

## **PROPERTY**

All new receptions have **56 days** from their initial reception to get their property handed in, it will then be **6 months** from initial reception before property can be handed out or exchanged.

Only valuables i.e. wallets, keys, bankcards, are exempt from the above rule, these must be applied for through the applications system.

All property must be handed in at the "**VISITORS CENTRE**" on the corner of Southall Street within the following periods:

Monday to Friday:

09:00hrs - 10:45hrs (without a pre-booked visit)

13:30hrs - 15:45hrs (with a pre-booked visit)

18:00hrs - 19:45hrs (with a pre-booked visit)

Your visitor must allow enough time to drop off your property so they are not late for their visit. The visitor's centre can get very busy.

No food, tobacco or money will be accepted.

You do not need to put in an application to pick-up your property, "prop-runs" from G wing are on Saturday mornings.

Prisoners who do not receive any domestic visits whatsoever may have property posted in; this must be approved in advance by the Reception Manager via the application system.

The amount of property that you are allowed to have in your possession is limited due to the size of the living quarters. The value, size, colour and style are also taken into account.

For further information of what you may have in your possession please see the facilities list held on the 2's landing.

No "chipped" play stations are allowed - only 'Play Station 2' is allowed.

No copied C.D.s. No digital on combi systems (combi systems consist of radio/C.D./cassette player). Size and value are taken into account.

All property you have in your possession is held at your own risk. Do not borrow any property.

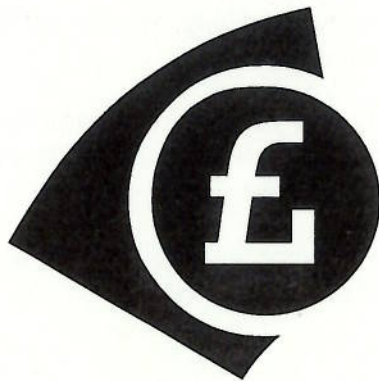
If you are not there to check on your property (e.g. visit or work) ask an Officer to lock your cell.

The prison will not accept any liability for lost or damaged property.

Any restrictions on religious articles (e.g. books and prayer caps) are also displayed on the facilities list.

Any further queries regarding these must be dealt with via the applications system and forwarded to the Chaplaincy department.

**For any claims on lost, stolen or damaged property where the Prison Service is responsible, it is only liable to the amount of £100.**



## **APPLICATIONS**

Individual applications are available for the following:

- Advice for Grounds of Appeal application
- CARAT referral form
- Change of Labour application
- Disbursement of Private Cash application
- Education application
- E.T.S. application
- General application
- Independent Monitoring Board application
- Laundry application
- Manchester Housing Link Referral form
- Medical application
- Newspaper / Magazine order form
- Print out request
- Telephone Number Listing application
- Telephone Number Amendment application
- To become a Listener
- To see a Probation Officer
- FN1 – Foreign National Phone Credit application

**Please ensure that you print your NAME, NUMBER and LOCATION clearly on each application form.**

**If you have any problems filling in your application, please speak to your Group Officer.**



## **HOW TO MAKE A REQUEST OR COMPLAINT**

### **THE STAGES INVOLVED**

(Note: if your complaint has been settled, you do not have to follow all of these stages)

#### **STAGE 1: IN THE PRISON**

**STEP 1:** Talk to your Group Officer or a member of staff.

**STEP 2:** Make an application to your Residential Manager.

**STEP 3:** Complete and post a Request and Complaint form (held on the wing)

**STEP 4:** If you are not happy with the answer from your complaint, you may appeal using a Request and Complaints form stage 2

***AT ANY TIME: You can ask to see the INDEPENDENT MONITORING BOARD (IMB).***

#### **STAGE 2: AT HEADQUARTERS**

Appeal to the Area Manager  
about a decision taken by the Director

Send your Request and Complaints  
on a Reserved Subject to Headquarters





## **CONFIDENTIAL ACCESS**

You may write using a sealed envelope to:

- The Governor
- The Chairperson of the IMB
- The Area Manager

## **OUTSIDE VENUES**

You are allowed to raise your Request or Complaint outside the establishment but remember it will usually be quicker to try Stages 1 and 2 first.

A reserved subject is one that can only be decided by headquarters. Parole is an example of this.

## **ALL REQUEST AND COMPLAINTS FORMS**

**CAN BE FOUND ON THE WING IN THE YELLOW BOX ON THE 1's LANDING**

## **NOTES**

## **PRISON AND PROBATION OMBUDSMAN**

If you are not satisfied with the replies from the Governor / Director and Area Manager, you can write to the Prison and Probation Ombudsman. You should do this within one month of receiving a reply from the Area Manager (or one month after the deadline for reply has run out). If you delay, the Ombudsman may not consider your complaint.

