

# INSIDE ISSUES

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



Kä iesniegt sūdzību - skatiet pēdējo lappusi



Kaip pateikti skundą - žr. galinį puslapį



Bí o se lé fi j sun - Wo yin ewé iwé yi



Jak złożyć skargę - informacje na końcowej stronie



Como apresentar uma reclamação - Ver verso



The  
**Prisoner  
Ombudsman**  
for Northern Ireland

**ASH HOUSE**  
Creative Competition

P8

Contact us: FREEPHONE 0800 783 6317

Autumn 2009

# INSIDE ISSUES

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## MESSAGE from the Prisoner Ombudsman

**WELCOME** The last 4 months have been a busy time for the Prisoner Ombudsman's Office and I hope this edition of Inside Issues gives you a flavour of what we have been doing.



We spent two evenings with young prisoners at Hydebank Wood to hear at first hand about their experiences of prison life. Following on from these meetings we have undertaken to work closely with the Governor and other staff there, to help to progress some of the issues discussed. We will bring you more information about this in future editions of Inside Issues.

I hope you enjoy this edition of Inside Issues. Please do let us know what you think of the contents. We are very open to suggestions as to how the newsletter could be improved. It is as a result of feedback from a prisoner who said he wanted to know more about the day-to-day work of the Prisoner Ombudsman that we introduced the new Prisoner Ombudsman's Diary section.

Pauline McCabe  
Ombudsman

We held another creative competition at Hydebank Wood - this time for the female prisoners in Ash House - and once again the standard was extremely high and judging was very difficult! - see Page 8. Thank you to everyone for their entries.

We continue to work hard to ensure that issues raised are dealt with as quickly as possible. It remains our goal to investigate every complaint thoroughly and to ensure a fair and impartial outcome. There is more detail on our complaints caseload on Page 20. I am also particularly pleased to report that we have improved our complaints tracking system. Some of the changes brought about as a result of our recommendations are detailed on page 14.

We recently secured money from the Northern Ireland Office to enable us to appoint Clare McVeigh as the Senior Investigator in our Death in Custody Investigation team - see the feature on Clare on Page 18. This appointment was much needed given the volume of investigation work we have underway and the sad deaths in the last few months of three prisoners.

# Design a Christmas Card **COMPETITION**



Last year prisoners at Hydebank Wood worked with the staff of the Prisoner Ombudsman's office to design and hand-make the Prisoner Ombudsman's Christmas cards.

This year we are inviting all prisoners, across Maghaberry, Magilligan and Hydebank Wood, to submit designs for the 2009 Christmas card.

We will accept entries in any form - a sketch or a drawing, but preferably in colour. Designs with any Christmas-related theme are eligible.

The Prisoner Ombudsman will judge the entries, and the winning design, or designs, will be made up into Christmas cards.

**Entries should be submitted to the Prisoner Ombudsman by 11th November.**



The  
Prisoner  
Ombudsman  
for Northern Ireland

# **FREEPHONE** **0800 783 6317**

## **HOW TO ACCESS US AND WHEN**

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**
- **Writing to us at 22nd Floor, Windsor House, Bedford Street, Belfast BT2 7FT**
- **Filling out a complaint form available on your wing, landing or house.**

**Remember at the end of the Internal Complaints process, if you wish the Ombudsman to investigate your complaint, you must contact the Ombudsman. Your complaint will not automatically come to us. Please also hold on to your Prison Service Complaint reference number.**





## COMPLAINTS and OUTCOMES

### CHRIS

was refused his request to have a tin whistle

to play in his cell.

After the refusal, Chris lodged a complaint through the Internal Complaints Process. He was told the only instrument permitted is a guitar and that this had been explained in a Notice to Prisoners.

Chris then decided to contact the Prisoner Ombudsman. An Investigator visited him, reviewed the Notice to Prisoners, and spoke with Prison Staff on the rules governing the management of musical instruments for personal use. At the time the Notice was issued there were worries over the fragility of instruments and security concerns about searching different types of instruments.

However, the Ombudsman decided that the limitations appeared unreasonably restrictive.

