



Annual Report of the Independent Monitoring Board at HMP Manchester.

**For reporting year
1 March 2020 – 28 February 2021**

Published December 2021



Contents

Introductory sections 1 - 3	Page
1. Statutory role of the IMB	3
2. Description of establishment	4
3. Executive summary	4
Evidence sections 4 – 7	
4. Safety	12
5. Humane treatment	17
6. Health and wellbeing	24
7. Progression and resettlement	28
The work of the IMB	30
Applications to the IMB	31

Introductory sections 1 - 3

1. Statutory role of the IMB

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

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

- satisfy itself as to the humane and just treatment of those held in custody within its prison and the range and adequacy of the programmes preparing them for release
- inform promptly the Secretary of State, or any official to whom authority has been delegated as it judges appropriate, any concern it has
- report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody.

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

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

2. Description of the establishment

During the reporting year HMP Manchester was in a period of transition from a Category A prison with local prison function to a Category B Training prison with Category A function. This change was completed in terms of prisoner numbers and cell/wing changes in January 2021 but the training and education activities which are an essential part of a training prison were not able to begin because of COVID-19 restrictions. HMP Manchester now has accommodation provision of 646 single cells and 49 double occupancy cells resulting from these changes.

The prison had a population of 683 as of 28 February 2021. (End of the Reporting Year)

The residential accommodation comprises of two Victorian radial blocks identified as the top and bottom jails. The population is housed in either single or double cells with provision of a small number of cells adapted for disabled prisoners. All cells have integral sanitation and in-cell power points and telephones.

There is a separate Health Care Centre (HCC) which incorporates both in and out-patient facilities. Dentistry, optical, podiatry and pharmacy services are also available.

A Segregation Unit is also located in the bottom jail along with a Specialist Intervention Unit (SIU).

A Chapel is situated between the two accommodation blocks where services for a wide range of faiths within the prison population take place on a weekly basis. A World Faith Centre is situated in the Education Centre.

The prison also has several workshops situated on the site offering training in a range of skills to prisoners, including a print shop, bakery, recycling centre, laundry and textiles. Also located near to the workshops are the prison kitchens along with a separate staff canteen facility named 'Crofters'.

3. Executive summary

In this reporting year, life at HMP Manchester has been dominated by the COVID-19 global health pandemic and also the significant changes around its re-categorisation to a Category B training establishment, while former has also hampered quite markedly the work of the Board

The pandemic has had a significant impact on the Board's ability to gather information. Inevitably, therefore there may be less detail and supporting evidence than in previous years. Ministers are aware of these constraints.

The number of members of the Board at HMP Manchester has reduced during the reporting year as two members have died and others have left. Some members have been unable to attend the prison owing to the need to shield or self-isolate. These

circumstances have limited monitoring visits to a small number of board members who have focused on the statutory inspection areas and responding to an increase in prisoner applications made by written request or through the use of the newly introduced 0800 facility, which has been rolled out at HMP Manchester.

The prison has also been directly affected by COVID-19 with 2 staff members losing their lives to the virus. The pandemic has also had a direct impact on the number of staff available for work, with many absent on sick leave or having to spend periods in self-isolation. The prison has however witnessed a decrease in staff sickness towards the end of the year and the Board understands that this is now low in comparison with other prisons in the area.

The COVID-19 pandemic has impacted the prison regime with education, association, gym access and Workshops not being available, and prisoners therefore spending long periods of time in their cells.

The transfer process of prisoners is managed nationally by the Prison Service and transfers have only taken place in exceptional circumstances. Transfers have been able to take place for prisoners on the Segregation Unit but this has only been the case where a reciprocal prisoner swap with another prison could be arranged, which has not always been possible. This has created frustration for those prisoners wanting a transfer out of HMP Manchester who had been in Segregation at the start of the pandemic; have been placed in Segregation during the pandemic; or have arrived from other prisons directly into the Segregation Unit at Manchester (and wanting to transfer back out). The main reason for transfer requests from prisoners held in the Segregation Unit is wanting to move to prisons located in the south of the country to be close to family.

During the pandemic the focus has been on keeping the prison population safe and so it has been necessary to close the visits centre to reduce the risk of infection through the usual 'face to face' appointments. "Purple visits" is a secure video calling system introduced which enables prisoners and families to connect with a fully secure and compliant platform and is used nationally across the prison service for this purpose. HMP Manchester commenced the use of their "purple visits" facility on the 5th August. During the reporting year 968 "purple visits" were completed. HMP Manchester are required to operate the visits within national guidance for all their men in care, both remand and sentenced prisoners are entitled to one secure video call a month.

The Board has identified an increase of 5.2% in the number drugs being thrown over the perimeter wall and recorded in the monthly Security Reports compared to the previous reporting year. While this is only a relatively modest increase, it comes during a year where the prison population has reduced as part of the move to become a Category B training prison and also where movements of prisoners inside the prison, the cessation of face to face visits, and movement in the community outside the prison during a number of national lockdowns, should in theory have reduced the opportunities for drugs to get into the prison. Whether the increase is in fact explained by better detection rates of fewer drugs can never be known.

The measures introduced by the prison management at HMP Manchester in response to the pandemic to try and ensure the prison restricts the spread of the infection appear to the Board to have been adequate. The Board also noted the patience and understanding of the prisoners in their response to the unprecedented circumstances brought about by COVID-19.

3.1 Background to the report

The COVID-19 pandemic was referenced in our last annual Report as HMP Manchester had started to respond to it by introducing a number of measures to mitigate the risk of the spread of infection. These measures included the provision of hand gel and portable hand wash facilities and social distancing signage at the entrance to the prison.

The prison worked closely with Public Health England and received regular guidance on how to best protect staff and prisoners. The Governor formed a COVID-19 Team to oversee the sharing of all relevant information and instructions across the whole of the prison to ensure consistency

Lockdown restrictions for prisoners within the prison were similar to the lockdown measures being experienced in the community, with visits being curtailed and work, association, gym access and education ceasing, other than work in the kitchens. Legal visits took place via video conference and some prisoners were given extra PIN credit for legal visits.

A COVID Clean Team was formed from prisoners who were provided with specialist training and appropriate PPE. HMP Manchester had an adequate supply of PPE and was used as a distribution outlet in providing PPE to the Probation services across the local area.