The Prison and Probation Ombudsman is an independent official responsible for considering complaints from prisoners about any aspects of their treatment in prison. He cannot consider complaints made about outside bodies such as the Police or the Courts. You must contact him yourself as he cannot consider complaints made by prisoners' families or friends.

The Ombudsman's investigation should normally take no longer than eight weeks. Only occasionally will his staff actually come to interview you, so you should provide as much detail in writing as possible. He will produce a written finding and if he upholds your complaint, will make a recommendation to the Prison Service about how best to put matters right.

His address is:

Prison and Probation Ombudsman  
Ashley House  
12, Monck Street  
London  
SW1P 2BQ



## **INDEPENDENT MONITORING BOARD**

### **IMB**

IMB members are appointed by the Ministry of Justice. They are volunteers who are independent of the Prison Service. They have unrestricted access to the prison.

Their job is to satisfy themselves that all prisoners are treated fairly and humanely, taking discipline and good order into account.

They visit the prison weekly to satisfy themselves as to the state of the prison premises, the administration of the prison and the treatment of prisoners.

They have a monthly meeting with the Governor. Any problems they have met with in the previous month are brought to the Governor's attention at this meeting.

They also send an annual report of their findings to the Minister for Justice.

If a prisoner has a problem that is still not resolved after speaking to his Wing Officer, Wing Management and making a request complaint, an application to the IMB is the next thing to do. Applications are made in confidence on an IMB Application Form and sent to the IMB in a sealed envelope. These are available on all wings. When an application is received by the IMB, a board member will visit the prisoner privately as soon as possible to see if the problem can be resolved. Applications can be about any aspect of prison life. It is helpful if you give as much information about the problem on the form as you can.

An application of a more serious and confidential nature can be made to the IMB Chairman on a specials form and sent direct to the Chairman in a confidential envelope.

A board member attends all Segregation Reviews to make sure that the correct procedures are followed. Some adjudications are also monitored for the same reason.

Prisoners can, of course, speak informally to IMB members during their visits.



## **PROBATION**

The Probation Service has changed significantly since the time when it was predominantly a Welfare based organisation.

Whilst the rehabilitation of offenders is still key to the work we do, the focus of today's Probation Service is on risk management and protection of the public.

Due to the changes in the Criminal Justice System, Probation's role in the prison will be different for some prisoners. These changes are as follows; if sentenced to 12 months or more, or you receive an extended public protection sentence (EPP) or an indeterminate public protection sentence (IPP), you will be allocated a probation officer who is based in the community. They are your offender manager.

From November 2006 some prisoners will have an offender supervisor based in the prison, their role is;

- To assist communication between you and your offender manager (although you are free to write to them at any time)
- To provide supervision for individuals to ensure that your sentence plan is implemented, your risk is managed, offending behaviour work is delivered (e.g. programmes and/or one to one work) and reviews of your progress are held.





However, all individuals who enter HMP Manchester have access to the Probation department. Below is a list of issues we can help you with;

- Concerns regarding family and child care
- Group work enquiries, Enhanced Thinking Skills (ETS), Sex Offender Treatment Programme (SOTP), Healthy Relationships
- Contact your outside Probation Officer
- Home Detention Curfews (HDC)
- Accommodation (dependent upon sentence length this will be referred to the appropriate service)

There are a number of areas Probation cannot provide assistance with.

- Release on temporary licence (ROTL)
- Sentence dates
- Housing problems
- Employment issues
- Education opportunities

In order for us to deliver the best possible service to all individuals, it is important that any request to see the Probation staff is appropriate and is in accordance with the above.

Probation will not respond to any enquiries such as

- Accommodation
- Benefit enquiries

## **OASys**

### **Offender Assessment System**

Every prisoner who is sentenced to over 12 months in custody will have an OASys interview 8 weeks after the date of sentence.

The purpose of OASys is to identify a prisoner's risks and needs and set targets to address these risks and needs.

#### **Risks**

- Re-offending
- Harm to others
- Escape and control risks
- Public protection

**Needs** — How we can help you address your re-offending

Current offences

Previous offences

Social factors — accommodation, education, employment, family links, financial management

Person factors — emotional well being, thinking, attitudes

**Targets** — What we plan to do about these risks and needs

- Offending behaviour programmes
- Motivation
- Other interventions needed to reduce the likelihood of re-offending and harm

It is important you are open and honest throughout the OASys interview so the assessment can be accurate.