**AS A RESULT** it was recommended the Prison Service should review its policy on permitted musical instruments, to reflect the ethnic diversity of prisons and the increasing emphasis on making time spent in prison more purposeful. It was also recommended that, in the context of any amendment to the policy, Chris's request for a tin whistle should be looked at again.

### JASON

had been without any of his own clothes, or indeed

any clean clothes at all, for 13 days following his committal.

His clothes had been left for him during a committal visit, but despite requests Jason did not receive them until almost 2 weeks later. No emergency clothing was provided, forcing Jason to wear the same clothing for this period.

Following an internal investigation, the Prison Service acknowledged this was unacceptable, agreeing that for personal hygiene reasons emergency clothing should have been provided from prison stock.

Jason asked the Prisoner Ombudsman to investigate the delay in him receiving his own clothes. When the investigator spoke to Prison Staff it emerged that a number of factors contributed to the delay, but none of them justified Jason not having clean clothes for two weeks.

**AS A RESULT** new arrangements were agreed for the supply of emergency clothing. The Ombudsman also noted that the provision of emergency clothing should not have been necessary and recommended that the Prison Service examine why this incident occurred, and correct any shortcomings to prevent it happening again.

### CLIFF

was unhappy with a weekly report he

received after his move from Enhanced to Standard regime.

Cliff failed a voluntary drugs test, was demoted in regime and then received a marking of 4 in his weekly report. Cliff felt the marking did not reflect his general pattern of good behaviour.

Cliff could not resolve his complaint internally and telephoned the Prisoner Ombudsman to ask her office to investigate.

The Investigator met Cliff, reviewed his weekly reports and examined the Progressive Regimes and Earned Privileges Scheme (PREPS). A summary was given to Cliff, explaining that a report marking of 4 means, "the prisoner's continued behaviour warrants retention on current regime." It does not indicate any other bad behaviour, and is not treated as such by the Prison Service. The Prisoner Ombudsman did discover that Cliff had not been given the opportunity to comment on each weekly report.

**AS A RESULT** the Prisoner Ombudsman did not uphold Cliff's complaint but did recommend that Prison Staff be reminded that prisoners should be allowed to see a copy of their weekly report, and make any comments they wish.

### RUTH

Ruth was looking forward to commencing

her working out placement and then progressing to the working from home scheme.

Following Ruth's release she asked the Prisoner Ombudsman to investigate why she had been informed she was not eligible for the working from home scheme and clarify what her working from home entitlement should have been.

An investigator established that in order to bring arrangements for female prisoners into line with those for male prisoners, the rules were changed. As a result, whereas the entitlement for women used to commence six months before release, it is now three months. The Investigator also clarified that to qualify for the working from home scheme, Ruth would have needed to have found paid employment. However, Ruth was not made aware of this, nor had the changes in timing been explained to her.

**AS A RESULT** the Ombudsman recommended that in future any new policy changes should be clearly communicated to prisoners in advance. Where a change adversely affects prisoners caught between old and new arrangements and they have not had a chance to make any adjustments, the old scheme should apply.

## COMPLAINTS and OUTCOMES

### GEORGE

was unhappy that he had not been given the

position of orderly and felt other prisoners were being selected before him because of their religion.

George went through the Internal Complaints process, through which he was assured there was no religious discrimination. However, George wanted the Prisoner Ombudsman to investigate.

An Investigator met George to discuss his complaint. George gave the example of a returning prisoner on his wing being given an orderly job ahead of him. The Investigator discussed the complaint with Prison Service Staff, including the Equality & Diversity Section, and examined relevant legislation. An in-depth analysis of work allocation was conducted for the period Jan-Jun 2009. The Investigator found that the overall figures for employment within the Prison were Roman Catholic = 45.21%; Protestant = 46.33%; Other religions = 8.57%.

**AS A RESULT** the Prisoner Ombudsman did not find any discrimination on the basis of religious background, or any breach of Section 75 of the NI Act 1998 and therefore did not uphold George's complaint.

### TRACEY

asked the Prisoner Ombudsman

to investigate why she had been treated differently from another prisoner.

Following adjudication Tracey was moved to another location. Another prisoner who faced an adjudication for the same offence had not been moved.