COVID-19 testing commenced on 10 April 2020 for both staff and prisoners. The initial tests produced positive results for 10 staff and 7 prisoners. Any staff off work were also required to obtain a COVID-19 test. Any prisoners who were self-isolating were able to do so in their own cells, and those who were displaying symptoms or who had tested positive were allowed out separately from other prisoners for exercise and showers.

The majority of prisoners were allowed out of their cells for an hours exercise, showers and to clean their cell daily. However, on larger wings, the number of prisoners meant that it was only possible to provide this every second day. Most prisoners were reported to be understanding of the restrictions.

Efforts were made to keep prisoners occupied during the lockdown, this included providing access to eight to ten new TV channels, and in-cell distraction packs were made available.

In mid-February 2021, HMP Manchester experienced a sudden increase in COVID-19 cases. At relatively short notice, it was arranged for all staff and prisoners (excluding those who had recently tested positive) to be given a COVID-19 test. The

Board recognised the flexibility and commitment required by the prison to test almost 600 people in 1 day, and the results obtained provided valuable data to further protect the prison from the pandemic.

The outcome of the mass testing in February 2021 was:

	Tested	Refused	Negative result	Positive result
Prisoners	526	20	485	21
Staff	70	0	69	1

The Board was saddened by the deaths of 2 staff members and 1 prisoner following a positive test for COVID-19 in the reporting year.

3.2 Main judgments

How safe is the prison?

HMP Manchester has been through a period of transition during its re-categorisation, and as a result within the reporting year the prison population had reduced by 20.9%, which continues the downward trend seen in recent years. This reduction in prisoner numbers has also resulted in a fewer number of assaults both in relation to prisoner on prisoner and prisoner on staff incidents, and violence within the prison has also decreased over the same period. The Board has identified a reduction in the number of self-harm incidents which can often be associated with bullying and debt-related issues.

Levels of violence in the prison have reduced during the COVID-19 lockdown, as prisoners were largely confined to their cells. The change of role to a Category B prison is likely to lead to a more settled regime, with prisoners staying at Manchester for longer periods. Longer term residency may mean that disagreements between prisoners are less likely to rapidly escalate into violence. Single cell occupancy is also likely to contribute to a reduction in violence.

The level of self-harm incidents, prisoner-on-staff assaults and prisoner-on prisoner assaults have all seen a positive and disproportionate drop compared with the reduction in the population. Prisoner-on-staff assaults have fallen even more than prisoner on prisoner assaults.

Throughout the pandemic, the staff have worked very hard to provide a safe and secure environment. The prison managed restrictions and the effects of the COVID-19 pandemic professionally, and managers and staff ensured that the prison remained a safe residential and working environment.

How fairly and humanely are prisoners treated?

The Board considers that during the reporting year HMP Manchester has consistently tried to treat prisoners fairly and humanely. However, the need to respond to the COVID-19 pandemic and to carry out essential building works has compromised that effort and the outcome for prisoners has not therefore always been humane.

HMP Manchester has had to prioritise reducing the spread of infection and therefore the Board has witnessed prisoners having to spend much more time than usual in their cells. Normal and purposeful activity such as work, association, gym access and education were heavily curtailed.

The prison has supported prisoners in staying in contact with family and friends and the provision of in-cell phones has assisted in this process. To mitigate the effect of the COVID-19 restrictions on face to face visits, financial contributions towards prisoner's phone credits were provided so as not to deny family contact caused by the prisoner's inability to pay and the earlier reference in this report to the introduction of 'Purple Visits' has been an asset.

The physical estate at HMP Manchester has had a number of improvements over the reporting year with new showers installed on several wings and a new boiler fitted to provide regular heating to cells which had previously been the subject of complaints to the IMB in respect of cold conditions and a lack of hot water. However, the Board noted that during the period of several months whilst the work was carried out, prisoners on the wings in question were not able to have showers or heating.

The work of the Chaplaincy, in particular the support provided to prisoners of all religious faiths across the prison estate in the absence of regular weekly chapel activity has been an important resource.

How well are prisoners' health and wellbeing needs met?

HMP Manchester has experienced a challenging year in meeting prisoners' health and wellbeing needs caused by the priority of restricting the spread of COVID-19 and treating those prisoners who did catch it. Managers and healthcare staff have however managed to maintain a reasonable standard of healthcare and wellbeing and have continued to distribute medication and arrange hospital admissions for those prisoners requiring urgent medical attention.

As part of the efforts to restrict the spread of infection, the procedure for healthcare appointments was changed, Triage calls were introduced to determine if face to face appointments were necessary, using the in cell telephones. This has significantly reduced the number of face-to-face appointments carried out we believe although we are unable to verify this as Healthcare records do not distinguish between telephone and face to face appointments.

COVID-19 restrictions on external hospital clinics have inevitably caused a reduction in the number of external hospital appointments made available to prisoners and this has eased the pressures on the prison to provide escort staff.

Last year, The Board wrote about specific case studies to evidence our concerns about the mental health and wellbeing of prisoners who spend prolonged periods on constant watch, sometimes in segregation. This formed part of the larger issue of management of prisoners in jail whilst they are waiting to be transferred to a secure hospital when the waiting time is often prolonged. From its day to day monitoring the Board notes that the situation has not improved.

The Board is very concerned about the mental health of such prisoners. Prison is not a suitable environment, evidenced by the clinical decision that they need transfer to hospital, and neither segregation nor healthcare can provide the care that is necessary for such prisoners. Being managed in such unsuitable environment may further damage the prisoners' mental health that is already frail, and the Board's regular interactions with such prisoners also suggest so. It also adds a strain on the jail as such management requires more resources and can also be challenging for staff to deal with.

In the light of the above, the Board concludes that the waiting times for transfers to secure healthcare facilities are often unacceptable and unfair. The Board understands the obstacles that the Covid-19 pandemic may have introduced, however, this concern was evident prior to the pandemic.

The Board has identified the increased use of cells located on a separate landing within the Healthcare unit to provide normal accommodation for some Category A prisoners who need to be separated from other Category A prisoners. No extra prison staff to manage the Category A prisoners have been provided to the Healthcare Unit and the patients on the unit are therefore spending longer than normal periods in their cells as the staff are regularly required to manage the separate regimes for these prisoners. In addition, any duties required of healthcare staff to attend to intermittent and constant watches also places a pressure on resources in this area.