Your OASys assessment will be reviewed every 12 months to monitor the changes.

Your offender manager will have access to your OASys document.

The PSO 2205 for OASys can be obtained from the prison library.

## **HMP MANCHESTER DRUGS POLICY**

"HMP Manchester is committed to a strategy which aims to reduce the supply, demand and misuse of controlled drugs within its establishment through staff training, efficient security and intelligence systems, drug testing and relevant education, counselling and treatment programmes for drug misuse. We intend to support prisoners rehabilitating them back into the community in a partnership approach with community based agencies.

### **Voluntary Drug Testing Units**

At present there are 80 voluntary drug-testing spaces at HMP Manchester. Prisoners located on B wing sign a compact and agree to undertake voluntary drug tests at any time and are also expected to be willing to work. If you prove positive on a voluntary drug test whilst on the VTU you will be removed from the unit.

### **CARAT Services**

#### **Counselling, Assessment, Referral, Advice, Throughcare**

Prisoners requesting assistance and advice in combating drugs problems can refer themselves or be referred to the CARATS Scheme, which now exists in all prisons.

At Manchester, the referral will be made to one of our CARAT assessors, who will then identify needs and refer for counselling if necessary.

CARAT cases are transferred to other prisons and a throughcare package is set up involving community agencies.

Any other officer or other agency worker within the prison can refer someone to CARATS. The scheme is linked to 'Custody Plans'



## **CARATS TEAM**

### **HMP MANCHESTER INDUCTION WING**

**Do you have a drug problem?**

**Do you have a drink problem?**

**Are you withdrawing and haven't told anyone?**

**Do you want some help and advice?**

If so then you can contact the CARAT team by application and we aim to see you **within 5 days** of receipt of your referral.

The CARAT service aims to link the courts, probation, and community drug teams with prisons.

Here at Manchester we can help you access detoxification, a prison programme, one to one support or treatment pre/release.

If you are hoping for a Community sentence, then we can inform the courts of your progress. Complete a CARATs referral form, available on the wing.



## **MANDATORY DRUG TESTING - MDT**

### **What is Mandatory Drug Testing (MDT)**

MDT is a system that is used by the prison service to test and monitor the use of unauthorised drugs, within the establishment, and is tested via the collection of an individual urine sample. The sample is sent to an independent laboratory contracted by the prison service which undertakes all analysis of MDT samples.

### **Why Do We Have MDT?**

MDT is an essential element of an integrated and balanced approach to tackling drug misuse in prison, and is part of the Prison Service drug strategy, which aims to reduce the supply of drugs into prison and the demand for them. MDT has three main objectives:

To deter prisoners from misusing drugs through the threat of being caught and punished.

To supply better information on patterns and the scale of drug misuse to improve the targeting of treatment services, and to measure the effectiveness of the overall strategy.

To identify individuals in need of treatment.



### Types of MDT

- **Random testing:** Most MDT is by random testing. A computer generates lists of names and numbers of prisoners required for random testing and this method has been used since the start of MDT in 1995. Normally 5% are tested each month.
- **Reasonable Suspicion:** Where the prison staff have reason to believe that you have misused drugs.
- **Frequent test programme (ftp):** You may be selected for this programme if you have a previous or persistent history of drug misuse and especially if you test positive for class A drugs.
- **Risk assessment:** You will be selected for this test when you are being considered for a privilege, such as release on temporary licence, or a job where a high degree of trust is given.

Testing on reception: You may be selected for testing when you first arrive at reception when going to this or any other prison.

### Sample Collection

Each time you are selected for MDT you will be informed of the reason or grounds for the test, as laid out above. We are aware the process can be quite intrusive, but please be assured that all procedures are carried out with maximum consideration for your privacy and human rights.





### **Do I Have to Have an MDT?**

To be blunt – YES. If you are requested to attend the MDT suite, it is in effect an order and you can be placed on report for failing to comply with that order if you do not attend. You will also be placed on report should you give a positive result for your MDT sample.

You cannot be excluded from MDT on religious grounds, however; staff will exercise sensitivity when collecting samples.

All consequences and procedures will be clearly explained, should you be asked to attend the MDT suite.

### **The Chain of Custody**

There is in place a system that is designed to protect your identity and it links, without doubt, your sample to you and therefore the result.

From you providing the sample, staff are required to follow a clearly defined procedure and maintain a record of each step.