During the internal complaints process, the Prison Service did note that the decision to move Tracey following her adjudication was perhaps too hasty.

The Prisoner Ombudsman examined the admission criteria to the landing and noted the agreement that prisoners housed there could not have been found guilty of any breach of prison rules. While Tracey had been charged during her adjudication process and subsequently removed from the landing, no formal removal or "de-selection" process was in place at this time. This led to two female prisoners being treated differently when in breach of the admission criteria.

**AS A RESULT** of the investigation a formal de-selection process for the relevant landing was introduced to ensure a more consistent and fairer approach. Tracey also received an apology and she was invited to return to the landing.

# Ash House CREATIVE COMPETITION

The art competition run by the Prisoner Ombudsman in Autumn 2008 for young offenders and juveniles in Hydebank Wood, was a great success. The entries were showcased in the last Inside Issues and the winning entries in each category are now on permanent display in Hydebank Wood.

In view of the high level of interest and the quality of entries, we decided to stage another competition. This time it was open to creative entries of any kind - from poems, short-stories and craftwork, to pictures, paintings and collages.

A selection of entries to the Ash House Creative Competition



The theme of the competition, which was open to all Ash House residents, was "Prison Life".

In all 12 poems and short stories were received and again the quality of entries was exceptional. The Prison Ombudsman had a difficult job to choose the top three.

Paula Curry, Complaints Officer and the Prisoner Ombudsman consider the entries



Following much reflection she chose:

1ST PRIZE

**Kathryn McKeown**

2ND PRIZE

**Lizzy Milligan**

3RD PRIZE

**Alison McDonagh**

The winners receiving their prizes



The winners all received their awards at a prize-giving ceremony in Ash House on 16 October and will soon receive their prize money. The top three entries will be displayed at Hydebank Wood and all the poems and short-stories which were submitted are being made into a booklet which the Prisoner Ombudsman will send inside her Christmas Cards this year.

The winners receiving their prizes



The winners receiving their prizes



Commenting on the entries, the Prisoner Ombudsman said,

"The poems and short stories provided a very interesting, and at times very moving, insight into womens' experience of prison. I am so grateful to all of the women who took time to put pen to paper and hope they will feel pleased and proud when they receive copies of the book."





## Launch of Ombudsman's ANNUAL REPORT

In August the Prisoner Ombudsman, Pauline McCabe, launched her first Annual Report since taking up office in September 2008.

The report, which reflected on the work of the Office from April 2008 to March 2009, included details of complaints and Death in Custody investigations over the course of the year, and described moves to improve the quality and professionalism of the Office.

At the launch, the Ombudsman highlighted the important contribution that professional complaints-handling can make to prison life, saying, "An effective complaints system has a crucial role to play in managing frustrations and encouraging acceptable behaviour, by giving prisoners an appropriate way to resolve difficulties and problems."

The Ombudsman also outlined the challenges that will be faced in the coming months including:

- For the Prison Service, taking forward change management and cultural change as well as enhancing purposeful activity, and reducing reoffending.
- The changing political landscape and the funding constraints that may be presented by Devolution.
- Raising public awareness about what Prison Service objectives are, and how positive initiatives within prison need to be welcomed and not derided.



Pauline McCabe, Prisoner Ombudsman presenting her first Annual Report

The Prisoner Ombudsman also highlighted the specific challenges facing the Office, including taking on responsibility for visitor complaints and complaints about Probation services within prison, the need for the Office to be placed on a statutory footing, ensuring the Office has adequate resources and cementing the improvements made over recent months.

The launch was attended by over 60 representatives of criminal justice bodies, voluntary organisations that work in and around prisons, and a number of political parties.

The table and diagrams on pages 20 and 21 have been taken from the annual report and show the volume of complaints handled by the Office in the last 12 months, how cases have been resolved and the types of issues raised in complaints.

You can read the full Annual report online at [www.niprisonerombudsman.gov.uk](http://www.niprisonerombudsman.gov.uk)



Representatives of Political parties were among those who attended the Launch of the Prisoner Ombudsman's Annual Report.