How well are prisoners progressed towards successful resettlement?

HMP Manchester is now a Category B training prison and therefore no longer has resettlement plans as it is not envisaged that any prisoners will be released directly back into the community. Any work required is referred to as Community Offender Management, and responsibility for it lies with the Offender Management Unit but the majority of the work is undertaken by outside agencies.

During the reporting year, prisoner numbers have steadily decreased at the prison, as transfers have been arranged for moves to the neighbouring prison at HMP Forest Bank. This process will continue as the plan is for all prisoners to move to this establishment within 16 months prior to their release.

In addition, as part of the transition period HMP Manchester had a cohort of 350 Category C prisoners requiring transfers to other jails in the UK. Due to COVID-19 and the tight restrictions relating to prison transfers, the Board understands this has

reduced to 127 Category C prisoners who remain at HMP Manchester awaiting transfer.

The Offender Management team is very restricted as 50% are working from home and this has created delays in the management of cases.

3.3 Main areas for development

TO THE MINISTER

The Board welcomed the response by the Minister to their report last year and was pleased to learn that the bid for funding to install secure windows at HMP Manchester had been successful. The Board notes however that this priority work at the time of writing this report has not commenced and would therefore ask the Minister when this will happen?

In the previous annual report, the Board raised concerns about prisoners who spend prolonged periods on constant watch, sometimes in segregation. This formed part of the larger issue of management of prisoners in jail whilst they are waiting to be transferred to a secure hospital. The waiting time often lasts months. The Board acknowledges comments made by the Minister last year outlining the current ongoing work to help make the process quicker. Unfortunately, this year the Board has not seen any progress. Whilst the Board understands that some changes will not take place immediately, the Board would like to know what action is being taken in the interim period, what support is being offered to the prisoners now and what support is offered to jail when managing prisoners who should be managed in a hospital environment?

TO HMPPS

Is HMPPS considering the introduction of a stricter process for recording prisoner property through the use of photographs as opposed to hand written descriptions by officers on property cards to address the number of complaints and provide reassurance to prisoners regarding their property?

TO THE GOVERNOR

The Board would advise that it continues to have concerns about the security of prisoners' property. This applies particularly where prisoners are moving internally between wings at HMP Manchester and when prisoners arrive on transfer from other prisons. Although it is now a requirement for staff at HMP Manchester to use Body Worn Video Cameras (BWVCs) during cell clearances, the Board understands that this is not happening for every clearance. The Board further understands that after cells have been cleared they are left unlocked and therefore any overlooked property is unprotected, presenting an opportunity for it to go missing. Would the Governor

please confirm what measures are being introduced to ensure improved practices are adopted to mitigate the loss of prisoner property?

The Board has noted an increase in applications relating to prisoners being permitted to order items directly from the catalogue but finding when these items arrive that they do not meet the criteria as permitted items in the prison. In addition, prisoners at HMP Manchester are restricted to receiving permitted additional items during their 6 month property window, causing further frustration as the same rules do not apply in other prisons from which a number have transferred.

Would the Governor confirm if existing processes in relation to prisoner property is to be reviewed to permit HMP Manchester to operate consistently with other Category B establishments?

The Board has also observed a case of a prisoner with learning difficulties and would like to clarify what the provisions are for such prisoners? The prisoner has learning difficulties and very low IQ and has been waiting for a suitable facility for over a year whilst being managed between healthcare and segregation units in the jail.

The Board notes the increase in the number of packages containing illegal substances being thrown over the perimeter wall into the prison. What measures have been implemented to reduce the risk of prisoners accessing packages whilst on exercise?

3.4 Progress since the last report

The Board is pleased to see several improvements in the prison across a number of areas.

One area of improvement during the reporting year has been general cleanliness within the prison, in particular the external areas within exercise yards with reduced volumes of litter and discarded food. There has been a particular difference in the standard of cleanliness around the serveries on the wings.

The Board is also pleased to see repairs and refurbishment taking place around the prison with wings having been painted, a new boiler installed to ensure hot water for showers, and the completion work on the installation of new showers.

The Board identified an increase in applications from prisoners on 'K' Wing during July. Prison management promptly investigated the concerns raised by prisoners and made a number of changes to operational duties and returned the wing to a settled environment.

The Board has also noted the work of the prison in responding to the impact of the COVID-19 pandemic. HMP Manchester has worked to provide conditions to mitigate the risk from the spread of infection and has introduced a range of safe working practices to ensure government guidelines on social distancing are maintained to provide as healthy an environment as possible for staff and prisoners. The use of 'COVID-19 clean team' in particular, has made a significant difference to the general

cleanliness of both the internal and external areas of the prison and to the administrative block.

Evidence sections 4 – 7

4. Safety

4.1 Reception and induction

HMP Manchester has witnessed several changes during the course of the reporting year in respect of the above areas.

The reception area has gone through managerial changes and has been adapted to deal with a change in the number of prisoners arriving at the prison following the transition to a Category B Training establishment. The reception area has stock of information leaflets for all new prisoners to Manchester and the Board is pleased to note that this has been made available in 13 different languages.

The Board had anticipated that the reconfiguration of the prison would result in a reduction in the number of prisoners arriving through reception but in fact there were a total of 285 arrivals in the current reporting year compared to 143 in the previous year.

The process for prisoners arriving at the prison reception from September 2020 includes an initial assessment of the prisoner's health and mental health issues. Following the time spent on reception the prisoner is escorted to the new Induction Wing (H Wing) for the first night stay.

H Wing staff have been specially trained to provide a comprehensive induction process which is carried out twice per week over 2 mornings lasting around 4 hours each session. Improvement in the induction process has been achieved with the introduction of 121 sessions replacing group talks where some prisoners had caused disruption of the running of the sessions.

The prisoners are provided with a copy of the recently amended Induction Booklet which provides information on all areas of the prison. Following a stay on the Induction Wing, prisoners are moved to a normal wing location where they are introduced to an officer to act as their key worker.

Members of the Board have noticed a vast improvement from the previous induction process when operated on A Wing and has been happy to be an integral part of the team working with prison officers on H Wing to produce the new induction booklet.

Despite the reduction in prisoners arriving at HMP Manchester the reception area carries out a health screening and this is followed up with the induction process and the prisoner's access to healthcare provision.