The whole process is always carried out in the presence of two staff, at least one of which must be MDT trained.

### **What if I am on Medication?**

Some medication can affect test results for certain drugs. For this reason, before a sample is collected you will be asked to sign an authorisation form to consent to the disclosure of prescribed medication that you may have taken within the previous 30 days. It is in your best interest to disclose this information at the time.

### **What if My Sample is Positive?**

One of the aims of MDT is to achieve a balance between a supportive and a control response. If you are found guilty at adjudication of misusing drugs, there are a variety of disciplinary responses available to the adjudicating governor, or an independent adjudicator. But above all it is fair to say, the prison offers a number of support networks for prisoners that may have a drug misuse problem.

MDT staff will be only too happy to answer at the time any questions you may have with regard to the above procedures.

## **HOUSING LINK SERVICE**

ECHG runs the Prison Housing Link Project.

The service provides front-line housing advice and support for short-sentenced prisoners leaving custody.

### **Background**

The Manchester Prison Housing Link Service began in December 2001. It was initially funded by the National Probation Service, as a pilot project to evaluate and provide a service for the immediate and longer-term housing needs of short-sentenced prisoners. Since this time the service has attracted further funding from the Prison Service, and is currently funded by the Crime and Disorder strategy Neighbourhood Renewal Fund and the Homeless Directorate (ODPM).

The links between prolific offending, short sentences, drug use and homelessness are well documented in research. The aim of the service is to work with various agencies to break such links, providing advice and support to improve prisoners' circumstances on discharge.

### **The Service**

The link workers provide general advice and assistance with various housing related matters including:

- Maintaining existing accommodation.
- Housing Benefit applications.
- Closing down tenancies to avoid arrears and future problems.
- Homeless presentations to local authorities.
- Re-housing applications to local authorities and registered social landlords.
- Applications to supported accommodation projects.
- Referrals to other specialist support agencies e.g. drug services.

Given the need to provide input as soon as possible, particularly for very short sentences, information about the service is given to prisoners during their initial induction into the prison. Prisoners can then refer themselves to the link workers, or request referral from other support staff within the prison. The link workers also provide weekly surgeries on the induction and detoxification wings.

### **Key Links**

To provide a co-ordinated and effective service to prisoners, the project has developed key contacts with various departments within the prison. These include Probation, CARATs drugs workers and prison officers operating on various wings within the prison. Liaison is also maintained with various other departments/agencies involved with employment, education, health etc. In order to increase the housing and support options for discharged prisoners links with services outside the prison have been formed. These span the 10 Greater Manchester local authorities and include:

- **Local authority homelessness and re-housing departments**
- **Supported Housing projects, both within ECHG and those managed by other agencies**
- **Tenancy/Floating Support Services**
- **Outreach and resettlement services for rough sleepers**
- **Specialist support services including those for drugs, alcohol, physical and mental health needs**
- **Day centre provision**
- **Manchester Prison Visitors Centre**
- **Housing Benefit departments**
- **National Probation Service offices**
- **And various others**



### **Development**

The project is involved in developments within Manchester Prison and with the Manchester Drug and Alcohol Action Team (DAAT). These seek to provide an effective service for prolific offenders, serving short sentences with drug issues, during sentence and after discharge. The project is also looking to develop prisoner involvement in the housing link service. Such involvement will provide further development and improvement to housing advice for prisoners.

ECHG is one of the Country's largest housing associations, managing over 12,000 affordable homes across 177 local authorities. These include over 2,300 supported bed spaces and 2,000 sheltered units for older residents.

With a long tradition of care stretching back over 75 years, today we provide support for a range of specific needs; young people, registered care, physical and mental disabilities, homelessness, mental health, drug and alcohol misuse, asylum seekers and ex-offenders.



## **MENTAL HEALTH SERVICES**

It is nationally recognised that a large number of people in prison have Mental Health problems; this can vary from mild depression to chronic disorders such as schizophrenia. At HMP Manchester the following services operate to address and manage prisoners with these problems:

### **Mental Health Primary Care Service**

This service is often the first point of contact for prisoners experiencing Mental Health problems identified either at Reception on arrival to prison, whilst observed on the wings, or possibly if the prisoner is experiencing a crisis situation e.g. feeling suicidal or wanting to self-harm.

When a prisoner is referred to this service, they will be seen on the wing by the Mental Health primary care nurse for an assessment. Then, if necessary, an appropriate plan of care and support can be developed by further referral to suitable services.