## UPDATE ON DEATH IN CUSTODY INVESTIGATIONS

At the launch of the Annual Report the Prisoner Ombudsman answered many questions about the investigations of deaths in prison custody and the implementation of recommendations made in those reports. Since the last Inside Issues the Office has concluded the investigation of four death in custody cases. Draft reports on these cases have gone to the Prison Service to check that the facts in them are accurate, and the families have been informed of progress.

It is hoped the final reports into these investigations will be published on the Prisoner Ombudsman website in the coming months. The Office continues to investigate the remaining eight Deaths in Custody and hopes to finalise four of these cases before the end of the year.

Investigations into more recent deaths will continue into the New Year. In the next Inside Issues we will bring you a detailed account to give a clear view of the care and attention that is paid, among other things to:

- delivering a professional investigation
- answering family concerns and liaising with the family
- meeting the needs of the coroner.

In recent months the Criminal Justice Inspectorate has carried out a Review of the Care of Vulnerable Prisoners and the report of that inspection, which will also consider implementation of the recommendations made in the Colin Bell Death in Custody Investigation Report, is expected soon. We will include an overview of this report in the next edition of Inside Issues.

## KEY EVENTS

## CHANGES TO THE COMPLAINTS PROCESS



Brian McCaughey, Director of the Probation Board and Pauline McCabe, Prisoner Ombudsman sign joint protocol.

**The Prisoner Ombudsman is now able to investigate complaints from prisoners about Probation Services within prison.**

On 20 May the Prisoner Ombudsman, Pauline McCabe, and Brian McCaughey, Director of the Probation Board signed a protocol allowing the Prisoner Ombudsman to investigate complaints from prisoners about Probation Services within prison.

This is a pilot initiative lasting 12 months, which will be reviewed before the end of 2009. "It is very much to the credit of the Probation Board that they are taking the initiative to invite my

office to undertake this role," said the Prisoner Ombudsman Pauline McCabe at the signing. "We both anticipate that this will improve probation services in prison."

As with other complaints, prisoners must first take their complaint through the internal Probation Complaint process. If they remain unhappy they can then take the complaint to the Prisoner Ombudsman.

**Internal Complaints Process to be cut to 2 Stages**

The Prison Rules setting out the internal complaints process have recently been reviewed and sent to a wide range of interested parties, including the Prisoner Ombudsman, for views.

One proposed change would see complaints handling cut from three- to two-stages, improving the process.

The Prisoner Ombudsman receives numerous calls from prisoners who experience problems with the internal complaints process, including many who feel it is much too cumbersome and takes too long, and has therefore welcomed this proposal.

The Office will also be giving its views on other aspects of the new rules, which are expected to come into effect in early 2010.

**Prisoner Ombudsman to handle Visitor's Complaints**

The new Prison Rules also allow complaints from visitors that have not been resolved within the prison, to be referred to the Prisoner Ombudsman.

The Office welcomes this change as experience and contact with prisoners and their families shows that the existing process is not satisfactory. The new process is designed to be more accessible and user-friendly.

## KEY EVENTS

## WOMEN'S STRATEGY

**The Office made a formal submission to Government on its Draft Strategy for the Management of Women Offenders in Northern Ireland. Welcoming the strategy, it noted it has the potential to make a huge impact both on the treatment of women offenders and on offending behaviours.**

The Office commented on a number of themes running through the report including:

- **The Mental Health and Well Being Issues** which need to underpin the strategy;
- **The Public Education and Media Communication** to complement the strategy;
- **Changing Prison Culture;**
- **The Role of Prison Staff** in ensuring the strategy is implemented successfully
- The **opportunities to maximise purposeful activity** and employment;
- **The potential for practical support and sign-posting** for women going through the Criminal Justice System;
- **The need to prevent women being imprisoned for defaulting on fines** and effective use of non-custodial alternatives.

In conclusion, the Office noted the proposed strategy covers a wide range of reforms. All those involved must cooperate in taking these reforms forward and implementing the Women's Strategy must be a high priority.



## ENSURING RECOMMENDATIONS ARE IMPLEMENTED

Following her appointment on 1 September 2008, Pauline McCabe introduced a formal process to track the implementation of recommendations made in complaints investigated by the Office.