Mandatory Drug Testing ceased during the peak of the pandemic because of the close personal contact involved. MDT testing has continued to be affected by the Pandemic resulting in no consistent periods of testing being available on the wing.

4.2 Suicide and self-harm, deaths in custody

There were a total of 6 deaths in custody during the reporting year, 4 of which were of natural causes with 2 under investigation.

The number of recorded self-harm incidents during the reporting year was 327 compared to 830 in the previous year, representing a reduction of 60.6%. This reduction may however be attributed in part to the fact that the prison population has reduced during the reporting year, down from an average of 899 to 711 prisoners. Prisoners may well feel more settled as their stay at Manchester is likely to be more long term, and Category B prisoners are generally more used to a settled prison community.

Per 1000 prisoners the number of self-harm incidents has therefore reduced from 71.01 per 1000 in the previous reporting year to 37.72 per 1000 in the current year, representing a proportionate drop of 46.9%.

HMP Manchester is no longer receiving prisoners directly from the courts and as a result it has seen a reduction in the number of prisoners on the Assessment Care Custody Teamwork process (ACCT's). In the current reporting year, a total of 320 ACCTs were opened, compared to 738 in the previous reporting year which is a reduction of 56.6%. Once more, the re-categorisation to a Category B establishment may offer some explanation for the downward trend in the numbers and measuring the drop as ACCTs opened per 1000 prisoners the reduction is less marked, albeit significant, at 45.1%.

The number of ACCT documents opened for prisoners has reduced from the previous reporting year, with the number of ACCT documents being opened per 1000 prisoners falling from 49.94% to 27.58%. Contributing factors for this include less prisoner movements reducing opportunities for bullying and for prisoners to accrue debt, direct support from officers through the keyworker scheme, staff having more time to deal with prisoner requests and canteen being directly distributed.

4.3 Violence and violence reduction, self-isolation

It was perhaps to be expected that, owing to the reduction in the prison population at HMP Manchester, the number of incidents would also reduce during the reporting year. The number of assaults by prisoners on staff is 56 compared to 98 for the previous reporting year which is reduction of 42.9%. It is concerning to note however that the number of those assaults which were classed as serious increased from 17 to 18.

Once more, per 1000 prisoners, the reduction in total incidents has fallen from 109.01 to 78.76 which is a fall of 27.75%.

The number of assaults by prisoner on prisoner have also reduced from 74 incidents recorded in the previous reporting year to 49. Again, per 1000 prisoners, this is a reduction from 82.31 to 68.92 or 16.3%.

In addition to the reduction in overall prisoner numbers, the decrease is also likely to be associated with the restrictions around the COVID-19 pandemic, with prisoners spending more time in cell. It is anticipated that the prison is likely to experience a more settled regime moving forwards as a Category B Training prison, with prisoners now spending longer periods of their sentence at HMP Manchester.

As referenced in our report last year, work continues to be undertaken by staff to use intervention and prevention techniques to mitigate the risk of prisoners involved in disputes. Evidence of this can be seen in general reduction in the number of adjudications with staff having dealt with issues involving prisoners on the Wings preventing further escalation. For example, the number of adjudications in the first month of the reporting year was 128 which had reduced to 48 for the final month of the reporting year. The Board will continue to monitor Governor adjudication numbers along with any external Judge sittings which do not appear to have taken place during the Covid period.

4.4 Vulnerable prisoners, safeguarding

The safeguarding needs of prisoners are identified across the prison with support services available across several areas. The wellbeing of prisoners has been a focus during the COVID-19 pandemic with evidence to support early safeguarding concern opportunities.

4.5 Use of force

During the reporting year HMP Manchester recorded a total of 44 planned use of force incidents compared to 94 for the previous reporting year. Per 1000 prisoners, this equates to a fall from 104.56 to 61.88, or a reduction of 40.8%.

Similarly, the number of unplanned Use of Force Incidents recorded were 287 in the current reporting year, down from 517 in the previous year, which represents a fall of 29.8% per 1000 prisoners.

Despite the decrease in unplanned Use of Force incidents, the Board is concerned to note that the use of Body Worn Cameras (BWCs) are not deployed as regularly as might be expected. Records had not been maintained prior to the start of this year, but the introduction of a new database identifies the time between January to March 2021 there were a total of 71 spontaneous incidents during which BWCs were activated only 15 times.

The Use of Force meetings were placed on hold during COVID-19 and these are rescheduled to begin again from April 2021. Figures for the number of BWC activations and the extent of the available footage is, in the Board's view, an area for improvement. The Board has been made aware of a potential bid which has been put forward for HMP Manchester to be used as a pilot site for the new body worn

cameras, if this is successful the Board looks forward to monitoring the impact this has on their future deployment within the prison.

The number of incidents requiring the Use of Force will have been impacted by factors which include the drop in prisoner numbers, the re-categorisation from to a Category B prison, and the reduction in the number of 18-21 year olds held within the establishment. COVID-19 restrictions have also resulted in fewer prisoners being unlocked at once across the estate, a more controlled environment during association and exercise, and reduced movement around the establishment with little or no activities taking place.

4.6 Substance misuse

During the reporting year HMP Manchester has experienced the continued use of drugs by prisoners across the wings. It is understood that a regular route used to try and get drugs into the prison is by drugs being thrown over the perimeter walls onto exercise yards, for prisoners to then collect. There have been 172 incidents in the current reporting year compared to 175 in the previous reporting year, and this practice continues to be an issue for the security and management of the prison.

The table below gives the number of detected packages thrown over the perimeter walls per month:

2020	
March	7
April	15
May	11
June	11
July	11
August	16
September	27
October	22
November	19
December	14
2021	
January	11
February	8
Total	172

Although the number of detections is broadly similar to the previous reporting year, this is against a backdrop of COVID-19 lockdowns in the wider community with the public limited to shopping for essentials and only going out for work where they could not work from home, which the Board might have expected to reduce the opportunities for anyone to be moving freely around the prison boundary without challenge.

Evidence from the weekly security reports indicates that in those months where the number of throw overs have reduced, positive drug tests are still being recorded which strongly suggests that not all throw overs are being detected.

HMP Manchester has used the intelligence received in respect of the specific location of the drug detections to then target specific wings and disrupt activity by transferring prisoners identified as the intended recipients of drug packages to other wings within the prison.