### **Day Care Centre**

This service provides a range of therapeutic and support groups operated by Mental Health workers. The groups on offer to prisoners (assessed to be suitable) include:

- Anxiety Management
- Mental Health Support group
- Relaxation
- Psycho-education
- Mental Health Promotion
- Afro-Caribbean group
- Self Harm group
- Social Skills group



The aim of these groups is to facilitate prisoners with identified problems, to cope more effectively whilst in prison and prevent their mental health deteriorating.

## **MENTAL HEALTH INREACH TEAM**

This service is operated by a number of Community Psychiatric Nurses (CPN's) overseen by a Psychiatrist. Regular Screening Clinics are run at the Health Care Centre to identify prisoners with severe or enduring mental illness e.g. schizophrenia. Once identified, the prisoner will be allocated to a named nurse, who will monitor/support them individually on the wings, liaising with outside services as needed.

### **Mental Health problems can include the following:**

- Depression
- Post Traumatic Stress Disorder
- Anxiety
- Panic Attacks/Phobias
- Bi-Polar mood disorder (Manic Depression)
- Obsessive Compulsive Disorder
- Schizophrenia
- Self Harming



**It is important to make prison service personnel aware if you are experiencing these types of problems so you can get help more quickly.**



**Education, Training and Employment**  
**(E.T.E.)**

**Need Help Finding a Job  
or Further Training on Your Release?**

We provide help with Careers Information and Advice, information on Training and Education Opportunities, CVs and Application Forms, Ongoing Job Search, and lots more!

We are able to contact employers directly and talk to them on your behalf if you need us to.

We have a number of outside employment and training agencies that can help you whilst you are still in custody and can support you on your release. Some of these are the 'Back to work' project who work with Salford residents, A4E who work with anyone who has been in custody, especially who might have had alcohol problems in the past. 'Progress 2 Work' who help people who have had drug problems in the past or who have used drugs to name a few.

We also work with construction skills training providers and car mechanic skills providers.

Whatever area your going back to, we can help find a provider who can support you on your release

If you would like help from the E.T.E. team or would like some more information about what we can offer, please put in a general employment/training application to see us!

If you have more than six months to serve then contact us nearer your release date because the job market is changing all the time.

# jobcentreplus

**Advisers are now based in this prison to help you with....**

## **Arrival in prison:**

- Payment of any outstanding benefits
- Continued housing benefit payments
- Retaining previous employment
- Advising on benefits for parents and family

## **Pre-Release:**

- Arranging claims for benefit
- Advice on training courses
- Help to find a job

If you want to see a Jobcentre Plus adviser, make out a general application in the normal way, obtainable from your wing office, and they will make an appointment to see you.



## **POPS - Family Link Workers**

### **Who are they?**

The '**Partners of Prisoners & Families Support Group**' or '**POPS**' Family Link Workers are located in the visits area.

They provide support, help and advice for offenders and their families who live in the Manchester area.

They provide a variety of services to support anyone who has a link with someone in prison, prisoners and other agencies.

They also provide assistance to these groups for the purpose of enabling families to cope with the stress of arrest, imprisonment and release.

### **Aim:**

- To provide independent support, guidance and information to families supporting an offender with drug use issues.
- To help maintain family ties.
- To promote positive contact and involve families during the offenders sentence.
- To ensure successful re-settlement upon release.
- To signpost and refer to the appropriate support agencies.

### **They Provide:**

- Emotional and Practical support.
- Contact with families.
- Information pack.
- Contact and referrals to other sources of support.
- Family workshops and advice sessions.

### **Contact Details**

Families can contact them either during visits, or by phone on

0161 702 1000. For prisoners, make out a general application, addressing it to POPS Family Link Worker.



## **GREATER MANCHESTER COMMUNITY CHAPLAINCY**

### ***Helping create a fresh start***

- Are you due for release within the next 2 or 3 months?
- Are you determined to make a fresh start?
- Will having someone to talk to on the outside help?

If the answer is yes, then the Greater Manchester Community Chaplaincy might be able to help you.

Community Chaplaincy is a new project for 2005 which aims to support men and women of the Greater Manchester area determined to turn their lives around after release.

The idea is this:

- If you are accepted for the scheme you will be matched with a volunteer who will support you after your release.
- The two of you will meet before your release.
- Together you will decide on the best way for the volunteer to help you settle back into community life.
- The volunteer might offer to meet you at the prison gate, and will continue to support you, usually for about three to six months.

Interested? If so, please contact an officer or Chaplain who will be able to refer you to the Community Chaplaincy Prison Link Worker.