### Death in Custody Recommendations

Action plans for all the recommendations made in connection with Death in Custody Investigations have been requested from the Prison Service.

Since the office took on the role of investigating deaths in custody nine investigation reports have been submitted to the Prison Service containing a total of 144 recommendations. Developing action plans for, and taking forward implementation of, all these recommendations represents a significant amount of work for the Prison Service. The Prison Service has recently put in place new processes to help it implement agreed actions.

We will continue to seek updates on implementation of the recommendations at least every six months.

### Complaints Recommendations

Implementation of recommendations made last year has led to changes in the following areas:

#### ... Complaints handling:

- access to the system
- handling of internal complaints

#### ... Purposeful Regime:

- minimising lock-downs and impact on regime

#### ... Prisoners' Property:

- return of goods/property to prisoners
- reimbursement where items have been lost
- better tracking procedures for property
- payment of money owed for the working-out scheme

#### ... Family contacts:

- visits
- telephone calls to family members

#### ... Communication Issues:

- communication between Health Care and Prison Staff

#### ... Rehabilitation:

- reassessment of risk

## STOP PRESS!!!

Just before going to print the Ombudsman finished filming a DVD about the work of the office.



The DVD will be shown to all new committals and will explain the role of the Ombudsman, how to make a complaint and what can be expected from the office.

It is hoped the DVD will be available for use, during the induction process for new prisoners at all three prisons, before the end of 2009.

**The Ombudsman has also just finalised the content of a new website for the office which will go live in November.**

It is hoped the new more user-friendly website will encourage visitors to the site to find out more about the important role played by the Prisoner Ombudsman.





## June 2009

**1st** - Meeting with Governors and senior staff at Hydebank Wood to discuss improvements to the requests and complaints process

**1st** - Hydebank Wood Prisoner Forum

**4th** - Meeting with the Judicial Appointments Ombudsman

**15th** - Meeting with SDLP to discuss devolution of policing and justice, resourcing of the Office and other challenges

**16th & 17th** - Two information sessions for young prisoners at Hydebank Wood

**18th** - Meeting with NIPSA, the Union which represents civil servants, about staff recruitment

**20th** - Moonwalk marathon for Charity in Edinburgh

**25th** - Briefing by the Prison Service on changes to Prison Rules and input into Rule changes

**29th** - Information briefing on the role of Prisoner Ombudsman to various groups involved in prisons

**30th** - Launch of Criminal Justice Inspectorate Corporate Plan

## July 2009

**1st** - Meeting with the Coroner

**1st** - Meeting with Prison Officers' Association Maghaberry

**1st** - Information briefing on the role of the Prisoner Ombudsman to various groups involved in prisons

**3rd** - Thank you lunch for outgoing chairs of the Independent Monitoring Boards

**20th** - Meeting with Security Minister, Paul Goggins about the work of the Office and resources, as well as wider issues including statutory footing and investigation of near deaths

**23rd** - Meeting with Tom Frawley, the Parliamentary Ombudsman to discuss our respective complaints investigation processes

## August 2009

**4th** - Meeting with Steve Rodford, the new Governor of Maghaberry

**11th** - Launch of Annual Report

**13th /14th** - Recruitment interviews for Death in Custody Investigating Officer

**26th** - Quarterly Meeting with Robin Masefield, Director of Prison Service

**27th /28th** - Recruitment interviews for Death in Custody Senior Investigating Officer

## September 2009

**2nd** - Presentation of certificates to Police Ombudsman staff who completed accredited training programme

**7th** - Meeting Paul Goggins, Security Minister, and Michael Maguire, Criminal Justice Inspector, about the Criminal Justice Inspectorate Review of the Care of Vulnerable Prisoners

**8th** - Ministerial Safer Custody Forum, chaired by Paul Goggins, Security Minister, which looks at safer custody issues in prison

**9th** - Speaking at SDLP Conference on Making Communities Safer

**14th** - Meeting with Hugh McCaughey, Chief Executive of South Eastern Health and Social Care Trust to discuss healthcare issues in prison

