



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

**For reporting year
1 January 2021 – 31 December 2021**

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Contents

Introductory sections 1 – 3	Page
1. Statutory role of the IMB	3
2. Description of establishment	4
3. Executive summary	5
Evidence sections 4 – 7	
4. Safety	8
5. Fair and humane treatment	11
6. Health and wellbeing	17
7. Progression and resettlement	20
8. The work of the IMB	
Board statistics	25
Applications to the IMB	26

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Introductory sections 1 – 3

1. Statutory role of the IMB

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

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

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

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

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

HMP Isle of Wight (IOW) is made up of two sites; Albany and Parkhurst. The two sites are separate establishments surrounded by their own perimeter walls. Albany occupies the site of a former military barracks, and Parkhurst was originally a military hospital which became a prison in 1863.

The establishment lies to the north of Newport, the Isle of Wight county town, and is opposite St Mary's Hospital, the island's only hospital.

The prison administration offices, including the Governor's office, are located at Albany House, which is outside the Albany and Parkhurst sites. This is the only prison in the country where the Governor's and administration offices are not inside the perimeter walls.

There is only one separation and reintegration unit (SARU), which is based on the Parkhurst site; this means that any prisoners from Albany requiring to be segregated have to be transferred under escort.

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

HMP Isle of Wight is a category B male training prison and is part of the long-term and high security estate. It has a population of approximately 991 prisoners against a capacity of 1,139. HMP Isle of Wight is preparing to take more category C prisoners who will be kept in two dedicated wings – one at Parkhurst and one at Albany. There is a remand unit at Albany, which holds prisoners for trial at the Isle of Wight Crown Court.

HMP Isle of Wight is currently undergoing a programme of refurbishment. This has involved individual wings being taken out of use for several months and refurbished, including provision of updated fire alarm systems, new association facilities and cell improvements.

3. Executive summary

3.1 Background to the report

The year has been dominated by a continued restricted regime caused by Covid-19. In January 2021 the UK was in the third national lockdown and this was reflected in a very restricted regime for prisoners who were typically spending 22 or 23 hours a day confined to their cells. By April 2021, the restrictions began to be eased and the prison gradually moved to a Stage 3 regime allowing prisoners more time out of their cells and the resumption of activities. In November 2021, the emergence of the Omicron variant led to an increase in the number of prisoners and staff testing positive for Covid. The prison reverted to a Stage 2 regime, with regular testing for both prisoners and staff. At the end of December, the prison was still operating under a Stage 2 regime.

The IMB maintained a physical presence in the establishment throughout the year, although some members did not engage in face-to face monitoring for certain periods during the year.

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

3.2 Main judgements

How safe is the prison?

Figures indicate that, since last year, the level of prisoner-on-prisoner assaults has increased by 43% and prisoner-on-staff assaults have reduced by 18%. The overall figure for violence has increased by 4% from 2020 figures. This increase is partly due to the severe lockdowns that were in place during 2020 and 2021 and the resulting tensions caused by a very restricted regime.

Self-harm has increased by 79%. However, the total of 309 self-harm incidents across the whole establishment was in relation to 105 (18%) of prisoners. This was due, in part, to the restricted regime and limited time out of cell.

It would appear that the increase in prisoner-on-prisoner assaults and self-harm has been exacerbated by the steady relaxation of the regime from the very strict lockdown and limited association of 2020, with the tensions of the restricted regime erupting when restrictions were eased. This has resulted in an increase in association and activity on the wings, resulting an increased level of confrontation and peer pressure between prisoners.

In terms of self-harm, the relaxation of the regime would appear to have further increased anxieties due to more wing activity and an increase in peer pressure, especially for some of the more vulnerable prisoners.

Force has been used on 220 occasions during 2021, 21 of which were in the SARU (see section 4.4).

How fairly and humanely are prisoners treated?

During the pandemic significant actions were taken to assist prisoners with the lengthy periods of confinement. The issuing of 'goody bags' and distraction packs was maintained, there was excellent communication to explain the up-to-date situation regarding the pandemic, and regime changes together with the ability of prisoners to make suggestions to improve were welcomed.

How well are prisoners' health and wellbeing needs met?

The health provision during 2021 has been excellent with healthcare working closely with management to ensure prisoners and staff were working in a safe environment. Feedback from prisoner representatives spoke positively about the role of healthcare.

How well are prisoners progressed towards successful resettlement?

The use of social video calls (delivered by Purple Visits) allowed prisoners to have contact with their families by video call and in the summer of 2021, face-to-face visits were resumed at both sites. The provision of additional phone credit continued.

HMP IOW is a training, not a resettlement, prison, so resettlement needs would not normally be addressed until the prisoner is within six months of their release date. However prison offender managers (POMs) do discuss resettlement issues with the population and liaise with community offender managers (COMs) to help prepare prisoners for release.