HMP Manchester has worked closely with Greater Manchester Police to address the problem of drugs being thrown over the perimeter and this has resulted in patrols of the external roads around the perimeter fencing resulting in 3 arrests being made in the reporting year.

5. Fair and humane treatment

5.1 Accommodation, clothing, food

Throughout the reporting year the Board has noticed an overall improvement in the cleanliness of the prison. The wing areas have benefitted from painting programmes undertaken by prisoners on several wings. A team of COVID-19 cleaners has been put together to undertake specialised cleaning of areas in the prison and to the offices situated in the administration block. The external areas have also been regularly cleared of litter discarded by prisoners through cell windows.

The vermin issues raised in previous reports still remains an issue, although a new contractor has recently been appointed and the Board will continue to monitor their efforts to reduce the problem. The Board has increased its monitoring of the serveries on the wings and has seen an improvement generally across these areas.

Changes in management processes have reduced the amount of bedding and clothing items going missing after having been sent to the laundry, and prisoner's complaints have reduced in relation to this problem.

The kitchen has delivered a varied menu throughout the year. Special menu provision was made during religious festivals such as Ramadan and Eid, this is something the Board commends as this has been achieved with reduced numbers of kitchen staff due to the COVID-19 pandemic.

The Board has maintained its inspection of the food servery areas during meal times and engaged with prisoners to discuss their opinion of the quality of food and portion sizes. The Board has encouraged any issues on food to be entered into the comments book, though there is little evidence of complaints being made which is consistent with the low level of Applications received by the board on this topic.

It has been noticed also that during COVID-19 there has had to be a change in the route the food trollies take from the kitchen to the wings and this has resulted in a reduction in complaints about food arriving cold. The Board hopes that this change can continue following a return to the 'new normal' post COVID-19.

5.2 Segregation, special accommodation

The Segregation Unit at HMP Manchester operates a well-managed regime. The Board has witnessed on numerous occasions during Segregation Reviews the favourable comments made by prisoners in relation to the fair treatment they receive, and the fostering of good relations between staff and prisoners.

A continuing theme within this report is the impact of COVID-19, and the Segregation Unit has certainly been an area where the Board has witnessed a difference in the way the unit has operated compared to how it had previously operated.

In its annual report last year the Board evidenced a number of prisoners remaining on the Segregation Unit for lengthy periods whilst awaiting places in specialised healthcare facilities. The Board is pleased to report that shortly into the new reporting year those prisoners were able to be accommodated elsewhere.

However, this year the Board has again seen a number of prisoners remaining on the unit for lengthy periods of time with two prisoners who have now been resident on the Segregation Unit for 12 months.

The COVID-19 pandemic has understandably restricted the number of transfers across the prison estate, with Gold Command retaining the ultimate decision on authorising movement. The Board has attended 100% of the Segregation Reviews, which has only been possible by the use of a conference call facility for Board members to attend by phone when unable to attend face to face. It has been evident during conversations between the Governor and prisoners that transfers have only been available between prisons when a one for one exchange was possible with another establishment.

HMP Manchester has consistently had prisoners remaining on the Segregation Unit as a consequence of them refusing to locate to a wing or normal location. This has created a number of long term Segregation Unit 'dwellers'. This practice restricts progress for the prisoner and reduces the spaces on the unit for other prisoners, effectively creating a 'bed block'.

Within the Segregation Unit there are 3 cells which had been vandalised by one particular prisoner and these 3 cells have been awaiting repairs for several months, restricting further the cells available from 14 to 11 and creating additional pressures on the management of the Unit.

The Board have identified less settled staff within the Segregation Unit over the reporting period, mainly resulting from officers leaving the unit to progress their careers in other areas of the prison.

The Specialist Intervention Unit (SIU) continues to operate in a professional manner and the Board is satisfied with the cleanliness, and the facilities afforded to the 4 prisoners who have been retained on the unit during the past year.

The work to provide a kitchen facility for prisoners to prepare drinks and food in the SIU has now been completed and this facility is likely to prove a worthwhile asset.

COVID-19 again has restricted the association of prisoners on the Segregation Unit, though due to the circumstances of the prisoners held on the unit staff had maintained a regime to keep prisoners separated to mitigate any risks.

5.3 Staff-prisoner/detainee relationships, key workers

HMP Manchester has been delivering against the Keywork Exceptional Delivery Model (EDM) since June 2020. In its infancy stage and at the height of the pandemic, the prison committed resources to contacting the priority group of prisoners, choosing to include delivery to IPP prisoners. Managing high levels of sickness and restricted duties due to the pandemic forced the prison to be creative in the delivery of this. Management arranged for the same group of Officers on long term restricted duties to contact prisoners via in-cell telephones on a weekly basis. This priority group makes up approximately 11% of the population who have weekly Keyworker sessions.

In November the prison was able to deliver 71% of Keywork sessions. In the first week of January 2021 Keywork was restricted to engagement with priority groups only owing to the prison being categorised as a COVID-19 outbreak site with major staffing issues impacted by the COVID-19 pandemic.

For HMP Manchester, the approach towards the EDM appears to have worked well and has provided consistency in ensuring the priority group is contacted weekly, without fail. As the prison continues to recover from the effects of the pandemic, the level of staff availability will be a key factor affecting the delivery of Keywork on a daily basis. As we enter the recovery period for COVID-19, the Board will continue to monitor progress and capture the outcomes of the keyworker programme for inclusion in next year's annual report.

5.4 Equality and Diversity

In last year's annual report, the Board identified a gap in the attention the prison had paid to those prisoners included in minority groups. HMP Manchester has taken a number of steps during the past year to evidence improvements in relation to those prisoners having protected characteristics.

Two full time band 3 officers employed within Safer Custody, one of whom is the Local Lead for Racial Inclusion & Striving for Equality and the North West Area Lead for Pride in Prison and Probation. A vacancy is currently being advertised to recruit a full time Equalities Officer.

Material has been produced for both prisoners and staff providing information to encourage HMP Manchester in becoming a more inclusive environment. A focus was placed on positive messages in relation to the Black Lives Matter Campaign.

E-mails were sent to all prison staff as part of LGBT + history month and included fact sheets posing questions and explanations relating to the difference between sex, gender & identity, and also about drag and transgender issues.

