various meetings. Quite a few areas of SPAR booklets that have been audited are at 100% but there is room for improvement in, for example, the daily log book section. This deals with daily managers' checks, conversational checks with those on a SPAR (a minimum of two per day is recommended), the quality and depth of conversational checks and also the times of safety checks. Supportive conversations were not always recorded as per SPAR requirements. A recurring issue with Night Guards was that there was not enough variation in the times that safety checks were carried out. The Board is aware that the Senior Officers Forum now includes a senior officer from the night team so that such issues can be referred directly to them.

12.28 Linked to this is the current situation that, since the creation of a College ethos, Belfast Metropolitan College staff now take young males/females to off-landing activities during the course of the core day, including those subject to a SPAR. The Board understands that these staff have been made aware of SPAR booklets accompanying

an individual 'off the wing', and have received training on conversational checks and noting the mood of someone on a SPAR.

12.29 In order to audit the SPAR booklets properly, the Safety and Support Governor requires daily assistance. Currently this takes the form of a Senior Officer and an Officer. The Safety and Support Team can come under resource pressure, with the result that it cannot be guaranteed that they will be detailed regularly to this role as they can be cross-deployed to cover other positions within Hydebank. This means that patterns or issues are not being flagged up, and the basic requirements of 'vulnerable' young males/females not always being met. For example, they do not have time to carry out routine tasks such as interviewing foreign national young males/females or those declaring a disability and allied duties such as SPAR auditing, following up issues for meetings, etc. The Board is aware of arrangements being made for additional assistance from an administrative member of staff in areas such as taking minutes at Safety and Support meetings and auditing, etc., and this is to be welcomed.

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

Risk management

12.30 The Board is aware that work on a new *Joint Suicide and Self-Harm Risk Management Strategy* between the NIPS, the Trust and other key stakeholders is ongoing to cover all three prison establishments. A criticism of the current policy, including the current SPAR process, is that any care plans focus on protective measures rather than on a more proactive approach to addressing underlying issues and providing therapeutic interventions. It has been called a 'tick box' exercise which does not address the root cause of the problem. The new strategy will promote awareness of positive mental health and the reduction of any perceived stigma associated with self-harm and suicidal behaviours. It also aims to recognise that many people in custody have increased vulnerability due to newly emerging and/or pre-existing mental health needs (including mental illness, drug and alcohol addiction and personality disorders) within the context of a prison regime. The strategy will emphasise the need for a 'Whole Prison' approach, combined with a targeted 'person-centred' approach for those at high risk of suicide and self-harming behaviours. The Board understands that an initial pilot

of this new strategy will occur in late April in Magilligan, with the intention ultimately to cover all three establishments.

12.31 The SPAR booklets themselves (A4 in size and bright red in colour) have been seen as complicated to complete. The intention is to change to a 'tablet' format, with entries uploaded onto NIPS records. Also, simple as it sounds, such a device should be less visible to others thus reducing any perceived stigma.

12.32 The Board understands from the Head of Prisoner Wellbeing that staff re-training will be required on a walk through basis initially. Design workshops are due to begin in January with multi-agencies and Prison Service College staff, the intention being to add changes to the training syllabus. The Board understands that the format proposed will begin with someone (anyone can raise a concern) flagging up their concern about an individual. Following completion of this, a risk assessment is opened. Then, on a case by case basis, there will be three options:

- NO RISK;
- NO RISK WITH A REFERRAL (7 days); and
- AT RISK (a more individual care plan is required and reviewed within 24 hours).

The Board looks forward to seeing how this new person-centred approach to safety and support works in practice over the year ahead.