3.3 Main areas for development

TO THE PRISON SERVICE

- The laundry at HMP Isle of Wight urgently requires significant upgrading to make it fit for purpose. Whilst the funding for these works has now been approved, these works need to be carried out as a matter of urgency.
- The transfer of category C prisoners to HMP Isle of Wight must be carefully managed, with consideration given to the length of sentence remaining and the increased distance from home that most prisoners will experience.

TO THE GOVERNOR

- All prisoners should have the opportunity to participate in education whilst in the establishment. The resumption of face-to-face learning is a key part of this, but also the provision of initial assessments, personal learning plans and provision of the full range of courses provided before the pandemic.

3.4 Progress since the last report

- The percentage of prisoners from ethnic minorities being subject to cell searches was now representative of the prison population as a whole.

Prisoners from ethnic minorities were no longer more likely to be subject to a cell search.

- Prisoners had access to social video calls.
- Significant efforts were made to return the regime to a Stage 1 regime, without any restrictions on the rehabilitation and welfare of the prison population.

Evidence sections 4 – 7

4. Safety

Safety intervention meetings (SIMs)

Throughout 2021 SIMs were held weekly. The SIMs consist of a multidisciplinary team with the objectives of regularly monitoring and reviewing all safety-related topics associated with prisoner management.

Topics covered included violence, self-harm and use of force. The SIM also monitors issues of self-isolation and any prisoners of concern.

In cases where specific prisoners require extra support they can be placed on a challenge, support and intervention plan (CSIP) and/or a one-page plan. The status of all CSIPs and one-page plans are reviewed at the SIM, with conclusions, actions or further interventions discussed.

Throughout 2021 SIM reviews have all been dial-in. Due to the size of the forum this format worked particularly well.

The IMB attended all meetings on a rota basis.

In early 2022 the SIM format returned to face-to-face, with the option to dial in where necessary.

4.1 Reception and induction

Throughout the year the Board has observed the arrival and processing of prisoners in reception. Each intake group is processed by a team consisting of reception officers, healthcare staff, orderlies and a prisoner representative. The reception process has been observed to be well managed and efficient, treating all arrivals with respect and providing reassurance about how they will integrate into HMP Isle of Wight.

With transferred prisoners arriving from prisons throughout the prison estate, often after multiple stopovers, reception staff have continued to demonstrate empathy and support in the way the initial induction process is carried out.

Throughout the year careful use of isolation has been carried out in order to minimise the risk of Covid infection within each incoming intake group and to limit any infection within HMP IOW from arriving prisoners.

Similar care and support is taken for prisoners who are departing HMP Isle of Wight for destinations throughout the prison estate.

4.2 Suicide and self-harm, deaths in custody

There were 1,309 incidents of self-harm in 2021, an increase of 79% from 2020. Of these, 40 incidents were prisoners in the SARU (a reduction of 76% from 2020).

In total the 1,309 self-harm incidents across the whole establishment were in relation to 105 (18%) of prisoners.

Of the total self-harm incidents, 793 were in relation to five prisoners, with a total of 568 incidents reported for one prisoner. This does appear to skew the overall figures.

The top three identifiable triggers for self-harm were recorded as location, regime and family contact; with a percentage recorded as not disclosed.

Closer analysis of the more regular self-harming prisoners indicated the reasons were a combination of the above three triggers and more complex long-standing personal circumstances (including mental health issues).

The increase in self-harm from 2020 to 2021 would appear to be counter-intuitive taking into account the steady relaxation of the regime and reduction in isolation during 2021.

Regular feedback to the IMB during 2021 indicated that prisoners felt safe from the unknowns of the pandemic due to the strict regime and, in particular, enforced levels of isolation. The prison worked very diligently to mitigate the risk of infection for both prisoners and staff alike, which in the early days involved a strict lockdown regime and careful management of out-of-cell time.

Regime changes over 2021 resulted in an increase in prisoner mixing and activity on the wings; this along with a resultant increase in peer pressure would appear to have further increased anxieties, especially for some of the more vulnerable prisoners.

During 2021 there were 13 deaths, one in January, six in March, one in May, one in June, one in July, one in September, one in November and one in December. To date there have been five Prisons and Probation Ombudsman reports in relation to five of the deaths in March; three final reports and two initial reports. All five deaths were apparently due to natural causes. There were two deaths in custody apparently due to overdose of in-possession medication. The PPO criticisms and recommendations were addressed and implemented.

In the cases of the second and fourth deaths in March, these reports are currently at initial issue with conclusions and actions pending.

In the case of the third death in March there were no recommendations for prison staff in HMP IOW; healthcare recommendations were made in regard to the timely generation of complex care plans and the management of case reviews. This action is on schedule.

In the cases of the fifth and sixth deaths in March there were no recommendations for HMP IOW or healthcare.