Forums have been initiated for protected characteristics and are held quarterly, (though these did not take place during the Covid Pandemic) and prisoners are encouraged to attend. Prisoners also have the opportunity to speak with the Equalities Officer, wing representative, Chaplaincy or use the DIRF / complaints procedure.

A total number of 39 DIRF applications have been received by HMP Manchester in the current reporting year, with the majority of incidents relating to racism. When a DIRF has been submitted it is logged within Safer Custody then sent to the relevant department where the incident occurred for investigation.

The newly appointed Head of Equalities has approached the Board as part of the review for HMP Manchester Equalities Strategy to attend regular meetings held between staff and prisoners on issues directly relating to equality, diversity and those prisoners with protected characteristics. In addition, in the interests of transparency and quality assurance, the prison has also requested the IMB complete a 10% check per month of the DIRF's to assess their appropriate and timely completion.

HMP Manchester has now completed works to adapt a number of ground floor cells to make them compliant with the Disability Discrimination Act. Members of the Board have spoken to prisoners accommodating these cells and have received favourable comments with regard to the excellent provision the layout and facilities permit.

5.5 Faith and pastoral support

The faith team have been a source of support to prisoners throughout the reporting year. The team has been able to support those prisoners who have experienced additional personal challenges during this difficult period. The faith team have offered compassion and reassurance to prisoners, and comfort to those families who unfortunately have lost relatives during their stay at Manchester.

The work of the Chaplaincy team cannot be underestimated as the Board have witnessed the excellent role they have played in attending to prisoners having spent long periods in their cells due to Covid conditions and their practical support provided to the families of prisoners in assisting with a number of funeral arrangements throughout the year.

5.6 Incentives and earned privileges

Throughout the restrictions brought about by the COVID-19 pandemic, the majority of prisoners were able to access the privileges to which they were entitled through their "standard" status.

The Board considers it is regrettable that those prisoners who had attained "enhanced" status were not able to gain from the extra benefits they would have otherwise been entitled. A policy decision was taken in view of the COVID-19 pandemic to allow prisoners on "basic" status to access items such as radios and televisions in their cells, to which they would not usually be entitled. This was managed by senior officers throughout wings and on a case by case basis. Regular

IEP reviews have inevitably been affected due to COVID-19, with a priority focus being on prisoner welfare.

5.7 Complaints

The prison operates process to allow prisoners to make complaints about any area of prison life. All copies of responses completed by the prison are made available to members of the Board in respect of those prisoners who feel it necessary to approach the Board for further support, should they feel the matter has not been resolved satisfactorily. On request, the Board is also able to obtain details from the prison relating to a prisoner's complaints history.

During the reporting year the Board had identified a lack of quality in the responses being provided to prisoners in their response to their complaints. This had originated from the Board noticing an increase in the number of prisoner complaints generally, and an increase in the number of Applications received by the board despite a reduction in the prisoner population.

Somewhat disappointingly, the number of prisoner complaints for the reporting year was 1896 compared to 1655 in the previous reporting year. Of those complaints received just under 91% had been replied to within the allocated time period of 5 working days. The number of 'Confidential Access' complaints for same period also identified an increase from 197 in 2019 to 221 in 2020. Per 1000 prisoners, this represents an increase of 44.9% and 41.8% respectively.

Prisoner's property continued to be a major source of complaints, with a total of 437 complaints being related to this issue. This primarily concerns property being mislaid following an internal move by a prisoner from one to wing to another or from a wing to the Segregation Unit, and prisoner property which fails to follow them when arriving at HMP Manchester from another establishment.

The Board has also identified an increase in the complaints received from prisoners with regard to Wing issues. One issue in particular is the general temperature on the wings owing to regular breakdowns of the boilers throughout the reporting year, also resulting in there being no showering facilities or a lack of hot water, sometimes for a number of months. Alternative showers were made available for essential workers by the gymnasium staff. The prison also provided additional blankets to prisoners complaining of their cells being cold due to the lack of heating. While periodic breakdowns of the boilers is not unexpected from time to time, a lack of heating and hot water for extended periods running into months at a time is unacceptable and, in times of particularly cold weather, bordering on inhumane treatment.

The topic of complaints received by the prison service is consistent with the areas of complaints received by the Board through its own Application process and the 0800 number service introduced during this reporting period (see work of the board, section 8).

The table below identifies the number of complaints received directly to the prison service and highlight the topics for the current reporting year:

Category	Number
Adjudication	29

Canteen	33
Catalogues	0
Categorisation	74
Catering	26
Closed visits	0
Complaint Process	14
Confidential	234
Workshop Areas	0
Diversity	2
Education	6
Employment	36
File Entry	31
Gym	6
HDC Appeal	5
IEP	21
Litigation	0
Mail	72
Medical appointment	7
Medication	7
Money	68
Newspapers	3
Other	41
Other Prisoner	5
Other Property	138
Phones	88
Programmes	3
Racial issues	3
Reception Property	299
Regime	18
Religion	0
Repairs	0
Request docs	13
Request meeting	23
Security	38
Sentence	18
Staff	137
Transfer	59
Treatment	20
Unilink	0
UOF	0
Visits	57
Vos for credit	0
Wages	21
Wing issue	216
Write up	8

Vape	0
DIS 8	17

5.8 Property

A theme running through the previous reports of the Board has been the poor processes in place around prisoner property. Despite management changes within the reception area and reduced prisoner numbers, the loss of prisoner property remains the highest category of complaints to the Board.

The main areas of concern are the movement of prisoners internally between wings, and the removal of a prisoner to the Segregation Unit resulting in a cell clearance when the cell has not been secured, or where a cell clearance has taken place in the absence of the use of body worn camera equipment, or a cell clearance document being completed to properly record the items.

Following a number of transfers into HMP Manchester from other establishments, a growing number of prisoners are completing prisoner complaint forms and applications to the Board regarding their property not following on from their previous prison. While it is not the responsibility of the Board to actively involve itself in chasing up property issues which is outside its remit to monitor how the prison deals with this issue, it has made a number of contacts with other prison reception areas to try and resolve concerns for prisoners in this regard.

6. Health and wellbeing

6.1 Physical healthcare

HMP Manchester operates both an out-patient and in-patient facility which also includes a dental practice. There have been fundamental changes in the last year to the operation of Healthcare because of the COVID-19 pandemic.