12.33 Currently, SPAR reviews occur when a multi-disciplinary team (NIPS and Healthcare primarily) assess the current situation relating to an individual causing concern. For example, since a SPAR was first opened, has the individual shown any improvement in their mood or general behaviour which could lead to a reduction in their monitoring times or the SPAR being closed? The primary aim of a SPAR is to keep someone safe. The Board understands that it has been agreed with the Trust that Mental Health staff now have responsibility for SPAR reviews and should be in attendance if a student has been referred to the team. However, as they work on an appointments basis, this is not always practical. It has been agreed that Primary Healthcare staff will attend any SPAR reviews at weekends as Mental Health staff do

not work weekends. This is to ensure integrated case management involving relevant staff in the development of care plans for individuals.

12.34 However, NIPS staff have highlighted to Board members that there can be limited availability of Mental Health staff. In turn, Mental Health staff have reported that they have a heavy workload and are not always notified about planned SPAR reviews. This issue needs to be addressed with the development of a practical solution at a time and day which suits all parties.

Safety and Support Steering Group

12.35 Each month there is a Safety and Support Steering Group meeting involving a range of interested parties (for example: Residential staff, Chaplaincy, Probation, Start 360, Security, Samaritans and Healthcare). IMB attend in an 'observer' capacity. Essentially the subject matter covers the most recent statistical information, a SPAR audit report from the previous month, Bullying Report, Substance Misuse Report, Healthcare, Samaritans Report and Training Statistics etc. The Board is impressed with the time and effort that the Safety and Support Governor has contributed to this project and wishes it to be noted. In addition, this includes the use of a pictorial analysis which demonstrates in an easy to view format any statistical 'hotspots' or instances causing concern. The Board understands this information is forwarded onto residential staff for their information. To parties unable to attend (unfortunately due to various operational constraints this Steering Group can be poorly attended), the minutes are forwarded for information.

12.36 It is particularly regrettable that Mental Health and Psychology regularly cannot attend as their expert contributions would be very beneficial. Also, in the first few months of this year, there was no Substance Misuse Report from Security staff which limited knowledge about 'finds', the type of substances found and where, over the previous month.

12.37 In addition, weekly safety and support meetings are held each Thursday afternoon. These centre on specific individuals, both young males and females, giving cause for concern at that moment in time. A 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 format allows reviews of those who, although not currently a cause of concern, have been previously so that they do not go of the radar. Again the IMB attends in an 'observer' capacity. From the Board's perspective, valuable interaction and information sharing takes place between those invited parties attending. However, these meetings too can be poorly attended - there are 16 or so invited parties - with difficulty gaining regular representation from Healthcare, although over the last year attendance by Mental Health and Primary Healthcare has improved.

Staff training

12.38 From a safer custody perspective, the Board welcomes the fact that all new recruits to the NIPS receive a measure of mental health awareness training which covers a wide spectrum of disorders during their 9 week training course. They also receive a specific course on autism and Restorative Justice. SPAR training is given to all new recruits; this covers suicide and self-harm. On this topic, the Board understands that discussion at a steering group meeting included the finding that Night Guard safety check timings can be poor in SPAR booklets. They advised the Safety and Support Senior Officer that they consider training on this is inadequate. It is understood that, where necessary, retraining for night guard staff will occur.

12.39 Recruits are also given a session called 'SafeTALK' - an accredited course which helps staff identify students who are having thoughts of suicide and the resources they can use to help the individual get through their crisis. All the training is generic as the classes may include recruits from all three establishments. The Board welcomes the fact that recruits specifically coming to Hydebank now spend five days here shadowing staff.

12.40 In its response to the PRISONS 2020 document, the Board mentioned the possibility of having increased training for staff concerning the needs of young men in custody - particularly in relation to mental health needs, anger management, lack of inhibition, inability to think about their actions, reasons for their drug and alcohol use, experiences of abuse and exploitation, self-harm and suicidal thoughts.

Recommendation: In recognition of the increasing diversity of those in prison care, NIPS considers the development of bespoke staff training concerning the needs of specific groups in custody (including young men and females).

12.41 An issue flagged up in recent Safety and Support monthly meetings was the number of staff who require refresher training on basic control and restraint, first aid etc. Again this centres on staffing pressures. The Board understands that there will be around 14 new recruits from April onwards, who will be trained in these areas. This should facilitate the release of current staff to undertake training.