4.3 Violence and violence reduction, self-isolation

The total number of recorded violent incidents (resulting in assaults) was 115 (an overall increase of 4% from 2020). There were 56 assaults on staff (a reduction of

18% from 2020) and 59 prisoner on prisoner assaults (an increase of 43% from last year).

Out of the above figures there were 21 assaults in the remand unit (a figure skewed by the actions of one specific prisoner) and two recorded in the SARU. In the SARU the reasons given are generally issues with staff, although mental health is also a key driver.

This is a substantial reduction in terms of assaults in the SARU from 2020; a further indication of the continued good work carried out by the SARU team.

As with self-harm it would appear that the increase in prisoner-on-prisoner assaults has been exacerbated by the steady relaxation of the regime from the very strict lockdown and limited association of 2020. This has resulted in an increase in association, resulting an increased level of opportunities for confrontation between prisoners.

There are firm pathways established for secure referrals between HMP IOW, healthcare and safety. Safeguarding promotion material is being created by Island Design (the in-house printing workshop) and will be distributed to all residential areas. HMP IOW is a member of the local safeguarding adults board and has completed the self-audit on safeguarding procedures.

4.4 Use of force

In 2021 there were 220 use of force incidents. The levels varied across the wings, with 21 (9%) in the SARU. Common reasons for use of force in the SARU were non-compliance and self-defence.

5. Fair and humane treatment

5.1 Accommodation, clothing, food

Ongoing faults with the fire alarm system affecting several areas of the Parkhurst site were regularly reported. The replacement of the fire alarm system at Parkhurst is part of the Ministry of Justice fire safety improvement work which will follow the programme of fire safety improvement work at Albany. The work was due to start in 2022. In the meantime, the prison risk assessed each area and some mitigations were put in place in the gate lodge and admin area for the safety of the staff.

The Board has been concerned about the lengthy and persistent problems with the equipment in the laundry and the additional costs and problems that these failures create.

- Since 2017 the laundry has been experiencing problems with the steam generators and has required repairs frequently. The laundry was out of action for the majority of 2021, due to the time taken to source and receive parts in a system which is over 20 years old. The area property operations manager, MoJ Property Directorate, has confirmed that due to the age of the equipment this will be a recurring problem.
- There is a full and detailed explanation of the technical issues supplied by a regional engineering manager at Gov Facility Services Ltd (an MoJ-owned company) which states ‘it would be remiss not to remind all that **the complete system is at end of its life expectancy**’. It is highlighted on the site equipment risk register that it is likely that once the primary steam generator is up and running **ongoing, steam leaks will likely continue to be experienced** at failed joints and gaskets.
- The costs to the establishment over the last five years are significant, particularly in the 18 months up to the end of 2021. The cost for taking the laundry to another establishment was £450 per trip; there were 45 trips between May 2020 and November 2021 with a total cost of £20,250, which does not account for the costs in the preceding two years. The number of working hours lost for prisoners totalled a minimum of 1,087 hours from May 2020 to November 2021. This situation will clearly be ongoing unless action is taken to replace the equipment.
- Consultants put a proposal forward for a replacement steam laundry system due to the existing system being at the end of life. The main issue is obtaining the funding; however the prison was confident that it would secure funds within the next 12 months. In the meantime, the steam laundry continued to be unreliable, but repairs were carried out to reinstate this as and when required. Due to the requirement of obtaining obsolete parts, timescales were considerably lengthened.

A bid to replace the roof of house unit 18 at Parkhurst was submitted in January 2018 but was rejected. Another bid was submitted in August 2020, as the slate roof is end of life, but no funding was secured for this work to be completed so far. Repairs were carried out where possible in 2021 but the roof is considered end of life, so the Governor was able to decant the house unit and it is not occupied at present.

In Albany, the roof in the tailors workshop and the chapel had remedial works carried out in November 2020, but the roofs still suffered from leaks. A bid was submitted in August 2020 to carry out major repairs but this has so far not been funded. The leaks and subsequent water damage to the internal fabric of the buildings continued throughout 2021. The instructors in the tailors workshop reported that, following a health and safety inspection by the prison, many parts of the workshop were condemned as being unsafe and not fit for purpose. The report highlighted specific concerns including the fire escape being inaccessible, the roof leaking above electrical equipment and stored items representing a fire hazard.

Observations and reports of meal services during 2021 continued to show concerns that were not fully addressed by the prison. The Board witnessed specific concerns around the servery including:

- Servery workers do not all have food safety and hygiene training or certification.
- Food temperatures are not taken and recorded accurately.
- Unhygienic practices in the handling of food are frequently evident.
- The correct wearing of hair coverings and beard nets is not always followed.

The reduced population of prisoners housed at HMP IOW due to the pandemic has allowed all cells on the Albany site to be single occupancy.

