

OVERVIEW OF COMPLAINTS

Trends in complaints



LOCK DOWNS and restrictions to regime are the issues that have featured greatest in complaints in the last year.

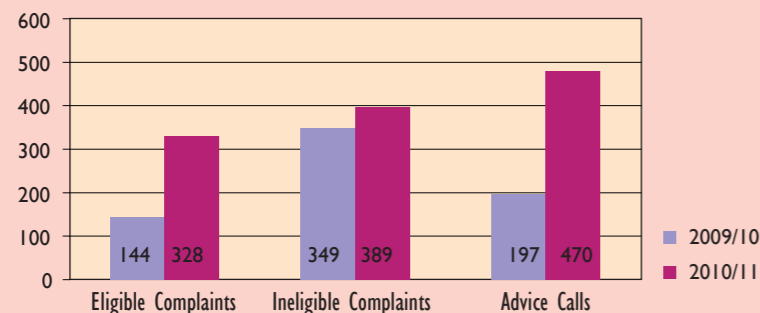
The impact of lockdowns and regime restrictions on association time, PREPS, visits and other activities has been of great concern to the Prisoner Ombudsman.

Most of all the Ombudsman is concerned about the frustration that is caused when, despite having earned an enhanced regime

under the **PREPS** system, inmates do not then get the association time they have earned.

The Prisoner Ombudsman has met with Governing Governors and the Director General of the Prison Service to discuss what can be done to minimize lockdowns in the short term and hopes that planned changes to staffing arrangements will help to ease the situation.

STATISTICS up to end March 2011



Recommendations Tracking



A total of 230 recommendations for improvements were made in 2010/11. 90% have been accepted by the Prison Service.

Prisoner Ombudsman Welcomes SEE Programme

The Director General has started a programme of work – the Strategic Efficiency and Effectiveness programme - that will, over the next few years, help to make sure that the prison regime includes as much purposeful activity – like education, work experience, training and other activities as possible.

The Director General wants to ensure that offenders are at the centre of the Prison Service's focus and that every effort is made to help them to reduce the risk of their re-offending on release.

Improved Access to Freephone for Foreign National Prisoners

The Prisoner Ombudsman has recently made improvements to the freephone system which will make it easier for foreign national prisoners to speak to us.

From 1 June foreign national prisoners can call the usual freephone number and, regardless of their first language, we will be able to have a three way call between the inmate, our complaints officer and an interpreter. If the inmate has an eligible complaint we will then make arrangements for an investigator to call with them.

We will be writing to all foreign national prisoners to advise them of the changes and how they can use the new improved system.

The freephone number for this service and for other calls about complaints remains the same **0800 783 6317**.

Meeting with MINISTER



Earlier this year the Prisoner Ombudsman met with David Ford, the Minister for Justice, and discussed the increase in complaints and the progress that had been made to complete the backlog of death in custody investigations. The meeting was also an opportunity to talk about the report from the Prisons Review Team. The Prisoner Ombudsman explained to the Minister her concerns about lockdowns and the availability of purposeful activity and why she feels the programme for change is so important. The Prisoner Ombudsman has requested an urgent meeting with the Minister to discuss the recent sad deaths at Hydebank Wood and at Maghaberry prison.

Best Practice Visits Staff Changes

Staff from the Prisoner Ombudsman's office have visited a number of prisons in England and Scotland in recent months including HMP Frankland and HMP Grendon. The learning from these visits will inform our death in custody and complaints investigations and recommendations.

Welcome to Olga Cassidy, our new Office Manager and Lesley McCombe, our new Complaints Investigator.

Farewell to Gemma Brown and John Clerkin who have gone off to pastures new!

Information Sessions for Prisoners



The Prisoner Ombudsman held the latest in a series of information sessions - for Lithuanian prisoners – in Maghaberry on 16 December 2010. Afterwards we wrote to the Governing Governor to make him aware of concerns and questions raised by the Lithuanian prisoners.

More information sessions are planned for later this year.

How do you want prison to help you?

The Justice Minister, David Ford, knows that delivering a fit for purpose prison service is one of the most pressing things in his in tray. The Director General of the Prison Service has started the SEE programme [see opposite page]. The review of prisons, chaired by Dame Anne Owers, is ongoing. An interim report was issued in February and the final report is expected in September. You may have had the opportunity to meet the Review Team.

The Prisoner Ombudsman is seeking the views of prisoners on how they want prison to help them. Let us have your views, under the heading "How I as a prisoner want prison to help me", in whatever format is best for you, by 15th July 2011. There will be prizes for the most thoughtful and creative entries!