12.42 The current 'Applied Suicide Intervention Skills Training' (ASIST) programme which staff presently receive, is to be considered by the Head of Prisoner Wellbeing with regards to how this generic programme is suitable for a custodial environment. With regards to use of defibrillator training, it has been suggested through Health and Safety that first response training incorporates refresher training in their use. All defibrillators used at Hydebank incorporate a walk through spoken trainer which gives directions to the user.

Lockdowns

12.43 Members during monthly meetings with the Deputy Governor are appraised about NIPS staff absence rates, which remain consistently high. The target staffing level at Hydebank is around 187, but over the months from May 2017 to March 2018 staff sickness has been in the region of 20 staff absences each month on average. The impacts of any staff shortages can be significant from a safer custody viewpoint as they can lead to landings or Houses being placed on 'lockdown' or 'fire-watch'. Depending on the vulnerability of an individual, lockdowns can increase a sense of isolation and reduce opportunity to interact with others - either directly on the landing or in a phone call. This can potentially foster low moods, self-harm or suicidal thoughts.

12.44 There was a period last July when inductions were not being carried out on a regular basis in Ash House due to the large number of vulnerable individuals being committed and staff shortages. This led to a suggestion from the main Chaplain that, if required, the Chaplaincy would be willing to help out with the induction process of females.

12.45 A more predictable regime was introduced in October 2016 to try to mitigate the effects of staffing issues. This aimed to deliver evening association to all Houses on Monday, Wednesday and Friday evenings. However, this was at the cost of evening association on Tuesday and Thursday evenings. The Board understands that latterly, in the majority of occasions, association is delivered Monday to Friday in each of the three residential Houses.

12.46 At our meeting with the Deputy Governor in April, it was hoped that a new batch of recruits should alleviate potential restrictions or lockdowns - the Board will continue to independently monitor this issue.

12.47 Whilst recognising management's genuine attempts to reduce lockdowns, the Board continues to recommend that lockdowns are kept to an absolute minimum.

Recommendation: Lockdowns are kept to a minimum.

Responses to bullying and anti-social behaviour

12.48 In March 2015 a new anti-bullying policy came into force in Hydebank, specifically for the young males. A similar policy already existed for Ash: *Challenging Anti-Social Behaviour* (CAB). Bullying can take many forms in Hydebank: verbal, non-verbal, physical, extortion and simple rumour-spreading. It may be overt and covert. Experience has shown that young males in the 18-21 age-group are prone to over-bullying.

12.49 Females largely employ more covert means of bullying. For example, it can be as simple as not making someone a cup of tea or excluding someone from group interactions etc. At Hydebank, bullying awareness is part of the induction process. The idea is to get each student to sign a compact, noting their agreement.

12.50 The most recent figures available (March 2018) on recorded bullying incidents were 18 male victims and 21 female victims (young male population currently around 90-100 and the female population is around 70). From these most recent recorded incidents, there are 30 male perpetrators and 19 female perpetrators. For the young males, reported incidents peaked in February and September. For the females, it was in April and October.

12.51 According to staff, the females have little faith in the current CAB process. The victim today is often the perpetrator tomorrow. With Ash 2 landing now another 'enhanced' landing, there is no other landing to move the perpetrator/victim to. The main reason for bullying in Ash is for medication.

12.52 Similarly with the young males, bullying is often for medication and in the trading of goods such as tobacco. It also involves outside drugs-related issues which are then brought into Hydebank. Currently the response is to try to move the perpetrator and sometimes the victim. Appropriate sanctions can be hard to identify or implement, and there are limited opportunities to insist that perpetrators participate in programmes. Bullying is also very difficult to detect as it can happen out of sight of anyone, including staff.