The refurbishment and fire safety improvement of the Albany house units continued. House unit 14 is complete and house unit 13 underwent fire safety improvements and had CCTV installed, covering all communal areas of the unit. This is a welcome development, improving the supervision and safety of prisoners on that unit. The refurbishment of house units 11 and 12 was underway at the end of the reporting year. This work will improve staff and prisoner safety.

5.2 Segregation

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

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

The SARU continues to remain focussed on the principles of maintaining positive working practices between staff and prisoners, with a philosophy of developing long-term gains and support. This was achieved through daily welfare checks, monthly meetings with offender management case workers, regular communication with mental health staff, the use of distraction packs, regular meetings of the multi-disciplinary team, use of CSIPs, and weekly SIMs. Local practices ensured daily communication between staff and prisoners, drawing in other support as and where required.

During 2020, due to the Covid-19 pandemic, GOOD (good order and discipline – prison rule 45) reviews were accessed mainly through telephone conference.

Throughout 2021 the participation of the IMB in GOOD reviews transitioned back to face-to-face attendance by IMB team members as and when on rota.

5.3 Staff-prisoner relationships, key workers

Having been suspended due to Covid in 2020, key worker sessions were re-established throughout 2021 to act as a focus for prisoner support and as a point of contact for advice on how to access other prison agencies and departments as required. Throughout the pandemic, the targets for key worker sessions were set nationally in accordance with the exceptional delivery models.

Staff at HMP IOW faced significant challenges during 2021 with continuous periods of restricted regime staffing shortfalls and the personal consequences that Covid presented. In recognition of their hard work, HMP IOW celebrated individual contributions and successes made by staff under their 'Hidden Heroes' programme for a week. This included awards and refreshments for staff along with competitions and local nominations for a daily Hidden Hero throughout the week.

5.4 Equality and diversity

2021 was another challenging year for equalities with protected characteristic forums not commencing until May and then being spasmodic. This was due to Covid and the inability to mix cohorts. These forums are greatly welcomed by prisoners who do genuinely feel they have a platform to bring issues that affect their particular protected characteristic. They are beneficial to prisoners and staff alike in creating a more understanding and respectful environment.

Similarly, there were a reduced number of inclusion events, which are forums for staff and prisoners to discuss various equality and diversity topics. These two initiatives were very much missed as they create much mutual awareness and understanding.

A new initiative this year was the introduction of pronoun badges worn by both prisoners and staff who wished to. This was a response to discrimination incident reporting forms (DIRFs) where various complaints had been made as to how people were addressed, including pronouns not being respected. The introduction of these badges was very well received by the Her Majesty's Prison and Probation Service (HMPPS) gender lead.

The only event that was celebrated due to restrictions being slightly lifted at the time was a much-reduced 'Appleby Fair', where a film was shown and some Gypsy, Roma and Traveller prisoners were able to meet. In addition, to celebrate the event, a special meal was provided on the menu that all prisoners could choose. Whilst appreciated, it did not take the place of face-to-face events. The kitchen provided special meals for all of the different cultural groups' occasions.

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

Recommendations from the Lammy Report that were outstanding were still being worked upon. It was difficult to get use of force reports for BAME prisoners audited by BAME staff, due to lack of BAME discipline staff. This is being worked on.

The age breakdown at the prison remained fairly constant is as follows:

Age	
20 – 29	16.6%
30 – 39	28.2%
40 – 49	20%
50 – 59	19.3%
60 – 69	12.1%
70 – 79	2.8%
80 – 89	0.9%
90 – 99	0.1%

There were 256 prisoners with a recorded disability: 24.6% with a learning disability or difficulty; 21.1% with mental ill health; and 14.3% with reduced mobility. Some prisoners had more than one disability, and every effort was made to provide them with the assistance they required.

The top topics of concern raised in discrimination incident reporting forms (DIRFs) remained race, sexual orientation, disability, gender reassignment and access to religious services. The IMB carried out quality assurance checks on DIRFs to monitor the level of investigation, fairness and timeliness. As a testament of the prison's commitment to improving the investigation of DIRFs, the Zahid Mubarek Trust and the Prison Reform Trust carried out two training sessions for staff to assist with understanding the processing of DIRFs.

Unfortunately prisoners still confused DIRFs with complaints, as can be seen by the table below, where non-DIRFs refers to those recategorised as complaints. However, on a positive note the number of DIRFs reduced overall.

5.5 Faith and pastoral support

There were 25 recorded religions within the prison population. The chaplaincy team did their best to support all faiths, offering pastoral support for prisoners and staff. This was not easy during the reporting year due to social distancing

and cohorts being unable to mix.

The chaplaincy continued to minister to prisoners through weekly mail drops to prisoners of all faiths and one-to-one sessions with prisoners. Weekly checks of prisoners on ACCTs continued to be carried out.

As the Covid restrictions were relaxed, small numbers of prisoners were able to participate in group worship. This was facilitated by the cohort regime that was in place for other activities. Up to four prisoners were able to engage in group worship at any one time.