**15th** - Meeting with Paul Goggins, Security Minister, about various issues associated with the work of the Office

**17th** - Monthly meeting of Governing Governors to update them on the work of the Office and to discuss the challenges in the future

**24th** - Meeting with Finlay Spratt, Chair of POA, to discuss a range of issues including communication and the best way to keep officers informed about the work of the Prisoner Ombudsman

**28th** - Quarterly meeting with chairs of the Independent Monitoring Boards

# New faces at The Prisoner Ombudsman

Clare McVeigh, who has been on secondment to the Office from the Police Ombudsman, was successful in an open recruitment competition and took up post on 1 October 2009 as Senior Investigating Officer with responsibility for all Death in Custody Investigations.

Gemma Brown, the new Office Manager for the Prisoner Ombudsman took up her post in June 2009.

The post of Investigating Officer, to work with Clare in the Death in Custody Investigation Team has been re-advertised and it is hoped an appointment will be made before the end of the year.

These additional resources will greatly reduce the time it takes to investigate Deaths in Custody, and improve the professionalism with which the investigations are undertaken.

**Clare McVeigh,**  
New Senior Investigating Officer



"I took up a six month secondment with the Prisoner Ombudsman's Office in February 2009 as an Investigating Officer dedicated to the investigation of Deaths in Custody. Prior to this I had

worked for the Police Ombudsman's Office investigating complaints against the Police.

My work was interesting and the types of cases I was involved in varied from investigating allegations of serious assault, to fraud and misconduct investigations. However when the opportunity of a secondment to the Prisoner Ombudsman arose I knew I would enjoy this new challenge, and importantly that the skills I had developed would be beneficial in conducting the independent, impartial and evidence-based death in custody investigations that are needed.

I learned so much during my secondment. The role that I played was important, not least in addressing the many issues that the families of prisoners have about the death of their loved ones, but also for other prisoners and for the Prison Service in terms of identifying, and ensuring, where possible, that lessons are learnt to prevent future deaths.

When the Prisoner Ombudsman secured additional funding for a permanent Senior Investigating Officer for Death in Custody investigations I applied for the post and after a rigorous assessment process I was successful. I took up the post on 1 October.

While continuing to work on my own caseload, I will also take on a quality assurance and supervision role for all Death in Custody investigations and final reports. I hope to bring the skills, knowledge and experiences I have gained in my previous work to the Senior Investigating Officer post."

"It is my goal to ensure that all investigations carried out are fair, impartial and professional."

**Gemma Brown,**  
New Office Manager



"I started work at the Prisoner Ombudsman at the beginning of July 2009 as the Office Manager. Previously I have been involved in the implementation

and development of a computer system to bring together all Criminal Justice Organisations in Northern Ireland, and ensure the secure, efficient and accurate processing of information.

I have also been a caseworker, dealing with compensation claims.

"In my current role in the Prisoner Ombudsman Office, I am responsible for ensuring the Office complies with all policies and procedures and for managing the budget. I also assist in promoting and explaining the role of the office to, and building relationships with, external stakeholders."

"I look forward to helping to make sure that the office is efficient and effective and sets high standards for customer care."



# WORKLOAD UPDATE

**In the year April 08 to March 09 the Prisoner Ombudsman's Office dealt with 138 eligible complaints, handled 199 ineligible complaints, and dealt with 165 advice calls from prisoners.**