12.53 Management are aware that the Bullying Booklets (which detail an allegation and course of action being taken) continue to be a cause of concern - Safety and Support are not being informed that a booklet has been opened, the booklets are not always being completed correctly, they are not being managed and closed correctly and they are not being returned to the Safety and Support team when closed. A Security Information Report must be submitted following every bullying incident. This was identified as an issue during the most recent inspection.

12.54 In May of last year, the Safety and Support Governor chaired an Anti-Bullying Working Group to look at all aspects of Hydebank's anti-bullying procedures and anti-social behaviour policies. However, this was relatively poorly attended. The Board understands that NIPS HQ - through the Head of Prisoner Wellbeing - is now looking at a new approach to both these policies with the intention of replacing them with a NIPS-wide anti-social behaviour policy focusing on the behaviour of the bully.

12.55 A Government commissioned report in 2015 - *The Harris Review; A report of the Independent Review into Self-Inflicted Deaths in Custody of 18-25 year olds* - recommended a Personal Officer Scheme to act as a point of contact and referral for someone in prison. However, at present this is not feasible at Hydebank due to current staffing levels.

12.56 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 prisoner and that this process has been used.

12.57 From discussions with the Head of Prisoner Wellbeing, the Board welcomes the fact that a fresh look at a Restorative Justice concept is being examined to find a consistent approach across all NIPS establishments. The Board has over the last number of years recommended use of this approach at Hydebank.

12.58 With specific reference to issues of bullying/anti-social behaviour, a restorative justice mediation approach can potentially play a part in the resolution of bullying - especially for the age group of the young males. The earlier incidents are detected and intervened on, the more effectively an anti-bullying culture can be put into place. The reality is that many young males come into Hydebank without having learned socially acceptable boundaries to their behaviour. They often have little empathy or appreciation of the consequences of their actions.

Recommendation: A Restorative Justice programme is put in place as quickly as possible. The Board is of the opinion that this could positively impact on the relatively high number of SPARs and adjudications at Hydebank.

'Insiders' scheme

12.59 There is much academic research suggesting that an effective method of reducing incidents of suicide and self-harm at one extreme, to alleviating low mood at the other, is the implementation of some type of peer support scheme. This can take a number of forms, for example a listening scheme or a 'buddy' scheme. As individuals who are also in custody, those who participate are often the first to recognise signs of distress in others. Also, those in custodial settings can confide more easily amongst themselves, alleviating any isolation they may feel. The Board has recommended the creation of such a scheme in previous reports.

12.60 An 'Insiders' scheme has been created since February but currently only in the female prison. Instigated by a member of the Safety and Support team, Monday to

Friday the Insiders visit those on the committal landing from 17.30-19.00. The ethos is that the Insiders help new committals settle into the custodial environment by providing a 'friendly' face and by helping familiarise them with the procedures and regimes. They assist with helping them arrange visits, getting tuck etc. A form is left in the cell overnight for them to complete and pass onto Safety and Support. Currently five 'enhanced' females are participating in this scheme. A core principle is that crimes committed are not discussed, as previous attempts at such a scheme were undermined by this occurring. Board members have spoken to those involved and they say they enjoy taking part and deem it worthwhile. The Board welcomes the creation of this most recent scheme.

12.61 However, it is understood that there have been occasions when Insiders have been turned away from Ash landings - the reason being that not all staff were fully aware of the importance being attached to making this scheme work. The Board understands that staff have been advised about the importance of the Insiders scheme and encouraged to ensure that it operates effectively.

12.62 The issue with such a scheme for the young males is that the most suitable candidates are all outside workers so training and implementation is difficult. Whereas the age profile of the female volunteers in Ash is generally late 20's to 30's, for the young males it is 18-21. This age group can lack maturity and many young males are on relatively short sentences.

Recommendation: Acknowledging the hard work involved in setting up the female Insiders scheme, the Board recommends that a similar scheme is created for the young males, bearing in mind the high rate of SPARs reported over this period.