The chaplaincy team was hindered by the fact that some sessional chaplains, from faiths with less representation in the prison, did not come into the prison, due to their faith headquarters advising against it as well as travel restrictions from the mainland.

		2020	2021
ALBANY	TOTAL	58	59
	Upheld	5	12
	Partially upheld	3	4
	Not upheld	26	17
	Non DIRFs	24 (41%)	25 (42.4%)
PARKHURST	TOTAL	85	63
	Upheld	11	5
	Partially upheld	9	4
	Not upheld	35	26
	Non DIRFs	30 (35%)	28 (43.8%)

5.7 Incentives schemes

Due to Covid restrictions there continued to be insufficient differentiation between those on the standard regime and those who were enhanced; thus there was little incentive to work towards enhanced level. It can be seen there was very little variation in percentages between this reporting year and the previous one.

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

	2021		2020	
	Number of prisoners	Percentage	Number of prisoners	Percentage
BASIC:	12	1.8%	26	2.5%
STANDARD:	134	19.7%	184	17.8%
ENHANCED:	534	78.5%	824	79.7%

5.8 Complaints

The complaints department continued to progress the majority of complaints to conclusion within the targets specified. During the year, 95.8% of the 2,236 complaints were completed on time.

The following table shows the number of complaints dealt with on time, by month:

Month	Total	Completed on time	Completed late	% completed late (2021)	% completed late (2020)
January	127	123	4	3%	6%
February	134	132	2	1%	0%
March	237	231	6	3%	6%
April	184	175	9	5%	5%
May	112	106	6	5%	8%
June	178	171	7	4%	4%
July	185	175	10	5%	2%
August	192	183	9	5%	2%
September	193	183	10	5%	3%
October	183	177	6	3%	2%
November	272	259	13	5%	3%
December	239	229	10	4%	1%
Total	2,236	2,144	92	4%	3%

5.9 Property

The number of applications received relating to property increased slightly compared with 2020, but was still well below the comparable figures before the pandemic. There were 27 applications received relating to property within the establishment and 14 applications relating to property between establishments during transfer. This was primarily due to the reduction in transfers between establishments as a result of the Covid-19 pandemic.

6. Health and wellbeing

6.1 Healthcare - general

Practice Plus Group was contracted to provide the healthcare service. It is a GP-led service of two primary care units and an 18-bed unit for those who need in-patient nursing care. The in-house specialist services include mental health, physiotherapy and a drug and alcohol recovery team (DART). The out-patient sub-contracted provision includes dentistry, opticianry and audiology, together with out-patient services provided by the NHS hospital.

Seriously ill and end-of-life prisoners are provided for in two suites purposely equipped. The care and provision for these prisoners is judged to be at least good. Mentioned in PPO reports is that the communication between healthcare and families is excellent.

Healthcare developed links with the primary care trust and new initiatives that are being implemented at the local hospital to improve the primary care pathway.

All healthcare staff are trained in the use of SystemOne recording. On reception the dedicated nurse checked all paperwork as well as the prisoner's own account of their health and medication needs. The delays in the sending and receiving of a prisoner's background history improved through the GP-to-GP link. The dedicated reception nurse was developing a transfer form for both those prisoners coming into the prison and those leaving so that their medical needs information could go either ahead of or with the prisoner to provide better continuity of care.

The GP reviewed all the medical needs of all prisoners within 72 hours of their arrival.

To further improve the service, telemedicine will be introduced, allowing for remote GP, mental health and test results service consultations via video call.

The ACCT review when first opened was attended by healthcare staff and their views were considered and acted upon. Subsequent reviews were attended, if possible, on a needs or concern basis; there were not enough staff available to attend every review.

The majority of healthcare complaints concerned the lack of optician appointments and issues surrounding the gender reassignment pathway.

The optician serving the prison was from Cardiff. An optician service closer to the prison was being sought.

The issues surrounding gender reassignment were being addressed in cooperation with the social care and equalities department.

6.2 Physical healthcare

The Covid restrictions had a significant impact on the normal provision for a range of physical health needs.

Information about and testing for AIDS, hepatitis B and HIV is available to all. The Hepatitis Trust works with the dedicated reception nurse to de-stigmatise these conditions.

6.3 Mental health

The mental health department was without a head of department from September and the department was understaffed; recruitment is an issue. This had a detrimental effect on the ability to provide full and timely service provision.

All staff receive training and know how to make a mental health referral and they use validated mental health assessment tools. Frontline healthcare staff have mental health awareness training, but the training of other prison staff needs to be developed.

Prisoners had access to some counselling and psychological therapies through the drug and alcohol recovery team (DART) or through the mental health team. This provision was being extended, with the intention recruit psychologists to provide group and 'drop in' opportunities accessible to the house units.