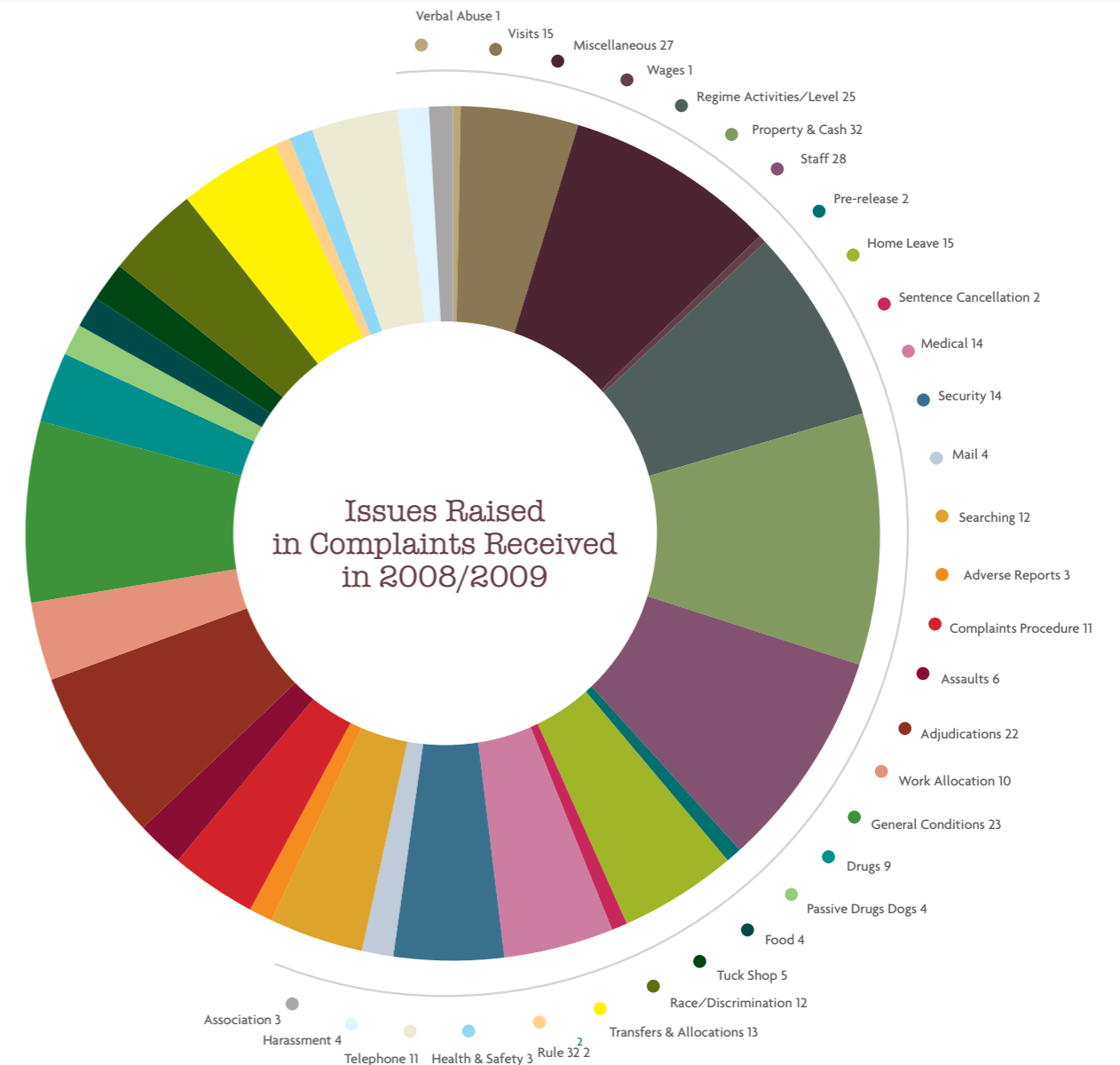
Just over 41% of complaints were resolved through local resolution, in 28% of the cases complaints were upheld with recommendations made in each, and just over 31% were not upheld. The table and diagrams below and opposite show where those complaints came from, and the types of issues raised in them. In the first six months of this year, April to September 09, the Office has received 73 eligible complaints, 160 ineligible complaints and 93 advice calls.

## Complaints Statistics

	05/06	06/07	07/08	08/09
<b>Total Complaints Received</b>	<b>368</b> (225 est)	<b>252</b> (246 est)	<b>207</b> (246 est)	<b>337</b> (139 est)

## Complaints received by Establishment

Maghaberry	289 (78.4%)	202 (80.1%)	130 (62.8%)	213 (63%)
Magilligan	66 (17.8%)	41 (16.3%)	27 (13%)	98 (29%)
Hydebank Wood Female	6 (1.5%)	6 (2.4%)	44 (21.2%)	21 (6%)
Hydebank Wood YOC	7 (2.3%)	3 (1.2%)	6 (3%)	5 (2%)



<sup>2</sup> Rule 32 provides for the restriction of a prisoner's association where it is deemed necessary for the maintenance of good order or discipline, or in their own interests.