Samaritans and PIPS

12.63 One of the agencies involved in the Hydebank Safety and Support monthly meetings is the Samaritans. They visit Hydebank on a Wednesday evening, 17.30-19.00, with around 2-3 volunteers. Since last year, they have run ice-breaking sessions to promote their role in prisons - ideally they like to work with a maximum group of around 15. These sessions consist of a cup of tea/coffee or a tin of coke and a tray bake in order to encourage more engagement between those in custody and to raise

the profile of how Samaritans can help individuals. However they can in reality be short staffed and this can impact on the delivery of any planned ice-breaking sessions. Over this reporting period, the Samaritans, working through the Safety and Support team, have suggested the use of referral boxes. These boxes will be the same as the Complaints box and are to be installed in Ash, Beech, Cedar, CSU and the current Segregation Unit. A member of the Samaritans will have a key in order to open the boxes during their visits. The box will be labelled for everyone to know it's the Samaritans box. There will be one generic key for all boxes. Anyone can make a referral, and the referral forms themselves will be collected every few weeks. There are also posters being put up in prominent places in each House. Another idea was the potential for Primary Healthcare nurses to make referrals to the Samaritans for those awaiting the services of the mental health team. This would take the form of low level conversations. An information session on the potential of the Samaritans is given to all new recruits as part of their training. The Board welcomes these simple yet innovative suggestions.

12.64 The Samaritans claim there are still issues in getting around the three Houses prior to evening lock up and that they need 'permission' to go to the CSU. The Board understands this is to be clarified with staff by management.

12.65 The Board understands that Probation secured funding last year to work with the PIPS suicide and self-harm charity, enabling trained counsellors to work with certain vulnerable individuals who have been or are currently on a SPAR. The idea is that they will be referred through Probation and the counsellor will work with them up to and post release into the community. However, this funding was for a limited time only.

On-going issues

12.66 There are a number of 'on-going' items which are regularly highlighted in the Safety and Support Steering Group meetings. Management recognises that maintaining contact with Foreign National students who have little or no command of the English language is very important. This should be assisted by staff making use of, and being aware of, the Big Word format and maintaining contact details on the NIPS recording system using an electronic tablet which can be used in A5 and C5 (both female and young male 'enhanced' landings) as they are Wi-Fi enabled areas. There is also Wi-Fi

coverage in male and female receptions, and tablets are located in both. The Safety and Support team have ownership of these tablets, which have to be signed in and out. At our most recent meeting with the Deputy Governor, he mentioned the intention of issuing a tablet to those foreign national individuals deemed to require one on a daily basis.

12.67 Furthermore, Observation Rooms are to be used exceptionally and only after other alternatives have been considered and discounted. Whilst in an Observation Room, no-one should have a cigarette lighter. Staff should know how to access the Samaritans phone at all times. Discipline staff must be in possession of cell keys and Hoffman knives in order to carry out an emergency unlock at all times.

13. SEGREGATION – CARE AND SUPERVISION UNIT

13.1 The Care and Supervision Unit (CSU) houses those male students who: have been detained under Rule 32; are Confined to Room (CTR); are awaiting adjudication; and/or have been transferred for their own or others' protection. In many cases, the students are keen to return to the main part of the Centre, but there are also those who prefer to be in the CSU - feeling more protected, or appreciating the relatively quieter environment. The Board is impressed with the existing work of the officers and general governance of the CSU - dealing as it is with the most difficult and unruly students.

13.2 The Unit is reasonably bright and generally is kept clean and tidy. The yard, however, is very dreary and dismal, with weeds growing around the edges: it would seem that with little effort and cost, this could be somewhat improved upon.

Recommendation: Improvement is made to the CSU yard, if possible by some of the students.

13.3 It is mandatory for the IMB to visit the CSU and this is done with no forward notice. Our members have been impressed with the quality of care and supervision given by the staff, their attitudes and rapport with the students. It is a challenging area to work in, given that the majority of students are there as a result of discipline issues and often have significant personal difficulties which can be hard to manage. It is important, therefore, that staff in the CSU, and those who have responsibility for

adjudications and other hearings, are attuned to the students' learning plans and profiles.