The Prisoner Ombudsman will put all the views received together and will present them to Dame Anne Owers and her team.

Death in Custody Investigations

Since the last edition of Inside Issues the office has published another death in custody investigation report, bringing to 12 the total number of investigations completed and published in the last 15 months. There are currently seven death in custody investigations ongoing.



WHAT'S HAPPENING?



CANTONESE

不論你是投訴什麼，在聯絡犯人調查官之前，你應該先利用監獄服務內部投訴程序設法解決問題。如果這麼做了之後，你還是不滿意，你可以向犯人調查官投訴。如果你需要翻譯員協助你聯絡犯人調查官辦公室，你可以要求另外一位犯人、監獄的工作人員、獨立監控會的成員或家屬替你利用我們的免費電話號碼 0800 783 6317 與犯人調查官聯絡。調查官就會安排一個人協同翻譯員來拜訪你，幫助你進行投訴。

MANDARIN

不论你是投诉什么，在联络犯人调查官之前，你应该先利用监狱服务内部投诉程序设法解决问题。如果这么做了之后，你还是不满意，你可以向犯人调查官投诉。如果你需要翻译员协助你联络犯人调查官办公室，你可以要求另外一位犯人、监狱的工作人员、独立监控会的成员或家属替你利用我们的免费电话号码 0800 783 6317 与犯人调查官联络。调查官就会安排一个人协同翻译员来拜访你，帮助你进行投诉。

GERMAN

Egal worum es sich bei Ihrer Beschwerde handelt, sollten Sie an erster Stelle versuchen, das Problem über den internen Schlichtungsdienst der Haftanstalt zu lösen, bevor Sie sich an den Ombudsmann für den Strafvollzug wenden. Sollten Sie

die Dienste eines Übersetzers benötigen, um mit der Dienststelle des Ombudsmanns Kontakt aufzunehmen, können Sie einen Mithäftling, einen Vollzugsbediensteten, ein IMB-Mitglied oder ein Familienmitglied bitten, stellvertretend für Sie unter Freiruf **0800 783 6317** den Ombudsmann für den Strafvollzug zu kontaktieren. Der Ombudsmann wird daraufhin veranlassen, dass ein Sachbearbeiter Sie mit einem Dolmetscher besucht und Ihnen beim Vorbringen Ihrer Beschwerde behilflich ist.

LATVIAN

Neatkarīgi no tā, par ko jūs iesniedzat sūdzību, no sākuma, lai atrisinātu problēmu, jums ir jāizmanto Cietuma dienesta iekšējo sūdzību iesniegšanas kārtība (Prison Service Internal Complaints Process), pirms jūs vērsties pie ieslodzīto ombudsmena. Ja pēc tam jūs vēl aizvien neesat apmierināts (-ta), jūs varat iesniegt sūdzību ieslodzīto ombudsmenam. Ja jums ir nepieciešami tulka pakalpojumi un palīdzība, lai sazinātos ar ieslodzīto ombudsmena biroju, jūs varat palūgt citu ieslodzīto, cietuma darbinieku, IMB (Neatkarīgās uzraudzības pārvaldes) biedru vai ģimenes locekli sazināties ar ieslodzīto ombudsmenu jūsu vārdā, piezvanot pa mūsu bezmaksas tālruni **0800 783 6317**. Ombudsmens parūpēsies par to, lai pie jums ierastos amatpersona ar tulku, ļaujot jums iesniegt sūdzību.

LITHUANIAN

Koks bebūtų jūsų skundo pagrindas, pirmiausiai problemą reikėtų spręsti pagal Kalėjimų tarnybos vidaus skundų sprendimo tvarką, ir tik po to kreiptis į Kalinių ombudsmeną. Jei problemos išspręsti nepavyko, galite kreiptis į Kalinių ombudsmeną. Jeigu jums reikia vertėjo, kuris padėtų kreiptis į Kalinių ombudsmeno tarnybą, paprašykite, kad kuris nors iš kalinių, kalėjimo darbuotojų, NMT (Nepriklausomos stebėjimo tarnybos) narių arba jūsų artimųjų jūsų vardu paskambintų Kalinių ombudsmenui nemokamu telefonu **0800 783 6317**. Ombudsmenas pasirūpins, kad jus aplankytų tarnybos atstovas kartu su vertėju ir padėtų jums paruošti skundą.