As identified elsewhere in this report, all cells on the main wings now have the facility of an in-cell telephone. This has enabled a triage system to be set up for healthcare staff to discuss health issues with prisoners prior to any face to face appointments being made. This practice has significantly reduced the visits to out-patients.

In addition, and as a result of COVID-19 restrictions and the need for social distancing, the maximum number of prisoners permitted in the healthcare waiting rooms at any given time is 8. This has reduced the number of prison officers required for escort duty between Healthcare and the wings.

These changes have provided a managed service, although this new way of working has created some areas of concern for prisoners. Due to the limitations of the number of prisoners being able to attend healthcare, services such as dentistry and physiotherapy sessions, where a physical appointment is necessary, have seen been a build-up in the number of prisoners waiting for treatment, this includes prisoners awaiting visits for procedures at external hospitals, resulting from a lack of staff to be able to provide escort duty.

The biggest impact has been with those prisoners on the Cat 'A' Unit as inevitably with the larger number of staff escorts being required for those prisoners, this has resulted in appointments not been maintained because of insufficient staffing resources available, despite the offer of healthcare staff to meet the shortfall.

In last year's report the Board identified a total of 6,215 healthcare appointments recorded as 'prisoner did not attend'. The Board acknowledges several reasons for this including prisoners being at work, on visits or simply failing to attend. As a result of the COVID-19 pandemic, Healthcare adopted a new approach to reduce the risk of spreading infection and reduce the number of 'face to face' healthcare appointments. The use of telephone calls with prisoners initially allowed a triage system to only see those prisoners with a need for a physical appointment.

Disappointingly, and despite numerous efforts by members of the Board, it has not been possible to obtain details of the number of triage calls resulting in actual appointments into Healthcare. The Board is concerned that this information is either being withheld from it, or else these records are not being maintained, which if true would be a poor reflection on the management responsibilities. The Board is extremely concerned at this lack of transparency.

With regard to In-patient care, throughout the COVID-19 pandemic, standards of care appear to have remained high with good levels of care administered to prisoners since the Board has not received any complaints from prisoners with

regard to their healthcare treatment.

HMP Manchester is part of the In Patient Bed Bureau facility together with HMP Preston and HMP Liverpool. This provides provision for a prisoner being admitted to healthcare to be allocated a bed in a cell and receive round the clock care as opposed to being treated initially and sent back to the wing later the same day.

The Healthcare Unit has experienced a number of pressures, in particular there has been a curtailment of association for prisoners. The external area for outdoor exercise on the unit is relatively small, which restricts exercise being afforded to one prisoner at a time, due to the social distancing restrictions. Within Healthcare a separate accommodation wing known as 'Z' landing has been utilised to locate a number of Cat A prisoners. Staff have therefore had to run as many as 14 different regimes during the course of the reporting year to facilitate routine tasks and this is commended by the Board.

Healthcare has, like a number of other areas in the prison, been affected by staff sickness and staff having to remain at home to self-isolate during the pandemic. Within Healthcare, this reduction in staff numbers becomes more problematic as staff arriving to cover on healthcare are unfamiliar with the needs of some prisoners located there.

6.2 Mental healthcare

The Mental Health team had seen a small reduction in staffing numbers over the reporting year, though owing to the changing nature of the prison this has not had any implications for making staff redundant. Despite the fall in staffing numbers the Mental Health team are still able to maintain a 7-day service and are therefore able to undertake mental health assessments daily with an on-call member of the team available at all times.

The Mental Health team provide a review to all prisoners arriving at HMP Manchester, which includes a conversation for general assessment ahead of a detailed assessment of their mental state. The work of the Mental Health team has altered as a result of reconfiguration to a Category B prison, with more long term planning of treatment for prisoners with mental health concerns being possible.

The team are able to fully assess the work of other prisons for those prisoners transferring into HMP Manchester and similarly the details of work carried out by the staff within the mental health team at the prison is communicated for those prisoners transferring into other establishments, allowing for a consistent period of transition.

6.3 Social care

The Disability Liaison Officer makes a referral to Manchester City Council and provides information of the individual care needs of each prisoner with a disability at HMP Manchester. Once the contact centre has received the referral a social worker

or trusted assessor is appointed to come and visit the prisoner 'face-face' to complete the assessment. Based on the outcome of the assessment a support plan will be provided and then Healthcare Staff within the prison will support their care needs.

Each disability cell has been specially adapted for people with specific care/toileting needs, if that person requires any additional equipment, they will be assessed by a trusted equipment assessor from Manchester City Council.

For the current reporting year HMP Manchester had 13 funded social care plans in total with a further 5 new referrals and Support plans created between 1/3/2020 – 1/2/2021.

6.4 Exercise, time out of cell, gym

At the first lockdown as a consequence of the COVID-19 pandemic in March 2020, the PE Department was shut down and instructed to cease all activities. Prisoners initially were able to undertake an hours exercise each day but dependant on the Wing the board noticed this had reduced to 45 minutes per day.

The PE staff where initially redeployed to support any remaining essential activities including the kitchens and workshops that had contracts to fulfil and no prisoners in attendance to do the work.

The PE department produced an in-cell workout booklet and yard equipment circuits for every prisoner to encourage the continuation of physical activities and to support mental well-being.

As the pandemic progressed, two members of the PE staff team were sent home shielding due to PHE advice and guidance for the clinically vulnerable. Also, the establishment suffered the failure of the showers on several residential wings and so between April and July 2020 the PE team organised and supervised access to showers for essential workers in the Gymnasium facilities.

In July 2020, after considerable planning and contribution to the national EDM (emergency delivery model) for PE, a local recovery and delivery plan was agreed with safely phased opening requirements for both outdoor and indoor activities including changing the gym floor plans to allow for social distancing, working in smaller singular cohort groups, limiting activities and re-risk assessing them, changing induction processes, and introducing enhanced cleaning regimes. The Department initially reopened the Astro Turf facility for outdoor activities to all Category 'B' and below prisoners, this was a major success providing vital well-being at an essential time. Following further guidance from the local COVID-19 Team, Gold Command and Public Health England this progressed to the reopening of indoor activities in September 2020, this continued until October when a local outbreak of COVID-19 and a regional lockdown ceased all PE activities for a second time.