13.4 Over this year, the average number of students in the CSU has been 3-4. However, numbers can spike extremely quickly following a major incident, drug use or damage on a landing. This has occurred on several occasions this year, and at time of writing, the CSU is at capacity with 8 students, – including one in the Observation room. This can stretch the complement of the two members of staff responsible for care and supervision, preparation for adjudications, R32 meetings and reviews, as well as all other daily duties. On occasion, the complement of staff in the CSU has dropped to one, generally when an officer is required at short notice in another part of the College.
Recommendation: Staffing in the CSU is kept to a MINIMUM of two at all times and increased to three when the Unit is at full capacity.

13.5 It has been of some concern to the IMB that, quite often, young men in the CSU are still in bed when we visit - usually mid-morning. Whilst it is appreciated that they are there to be segregated from others, it is unfortunate that there is not some way for them to be more purposefully employed or supported to address their very obvious and deep seated difficulties. It simply does appear, in many cases, to be 'wasted time', with many returning frequently to the CSU for repeat behaviour.

13.6 With regard to the females, those requiring separation are held in segregated cells (cellular confinement) within the body of Ash House. Whilst this prevents association to some degree, full segregation is not achieved. The same issues as those relating to the young men are present for the women - challenging behaviours, lack of intensive interventions and purposeful activity.
Recommendation: Provision of purposeful activity for young men in the CSU or women held in cellular confinement in Ash House.

13.7 IMB members have committed to attend all R32 hearings and, in this year, have achieved attendance at the vast majority. Communication between prison staff and our members has improved greatly with only a very small number of late notifications. We have been satisfied with how these hearings and their reviews are conducted and appreciate our views being both requested and considered.

13.8 The young men moved to the Care and Supervision Unit are generally the most damaged and disadvantaged, with very challenging and unacceptable behaviour. It is important therefore, whilst adhering to the principle of segregation, that there is an expectation and opportunity for them to be meaningfully and purposefully employed while in the Unit, with particular emphasis on their physical and mental health needs.

Recommendation: Full consideration is given to the development of a landing/House for those with challenging/trauma based behaviours - staffed by officers who are specially trained and supported by all the other disciplines within the College.

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 However, use of the gym was affected at times during the year by lockdowns and staffing issues. The Board accepts that efforts are made to rotate lockdowns. Nevertheless, staff resources should be maximised to reduce the occurrence of lockdowns which can seriously impinge on the usage of sport and recreational facilities by students.

Recommendation: Every effort is made to ensure maximum use of the gym and other sports/ recreational facilities, including reduced occurrence of lockdowns.

15. TUCK SHOP

15.1 There has been very little change since our last report in the running of the tuck shop. It continues to be a very valuable resource and well used by all students, male and female. It provides a wide range of products and caters for the needs of all students, including foreign nationals, and offers an extended range of healthy options.

15.2 Face to Face shopping still continues to be a success, with each landing been 'tucked' (goods purchased) within the 45 min time scale allotted to each landing.

15.3 Ash 2 has this year been included with Ash 5 to allow students to purchase food from a local supermarket, in order to prepare their own meals. This is done by submitting shopping lists each week to tuck shop staff who, in turn, purchase the goods from the supermarket on the students' behalf. The individual's account is then charged for the goods purchased. The tuck shop continues to offer an affordable range of goods with the added option of being able to obtain outside purchases. Overall the Board feels the tuck shop is well run and meets the needs of the students, Male and Female, in Hydebank.

16. VISITS

16.1 The case for maintaining family ties in terms of the support this offers to those in custody reintegrating back into society has already been made. Family and friends can have an important role in the rehabilitation and resettlement process. The services provided by staff - and partner agencies within Hydebank Visitors Centre in promoting these links - are commended by the Board.

16.2 From what the Board has observed, visits are generally well-organised. The location of the Visitors Centre itself is at the front of the main entrance to Hydebank, which is convenient to the visitors' car park and for dropping off purposes.