Prisoners were encouraged and supported in continuing their medication, however if a prisoner missed their medication three times, they are flagged for attention through meetings to highlight this to staff. There was a plan to improve this system of reporting to make it more robust and effective, especially to better inform frontline staff.

Prisoners awaiting transfer to hospital may be held in the SARU if there are exceptional circumstances, such as violence, dirty protests or a need for constant supervision.

6.4 Social care

There were close links with the prison equalities, disability and social care teams and local authority social care providers. There is a substantive need and provision for social care in this prison. Provision by the local authority failed for a week during the year, however the shortfall was covered by the prison staff. The prison is also involved in a monthly referrals board for social care, as well as engaging with the Isle of Wight Council in relation to training programmes.

Those with reduced mobility were located in ground floor cells or specific wings that provide more space and in-cell showers. They were additionally assisted by buddies, who are other prisoners that assist them with such things as collecting their meals and canteen and keeping their cells clean. Personal care was carried out by local authority staff.

The equalities department completed dementia awareness training, working with Age Concern and other partners to boost staff and prisoners' knowledge of issues regarding safeguarding.

Welfare checks for vulnerable prisoners were conducted by the equalities team throughout Covid. In addition Isle of Wight Social Care and the NHS Millbrook

Wheelchair Services visited the establishment regularly and attended disability and over-50s forums.

Safeguarding was identified as an area that needed to be developed. Healthcare was seeking support from outside agencies to improve provision.

6.5 Exercise, regime

The prisoners were reduced to exercising outside in limited cohorts for up to one hour each day. The prison was unable to provide separate sessions or individual programmes for those who would benefit from a physical health improvement programme. When physical education instructors were supervising exercise or gym orderlies were part of the cohort, there was advice and guided general fitness group activities. During times when the Covid restrictions allowed, the gym was opened for individual use of machine exercise equipment on a rota of cohorts.

6.6 Drug and alcohol rehabilitation

There was a multidisciplinary approach to drug misuse and its effects. The relationship between healthcare, mental health and DART was effective in reducing the effect of drugs within the prison. They collaborated on all levels and aspects through regular monthly drug strategy meetings, focused not only on reporting but also identifying underlying issues and having a solution-based approach.

7. Progression and resettlement

7.1 Education, Library

7.1.1 Education

Milton Keynes College continued to provide education at HMP Isle of Wight throughout 2021. This was however an extremely challenging time, with virtually no in-classroom provision due to continuing Covid restrictions implemented by HMPPS. In March 2020, all education was suspended, with prisoners unable to access courses, with the only learning opportunities offered by 'distraction packs' issued by the education department. During this time however staff started to develop bespoke packages of learning, which were offered to learners from September 2020.

As it became clear in 2021 that the restrictions would remain for a significant length of time, education staff continued to innovate and adapt in an attempt to provide courses for those who wished to take them in cell. The IMB saw evidence of excellent, bespoke, in-house entry level maths booklets created by the tutor. These work packs were posted to each student every two weeks, although non-return of packs for a variety of reasons often extended this timeframe. One tutor did however feel that most wing staff were helpful if they phoned the wing office to chase work not returned, although this varied from wing to wing and also reflected the regime level at the time and/or staff shortages. In some cases prisoners were supported by peer mentors but this was often restricted as they were not available in all cohorts.

In June 2021 the IMB surveyed 100 prisoners at random, spread across both sites, with 44 surveys being returned. The survey asked the following questions about education provision during the pandemic;

- 1) Prior to the pandemic, were you receiving education? (yes: 12, no: 30)
- 2) Have you received any education material to enable your education to continue? (yes: 16, no: 7)
- 3) Would you like to receive educational work to undertake alone? (yes: 13, no: 16)
- 4) Have you had easy access to distraction packs? (yes: 26, no: 15)

Prisoners were also invited to provide their own comments about education provision at this time. Responses showed that whilst many were able to engage with education courses and distraction packs, a few complained that they applied for courses but never received any response or were unable to receive help from peer mentors.

The education department were hoping that a telephone link from their office to in-cell phones would enable more comprehensive support, and this was installed at the end of October on the Albany site and was immediately well used, with an average 60 phone calls per week from education staff to prisoners during the remainder of 2021. Plans for a similar arrangement on the Parkhurst site were well advanced and due to be installed around April 2022.

All courses offered during 2021 were short and a mix of accredited and non-accredited. There were 119 different courses offered, of which 28 were accredited. They covered entry level to level 3 in functional skills (maths and English) as well as a range of subjects including information, advice and guidance (IAG), healthy living, personal finance and fundamentals of mental health awareness. Creative writing was also offered by HMPPS and supported by the college.

Evidence of successful completion of a number of courses was recorded on prisoner records on NOMIS.

During 2021, with some easing of Covid restrictions, tutors managed to meet one to one with learners on the wing and this helped to support ongoing progress.

