

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 problema 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 ogbá ewon lati yanjú orọ naa kí o tó fi to alagbawí awon eḷewon léfi. Lẹhin igbá ti o bá se èyí tan, tí kò bá sí tẹ ọ loran naa, o lè fi ejo naa sun alagbawí awon eḷewon. Tí o bá fẹ olutump èdè lati ran ọ lowo eḷewon, o lè beere lowo elewon omiran, tàbí ọkan ninu awon osise igbimo ibójutó itoju awon eḷewon, èyí tí a npe ni IMB, tàbí ará ile re lati ba o kán sí alagbawí awon eḷewon lórí ẹro ibanisoro ọfẹ wa tí o jẹ **0800 783 6317** Alagbawí naa yí o wa se ètò wípé kí eniyan kan wa rí ọ pelu olutump èdè lati ran ọ lẹwọ pelu fifi ejo 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 (Prison 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

Winter 2011

Christmas Competition Winning Design



Welcome to the Christmas edition of Inside Issues.

As you will see from the cover the Christmas Card competition was another great success. As in previous years the standard was very high. Prizes have been awarded and the winning entry is shown left. I would like to thank everyone who took part in the competition.

In October the Justice Minister David Ford presented the independent Prison Review Report by Dame Anne Owers and her team to the NI Assembly. Some information about the report and its recommendations is on page 2. It is my hope that the changes set out by Anne Owers will lead to an improved prisoner regime and increased opportunities for inmates. The aim of prison must be to do everything possible to ensure that those who are released do not come back and are able to contribute positively to a safe society.









A summary of a few of the complaints received since the last edition of Inside Issues is on page 3 - along with examples of areas where we have made recommendations. We try to make sure that our recommendations help to make prison more purposeful so we welcome the fact that 92% of our recommendations have this year been accepted by the Prison Service.

I hope you enjoy the Sudoku and Winter Word Search activities on page 2. We are giving a £15 prize to the first correct Word Search entry selected at random on 5 January 2012.

Pauline McCabe
Prisoner Ombudsman



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 iesniegt sūdzību – skatiet pēdējolappusi
-  Kaip pateikt skundą – žr. galinį puslapį
-  Bí o se lè fi j sun – Wo yin ewé iwé yí
-  Jak złożyć skargę – informacja na końcowej stronie
-  Como apresentar uma reclamação – Ver verso

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



Prison Review Report

Prison Review

In late October Dame Anne Owers, the highly experienced former HM Chief Inspector of Prisons, presented the final report by the Prison Review Team to the Justice Minister, David Ford.

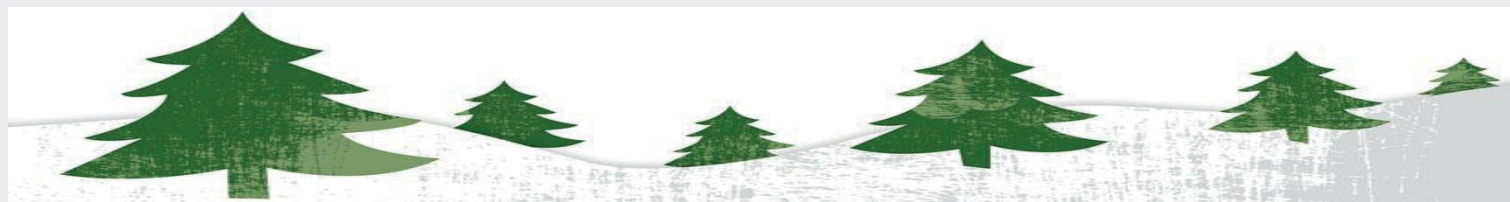
The report clearly sets out what needs to be done to make prisons less about just locking people up and more about reducing reoffending. It looks at healthcare arrangements, education, training, work experience and resettlement and makes many important suggestions as to how these can be better delivered for the benefit of those in prison.

The report also looks at different ways of dealing with people who have defaulted on fines and at speeding up the criminal



justice process so that people do not spend such long periods of time on remand.

In the weeks before the report was published, the Prisoner Ombudsman met with some of the politicians who sit on the Justice Committee to explain her support for the Anne Owers recommendations. The Ombudsman has made it clear that we in the Prisoner Ombudsman Office will be doing everything we can to encourage and support the change programme.



New Year Quiz - for a chance to win a £15 prize send completed word search to - Prisoner Ombudsman's address and add your name in the box below.

Sudoku

	4			3	8	6	2
			8		9	7	5
			6	9	4		1
9	4		5			8	
2	7		1			9	
3	6		8			4	
1	2	3	4				
7	4	6		5			
3	5	9	8			6	

Name:
Prison:
Landing:

Winter Word Search

F S N O W M A N K P V E U R E
X I E T A L O C O H C T O H T
C U R C S G O L D N G K L I A
U S E E G O A N E Z O R F B R
Y N O N P R R E S M N Q C E G
L M E P B L R F C Y R K M R I
L P O E E K A L F W O N S N M
I O A P R E K C A R C U Z A U
H R Z I C I C L E I A Y D T Z
C T O E N I B O R D J E I E U

Acorn
Chilly
Cracker
Fireplace
Frost

Frozen
Hibernator
Hot chocolate
Icicle

Migrate
Polar bear
Robin
Snowflake
Snowman

Recommendations

Recommendations made by the Prisoner Ombudsman since June include the following areas:

- Plans for child centred visits
- The progression of life sentence prisoners
- Arrangements for supporting foreign national prisoners
- How prisoner property is looked after and recorded
- Arrangements for processing incoming and outgoing mail and treating privileged correspondence
- Care of vulnerable prisoners
- The cost of telephone calls.

PECCS Review

Several complaints have been received this year about hospital appointments being cancelled because of problems with prisoner transport arrangements. The Prisoner Ombudsman concluded that it was not acceptable that hospital appointments should be missed because of unreliable prison transport and she recommended a full review of transport arrangements. The Ombudsman's recommendation was accepted by the Northern Ireland Prison Service and the review is underway.



Prisoner Checks

The Prisoner Ombudsman investigated a concern about embarrassment caused when a prisoner check is carried out by an officer of a different gender. One prisoner complained that it was embarrassing and degrading to be checked when using the toilet or undressing. The Ombudsman recommended that where a check has to be carried out between 7 am and 11 pm, **by an officer of a different gender to the prisoner being checked**, the officer should knock or tap on the door to allow a prisoner a short time to protect their dignity, if needed. This recommendation was accepted by the Prison Service.



New Faces



Welcome to Thomas Gaston who joins the office in December as our new Director of Operations. We say farewell to Sinead Simpson and wish her well in her new post.

Recommendations



A total of 143 recommendations have been made so far this year. A total of 119 responses have been received and of these 92% have been accepted.

PREPS

The office often gets complaints about the way PREPS has been applied. The Prisoner Ombudsman fully supports the aims of PREPS which rewards appropriate behaviour and encourages inmates to fully engage with their sentence plan and address their offending behaviour. She believes that the scheme must be as encouraging as possible and must be fairly and consistently applied. The Prison Service is now carrying out a comprehensive review of PREPS and the Prisoner Ombudsman welcomes the review and has shared her views with the review team. She also welcomes the fact that there is a commitment to discuss the new scheme fully with prisoners and staff when it is finalised.