16.3 The current arrangements for a system of unescorted/free flow visits for the majority of students from their Houses generally appears to be working well. If there has been a justifiable delay in a student arriving for a visit, the Board understands that this has been accommodated by adding extra time on to the visit.

16.4 The visits area itself provides a pleasant environment and visits are conducted in as relaxed a manner as possible, whilst bearing in mind the secure setting. The provision of services at Hydebank Visitor Centre, and over all three establishments, is now undertaken by People Plus NI. The current visiting times are; Monday, closed; Tuesday to Friday, afternoon visits from 2pm; Saturday and Sunday, both morning and afternoon visits.

16.5 The Visitor Centre offers a family visiting room at the rear. The intention is to provide a more relaxed atmosphere for parents to enjoy a visit with their child. Sessions

are available Wednesday to Friday afternoons. Hourly sessions are available on Tuesday afternoon while Saturday and Sunday is all day. This family visits facility is available to those who are drugs free and is subject to checks by social services. Students can request this facility through their Student Development Unit (SDU) point of contact. There is a currently a small children's play area and a vending machine within the Centre. It can also facilitate boardroom visits (for example, for legal visits) and closed visits. For those on the 'enhanced' regime, there is an enhanced visits room.

16.6 'Caravan' visits (for females only) are an option for those with children or grandchildren, to allow them to spend time with their mother or grandmother. A caravan visit allows mothers to cook lunch, watch TV etc., spending quality time with their family in an unsupervised environment. Caravan visits are available to those females who are drug free and, again, subject to social services checks.

16.7 Hydebank has a cafe called The Cabin which is used by both staff and students. Female students progress to work in the cafe after working in the College kitchen. As a reward for their work in the kitchen, students who are on an 'enhanced' regime are permitted a Cabin visit. Such a visit takes place at the weekend, on a monthly basis. The Cabin visits are in addition to normal visits and visitors can have lunch with the student for a nominal cost.

16.8 It is understood that People Plus intend to host children's parties in the main visits area at certain times of the year, for example Easter, Halloween and Christmas. Students will be encouraged to play and interact with their children in a more relaxed environment where light refreshments, food and entertainment will be provided. The Board commends this suggestion.

16.9 It was recommended last year that the fixed tables and chairs in the Visitor Centre should be replaced as they appeared outdated. From the Board's most recent meeting with the Deputy Governor in April, it is understood that a capital bid for new furniture has been submitted. This will take the form of heavy but free-standing replacements. Also painting and decor will be upgraded, with the possibility of new TV's.

16.10 The Board understands that there is a possibility of a Tuck Shop being created in the Visitor Centre. At present, People Plus staff operate a refreshments trolley with the option of tea/coffee, biscuits and crisps etc. They circulate around the Centre on an 'as and when requested' basis. A small selection of newspapers is also available. The rationale behind a Tuck Shop is to permit people in visits to mingle more. Whilst initially welcoming this concept, staff have mentioned that there is the potential for drug trafficking amongst visitors if the opportunity to intermingle more freely is created.

16.11 At a 'Family Information Day' held in the Visitor Centre in March, all the organisations working with students and their families had stands providing leaflets about their work as well as opportunities to discuss specific issues with attending family members. This was a very useful source of information and direct contact, which reinforced a 'holistic' approach towards helping prisoners cope with their time in Hydebank and prepare for life on release.

HYDEBANK WOOD COLLEGE & WOMEN'S PRISON BOARD MEMBERS 2017-18

	IMB Member	Status	Appointed	Resigned
1	Brian Doherty	Chair	29/06/2010	
2	Ann Adams	Vice Chair	10/06/2013	
3	Hazel Patton	Member	31/07/2013	
4	Clive Smyth	Member	20/05/2013	
5	Yvonne Adair	Member	01/04/2016	
6	Deena Haydon	Member	01/04/2016	