During 2021, the college engaged with 193 learners enrolled on 461 courses (2.3 enrolments per learner). With an approximate average of 650 prisoners in 2021 this equated to 29.6% of the prison population.

Of the 193 learners, 51 (26.4%) were identified as BAME, who enrolled on 130 courses (2.5 enrolments per learner). BAME prisoners accounted for 22.3% of the population at the end of 2021.

Ninety-three percent of courses were successfully completed. Prisoners who successfully completed unaccredited courses, e.g. art or healthy living, were offered the opportunity to work through the accredited version with face-to-face teaching.

A new initiative, which commenced in December 2021, was the agreement that a £2 bonus be paid to a prisoner for each English or maths course successfully completed, irrespective of the level. All English and maths classes were full with a waiting list.

Prisoners taking distance learning courses with the Open University or the Prisoners' Education Trust in 2021 ranged between 37 to 45 learners at any one time. The ethnicity breakdown of these was 79% White, 21% BAME.

The appointment of an IAG advisor in December 2019 provided the opportunity for prisoners to receive personal encouragement to take initial educational and/or learning difficulties and disabilities (LDD) assessments where they had not been previously undertaken. Induction orderlies, supported by Milton Keynes College, offered all new prisoners an overview of the education courses available as well as a presentation of the industry workshops and the qualifications offered. A process for applications for workshops or education courses was established, taking into account skills and strengths with feedback on choices sent to the activity allocation team. The role of the advisor was therefore to tap into those prisoners not engaging with education or workshops to help them identify pathways or progression. Milton Keynes College also trained prisoners to level 3 IAG to allow them to assist with supporting fellow prisoners and the advisor.

During 2021 the following initial assessments (mandatory educational assessments) were carried out:

- 230 English induction assessments
- 227 maths induction assessments
- 248 rapid LDD screenings
- 418 prisoners were registered with a self-declared LDD in 2021, 40 of these had LDD in-depth screening and 111 were supported on a course offering functional skills – 263 enrolments (2.3 per learner).

Of those prisoners assessed as having an LDD need, 79 progressed to the next level of learning during 2021 and the department supported 26 unique learners undertaking accredited courses in English as a second language (ESOL).

142 prisoners had a paper personal learning plan (PLP) stored in the education department and by the end of 2021, 19 of these plans were on Curious. The department planned to move to all PLPs to digital storage in 2022, allowing the department to log attendance, prisoners starting courses and their attainment. This would allow education data to be tracked across the prison estate enabling a smooth transition for prisoners who transfer.

The college made efforts to engage more with prisoners in the small remand unit at IOW, although unfortunately uptake has been low. They were offered the same courses, and had support from an outreach tutor who visited weekly, as well as a peer mentor, to signpost any who wished to take an education course. The department planned to encourage remand prisoners to use the virtual campus in the education department to build their CV to support release.

The college planned in 2022 to

- offer only accredited courses
- review the offer to potentially incorporate a new equality and diversity unit, to train new equalities reps
- support the careers in custody pathway
- encourage training for new education mentors as so many were lost in 2021 due to transfers
- improve provision for older prisoners
- investigate a blended approach for learning on the more advanced courses where prisoners can undertake some study in cell. This would free up tutors to engage further prisoners in education where numbers on courses are currently full.

These initiatives will hopefully support the development of education provision at IOW and encourage more prisoners to engage with the education department going forward. The findings from this report suggest that a number of prisoners on the IOW benefitted from the opportunity to continue education in their cells during the pandemic, but that more could have been done to ensure that all who wished to benefit could have done so, with clear examples of prisoners who requested education support but did not receive any.

The IMB makes the following recommendations;

- 1) All prisoners without an initial assessment are approached again, encouraged to take these assessments and to engage with courses. Any refusal is well documented with date/reasons why etc.
- 2) All prisoners are offered rapid LDD screening, irrespective of whether they have a self-declared LDD, and all those requiring follow up have in-depth LDD screening.
- 3) Increase the number of prisoners with LDDs receiving support from the education department with their functional skills and restart the work of the Shannon Trust as soon as possible to assist prisoners with poor literacy skills.
- 4) Ensure that all prisoners in IOW have a digital personal learning plan on Curious which is reassessed regularly to ensure that all are given the opportunities to progress.
- 5) Increase the number of remand prisoners supported on courses or with CV writing.
- 6) Return to full classroom teaching as soon as regime restrictions allow.
- 7) Investigate the potential development of blended learning, with a combination of in-cell work, tutorial support and classroom provision, which could therefore free up classroom space to clear any waiting lists, allowing more prisoners to benefit from education.

7.1.2 Library

For the vast majority of 2021, prisoners were unable to visit the library due to Covid restrictions. Staff numbers fluctuated with the changing regime levels, from no staff whilst at Stage 4 to two staff members on each site during the Stage 2 regime.