NIGERIAN

Fun esunkeşun ti o bá ní, o gbọdọ kọkọ fi sun ilé isẹ afisun ti inu ogbà ẹwọn lati yanjú orọ naa kí o tó fi to alagbawí awọn ẹlẹwọn létí. Lẹhin igbà tí o bá se èyí tan, tí kò bá sì tẹ ọ lẹrun naa, o lè fi ẹjọ naa sun alagbawí awọn ẹlẹwọn. Tí o bá fẹ olutumọ èdè lati ran ọ lowọ pẹlu kíkàn sí ilé isẹ alagbawí awọn ẹlẹwọn, o lè beere lowo elewọn omiran, tàbí ọkan ninu awon osise igbimo ibójutó itoju awọn ẹlẹwọn, èyí tí a npe ni IMB, tàbí ará ile rẹ lati ba o kàn sí alagbawí awọn ẹlẹwọn lóri ẹro ibanisoro ọfẹ wa tí o jẹ **0800 783 6317** Alagbawí naa yi o wa se ètò wípé kí eniyan kan wa ri ọ pẹlu olutumọ èdè lati ran ọ lẹwọ pelu fífi ẹjọ sun.

POLISH

Wszystkie skargi należy składać najpierw drogą wewnętrzną

procedury składania skarg obowiązującej w służbie więziennej. Osoby niezadowolone ze sposobu rozpatrzenia skargi mogą następnie zwrócić się do rzecznika praw więźniów (Prisoner Ombudsman). Przy składaniu skargi do rzecznika praw więźniów możliwa jest pomoc tłumacza. Osoby, które chciałyby z niej skorzystać mogą poprosić innego więźnia, pracownika służby więziennej, członka niezależnej rady monitorującej (IMB) lub członka rodziny o skontaktowanie się z biurem rzecznika w ich imieniu pod bezpłatnym numerem telefonu **0800 783 6317**. W złożeniu skargi pomocy udzieli wówczas pracownik biura rzecznika podczas wizyty z tłumaczem.

PORTUGUESE

Qualquer que seja a natureza da sua reclamação, deverá inicialmente utilizar o Processo de Reclamações Interno dos Serviços Prisionais para tentar resolver o seu problema antes de contactar o Provedor de Justiça (Prisoner Ombudsman). Se tiver seguido esse procedimento e ainda não estiver satisfeito, poderá apresentar a sua reclamação ao Provedor de Justiça. Se necessitar dos serviços de um tradutor para o ajudar a estabelecer contacto com o Gabinete do Provedor de Justiça, pode solicitar a ajuda de outro prisioneiro, guarda prisional, membro do IMB ou familiar para entrar em contacto com o Provedor de Justiça em seu nome através do número **0800 783 6317**, a chamada é gratuita. O Provedor enviará um membro do seu gabinete, acompanhado por um tradutor para o ajudar a apresentar a reclamação.

INSIDE ISSUES

SUMMER 2011

New Process for Complaints

Due to the large increase in complaints received this year, we have been looking at how we can investigate more complaints with the same number of staff.

For some complaints, investigators may have all the information they need without visiting an inmate. In others a quick telephone call from the inmate to our office will be all that is needed.

We are doing everything that we can to provide a fair, impartial and efficient service with our small team, so please bear with us.



See back page for information on 'HOW TO COMPLAIN' in other languages

- 如何投诉 – 请参阅背面
- 如何投訴 – 請參閱背面
- Beschwerdeverfahren Siehe Rückseite
- Kā iesniegtsūdzību – skatietpēdējolaappusi
- Kaip pateiktiskundą – žr. galinįpuslapį
- Bí o se lè fi j sun – Wo yin ewé iwé yi
- Jak złożyć skargę – informacja na końcowej stronie
- Como apresentar uma reclamação – Ver verso

Prison Review Report Welcomed

I hope you will enjoy reading this new shorter and more "newsy" style edition of Inside Issues.

Inside you will find an overview of our complaints received, the trends in complaints and information on the recommendations we have made.

There is also details about the changes we have made to our freephone to improve accessibility for foreign national prisoners as well as an overview of "What's Happening" in the Prisoner Ombudsman's Office.

Since the last edition of Inside Issues the Review Team set up by the Prisons Minister, David Ford, has published an interim report of its work. The report by Dame Anne Owers and her team outlines in clear and simple terms the action that is needed to make sure that prison is focussed on rehabilitating inmates and reducing re-offending. The Director General's new Strategic Efficiency and Effectiveness programme, known as the SEE programme, will play an important part in delivering change.

We want to see a purposeful regime throughout all of our prisons and we look forward to playing our part in making the programme of change work for the benefit of all inmates.

Pauline McCabe
Prisoner Ombudsman



If you have taken your complaint through the internal complaints process and you remain unhappy you can contact the Ombudsman by:

FREEPHONE 0800 783 6317

CALL TO THIS NUMBER WILL NOT BE MONITORED