# WHO WE ARE AND WHAT WE DO



**Pauline McCabe**, Prisoner Ombudsman. Pauline oversees all death in custody investigations and personally signs off all decisions made about complaint investigations. She operates independently of the Prison Service and reports directly to the Secretary of State for Northern Ireland.

.....  
**Email** pa@prisonerombudsman.x.gsi.gov.uk

Whatever your complaint is about, you should initially use the Prison Service Internal Complaints System to try and deal with the problem before contacting the Prisoner Ombudsman.

.....  
If you are unhappy with the outcome you can make a complaint to the Prisoner Ombudsman in writing, using a complaint form, or by contacting the office using the **FREEPHONE NUMBER 0800 783 6317**.

When you send your complaint to us we will check if it is eligible and begin an investigation. Remember! Hold on to your Complaint Reference number so you can quote it.

.....  
**A Prisoner Ombudsman Investigator will then meet with you to discuss your complaint. Then we will look carefully at all the facts and will prepare a report for the Ombudsman.**

.....  
Once you and the Prison Service have seen the report, the Ombudsman will formally approve it and make recommendations, if appropriate. Where the Ombudsman makes recommendations, we will then follow up and check that these have been acted on.

## Our People

	<b>Sinead Simpson</b> Director of Operations		<b>Michael Hillis</b> Senior Investigating Officer
	<b>Clare McVeigh</b> Senior Investigating Officer		<b>Karen McAfee</b> Investigating Officer Complaints
	<b>Pat McKinney</b> Investigating Officer Complaints		<b>Wai Ki Mo</b> Investigating Officer Deaths in Custody
	<b>Gemma Brown</b> Office Manager		<b>Paula Curry</b> Complaints Officer
	<b>Sharon Hetherington</b> Personal Assistant to the Prisoner Ombudsman		<b>Linda McIlwrath</b> Personal Assistant to the Prisoner Ombudsman



Something doing your head in?



You or your visitors need a bit of help or advice?



Having trouble filling in a request/complaint form?



Phone

**Independent Monitoring Board (IMB)**

on

**028 9044 3998**

(or leave a note with your name and number in one of the IMB boxes in the prison)



We're here to help!

IMB is completely independent from the Prisoner Ombudsman but can help you with any issues before you decide to go to the Prisoner Ombudsman





The  
Prisoner  
Ombudsman  
for Northern Ireland



### 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訴。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，帮助你进行投訴。



### 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, prašykite, kad kuris nors iš kalinių, kalėjimo darbuotojų, NMT (Nepriklausomos stebėjimo tarnybos) narių arba jūsų artimųjų jūsų vardu paskambintų Kalinių ombudsmeniui nemokamu telefonu **0800 783 6317**. Ombudsmenas pasirūpins, kad jus aplankytų tarnybos atstovas kartu su vertėju ir padėtų jums paruošti skundą.



### NIGERIAN

Fun ẹsunkeṣun ti o bá ní, o gbọdọ kọkọ fi sun ilé isẹ afisun ti inu ogbà ewon lati yanjọ ọrọ naa kí o tó fi to alagbawi awon elewon léfi. Lehin igbà tí o bá se ẹyí tan, tí kò bá sí ẹ ọ lórun naa, o lè fi ejo naa sun alagbawi awon elewon. Tí o bá fe olutumọ èdè lati ran ọ lọwọ pelu kíkán sí ilé isẹ alagbawi awon elewon, o lè beere lowo elewon omiran, tàbí ọkan ninu awon osise igbimo ibójútọ itoju awon elewon, ẹyí tí a npe ni IMB, tàbí ará ile re lati ba o kàn sí alagbawi awon elewon lórí ẹrọ ibanisọrọ ọfẹ wa tí o je **0800 783 6317** Alagbawi naa yi o wa se ètò wípé kí eniyan kan wa rí ọ pelu olutumọ èdè lati ran ọ lọwọ pelu fífi 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.