The dedicated librarians continued to provide books on the wings, when allowed on site, by implementing a system where prisoners could fill in a form requesting particular books or asking the library staff to select a book for them of a particular author/genre. Library staff then delivered the books to an officer at the entrance to the wing and collected returns.

Unfortunately, the librarians have waited since March 2020 for new computers from the IOW Council with the required Spydus library software installed. This has left the librarians making their own lists of prisoner borrowing records and selecting new books on the basis of this. A record of the total numbers of books loaned or the number of prisoners engaging with the library service during 2021 could not be supplied, but all prisoners who wished to receive books did so, providing them with a vital service whilst spending so many hours locked in their cells.

Library staff remained positive and were looking forward to the introduction of the long-awaited computers and an opening up of the regime in 2022, so that they could return to offering a full service to prisoners at HMP IOW.

7.2 Vocational training, work

Towards the end of the year, the opportunities for work began to resume in the prison, however the number of prisoners allowed in the workshops was limited under the cohort system.

7.3 Offender management, progression

During 2021, one-to-one interventions were not delivered at desirable levels because of the fall in prison offender manager (POM) resource and a significant rise in the prison population. Probation officer staffing levels were at 46% of the required number and were likely to fall further in the next six months. As a result, many prisoners did not receive crucial one-to-one interventions from their POM and making little progress with their sentence plan. Once POM staffing levels improved, one-to-one interventions would be undertaken and given high priority. Positively, 91% of the main population had an up to date offender assessment system (OASys) assessment. In respect of progressing prisoners, there were multiple issues (local and national) which significantly hampered this area. At the end of 2021 there were around 400 category C prisoners, many of whom should have transferred to a category C resettlement establishment to prepare for possible release and undertake work in readiness for their release. Some prisoners had little prospect of a transfer to another establishment and understandably felt upset and angry that they could not move.

As part of the national agreement to accommodate category C prisoners, HMP IOW will be accepting more category C prisoners throughout 2022. This will undoubtedly lead to challenges for the management team in delivering a category C regime in what is essentially a category B establishment.

7.4 Family contact

For most of 2021, family contact was facilitated using secure social video calls (delivered by Purple Visits). Towards the end of the year, face-to-face visits began to resume at both Parkhurst and Albany, however the take-up of these visits was well below the levels seen before the pandemic, with many prisoners choosing to continue with social video calls.

The planned refurbishment of the visits area at Albany is a welcome initiative and will make the visits experience more positive and welcoming for visitors.

7.5 Resettlement planning

Since the offender management in custody (OMiC) programme was launched in October 2019, it has been the responsibility of the community offender manager (COM) to prepare a release, risk management and resettlement plan. Additionally HMP IOW is a training, not a resettlement, prison, so resettlement needs would not normally be addressed until the prisoner is within six months of their release date. However POMs did discuss resettlement issues with prisoners and liaised with COMs to help prepare them for release.

The work of the IMB

2021 was a challenging year for the IMB and regrettably three members decided to resign during the year. This was compounded by the resignation of the Board Chair at the end of 2021 and the loss of the Board Development Officer who had reached the end of her 15-year term of office. Two new members were recruited during the year who are currently undergoing training and mentoring. The Board currently has 10 members, including the two new members, against the full complement of 24 members. This has led to Board members undertaking more rota visits and fewer members on rota each week than was the case at the start of the year.

Throughout the pandemic the Board continued to deal with paper applications, applications received through 0800 calls (telephone contact via a central number to enable prisoners to raise issues and concerns), and confidential access requests, which were responded to in a timely fashion. Towards the end of the year, the number of 0800 applications had decreased, however those that were received were dealt with in the same way as written applications from prisoners.

Board statistics

Recommended complement of Board members	17
Number of Board members at the start of the reporting period	16
Number of Board members at the end of the reporting period	10
Total number of visits to the establishment	460
Total number of shifts on the 0800 telephone line*	31
Total number of segregation reviews attended	52

*if relevant

Applications to the IMB (including via the 0800 telephone line)

Code	Subject	Previous reporting year - 2020	Current reporting year - 2021
A	Accommodation, including laundry, clothing, ablutions	16	10
B	Discipline, including adjudications, IEP, sanctions	27	2
C	Equality	8	13
D	Purposeful activity, including education, work, training, library, regime, time out of cell	11	13
E1	Letters, visits, telephones, public protection restrictions	28	12
E2	Finance, including pay, private monies, spends	20	10
F	Food and kitchens	4	4
G	Health, including physical, mental, social care	38	44
H1	Property within this establishment	13	27
H2	Property during transfer or in another establishment or location	17	14
H3	Canteen, facility list, catalogue(s)	14	7
I	Sentence management, including HDC, release on temporary licence, parole, release dates, recategorisation	20	21
J	Staff/prisoner concerns, including bullying	53	57
K	Transfers	10	10
L	Miscellaneous, including complaints system	57	51
	Total number of applications	336	295



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