In December 2020, indoor activities were resumed which included the reopening of the E Wing gymnasium for Category 'A' prisoners, this was however to be short-lived with all activities being curtailed once more as part of the second national lockdown through to the end of the reporting year.

The Board is pleased to see how the PE team was able to adapt frequently during the year which is a credit to them.

6.5 Drug rehabilitation

During the reporting year the drug rehabilitation unit moved from I to G wing. In the height of the pandemic various drug awareness courses did not run owing to the COVID-19 restrictions, however, the wing continued to operate with some in-cell learning being arranged during the peak of the pandemic and support from staff, whilst limited, but still available. Towards the end of the second wave, courses were slowly restarting with group sessions being introduced. The Board are keen to monitor activity in this area as the prison enters the Covid recovery period.

7. Progression and resettlement

7.1 Education, library

Since March 2020 the Education Department at HMP Manchester has been significantly impacted by the COVID-19 pandemic.

Between April 2020 and June 2020, the department provided distraction packs to prisoners to help them cope with long hours locked up in their cells. The packs included some topics aligned to the original curriculum and also others that were mainly therapeutic. These were distributed to prisoners across the establishment by the Safer Custody Team. New packs were introduced every three months.

Between July 2020 and August 2020, some of the Education staff came back on site and were able to send out additional curriculum based packs to the prisoners, including Maths, English, English as a Second Language (ESOL), Business Studies and Art.

In September 2020, a specific curriculum was developed to provide learners with unaccredited in-cell skill building learning packages, created and developed for a specific subject and level, and, where appropriate, bespoke packages to individuals with identified learning needs, which were identified through the LDD screening in the induction pack, for example if a prisoner required coloured overlays or text enlarged due to needing glasses. The in-cell packs were also based on outcomes contained in the relevant awarding bodies course requirements, this then had the effect of potentially making the learners exam ready when end assessments were possible. There were a variety of courses offered to suit all needs and abilities and was received very well.

The department also started to run the Industrial Cleaning course in Workshop 5 to train all of the COVID-19 cleaners in the prison. In January the bakery also re-opened.

On a weekly basis the Education department rang the learners in their cells to check in on them and to give them support with the packs. There is a proposal to follow up with 121s on the wings for learners who are struggling with their reading and writing, and the Board looks forward to monitoring this over the coming year,

Access to the library has been maintained for prisoners throughout the COVID-19 pandemic, with prison staff assigned to library duties being able to distribute and collect books and take orders of particular books from prisoners to provide reading material on a regular basis.

7.2 Vocational training, work

As a consequence of COVID-19, with the exception of kitchen staff providing regular meals for prisoners, all other areas of purposeful activity was suspended in the reporting year.

7.3 Family contact

The impact of COVID-19 has seen significant change to the normal routes to visits from family members.

The introduction of 'Purple Visits' (see section 3) has made provision for visits online resulting from the closure of the visits hall due to COVID-19. There were some technical issues initially with the 'Purple visit' process though these were resolved, and arrangements made for those prisoners affected to be given additional visits where missed.

Before the pandemic, new management within the visits area had resulted in a number of improvements being planned for family members, in particular for children of prisoners who could engage with alternative activities during the visit.

In what has been a very difficult period for all, HMP Manchester has benefitted from the provision of in-cell telephones. Contact with family members has been further advanced with this facility with phone credits been awarded to prisoners.

8. The work of the IMB

The work of the Board at HMP Manchester has continued to operate during the COVID-19 pandemic, though it has not been possible for all Board members to physically access the prison owing to their own personal circumstances, which has resulted in a reduction on the number of visits made to the establishment compared with last years' 520.

All Board members however have continued to provide a valuable role with regular monthly Board meetings taking place supported for a dial in facility for those members unable to access the prison.

HMP Manchester joined the 0800 process in July 2020 after a pilot had been rolled out nationally. This explains for the large increase in the number of applications received by the Board. In the reporting year the IMB received a total of 193 applications of which 73 were via the 0800 process this represents 38% of all applications.

At the end of the third lockdown there appears to have been an increase in a range of issues been raised around COVID-19, and this could be linked to an increase in positive cases with prisoners on E wing.

A further breakdown of the data identified prisoners on the bottom jail (Wings A to E) had submitted the majority of applications and this was likely due to prisoners being relocated from E outer. On the top jail, prisoners on K wing submitted the most applications and this would be consistent with bullying issues identified in this area.

The highest category is "miscellaneous" which is due to prisoners submitting one application with numerous issues, there not been a heading for their issue or just not knowing where to put their issue.

In view of the increase in applications the Board has prioritised dealing with the prisoner applications together with focussing on visits to the statutory areas of the prison to maximise their rota visits though this has resulted in a reduction of general monitoring of other areas of the site which would normally be included throughout the reporting year.

Board statistics

Recommended complement of Board members	16
Number of Board members at the start of the reporting period	11
Number of Board members at the end of the reporting period	8
Total number of visits to the establishment	424
Total number of segregation reviews attended	100%

Applications to the IMB

Code	Subject	Previous reporting year	Current reporting year
A	Accommodation, including laundry, clothing, ablutions	0	13
B	Discipline, including adjudications, IEP, sanctions	0	6
C	Equality	1	2
D	Purposeful activity, including education, work, training, library, regime, time out of cell	0	4
E1	Letters, visits, telephones, public protection restrictions	4	15
E2	Finance, including pay, private monies, spends	3	0
F	Food and kitchens	1	4
G	Health, including physical, mental, social care	6	15
H1	Property within this establishment	11	14
H2	Property during transfer or in another establishment or location	16	29
H3	Canteen, facility list, catalogue(s)	1	3
I	Sentence management, including HDC, release on temporary licence, parole, release dates, re-categorisation	5	23
J	Staff/prisoner concerns, including bullying	6	9
K	Transfers	5	14
L	Miscellaneous, including complaints system	10	42
	Total number of applications	69	193



This publication is licensed under the terms of the Open Government Licence v3.0 except where otherwise stated. To view this licence, visit nationalarchives.gov.uk/doc/open-government-licence/version/3

Where we have identified any third party copyright information you will need to obtain permission from the copyright holders concerned.

This publication is available at <https://www.gov.uk/government/publications>

Any enquiries regarding this publication should be sent to us at imb@justice.gov.uk.