

Prisoner Ombudsman for Northern Ireland

Pauline McCabe



INFORMATION FOR PRISONERS

These numbers are automatically set up on your telephone account. You may contact them if you wish to do so.

Gamblers Anonymous Dunlewey (Drug Counselling) Child Death Helpline Crimestoppers Police Confidential Line National Drugs Helpline Prisoner Ombudsman Solvent se Helpline Relate (I re / Family problems)	02871351329 02890611162 0800282986 0800555111 0800666999 0800776600 08007836317 08088002345
Gam Care bling problems)	08451304010 084556000133
Samaritans Calls to thes	08457909090
	rison staff.

• Fully independent

- Fair, impartial investigation
- Open and transparent



Social Characteristics of Prisoners

Characteristic	General Population	Prison Population
Ran away from home as a child	11%	47% male and 50% female sentenced prisoners
Taken into care as a child	2%	27%
Regularly truanted from school	3%	30%
Excluded from school	2%	49% male and 33% female sentenced prisoners
No qualifications	15%	52% men and 71% women
Numeracy at or below Level 1 (level expected of 11 year-olds)	23%	65%
Reading ability at/below Level 1	21-23%	48%
Unemployed before imprisonment	5%	67%
Homeless	0.9%	32%
Suffer from two or more mental disorders	5% men and 2% women	72% male and 70% female sentenced prisoners
Psychotic disorder	0.5% men and 0.6% women	7% male and 14% female sentenced prisoners
Drug use in the previous year	13% men and 8% women	66% male and 55% female sentence prisoners
Hazardous drinking	38% men and 15% women	63% male and 39% female sentence prisoners

Internal Complaints Process



- 2 Steps/Confidential
- Residential Governor Response
- Time Limits for each stage



Areas of Concern



- Some prisoners encouraged not to complain
- Complaints must be in writing
- Staff reluctant to overturn colleague decisions



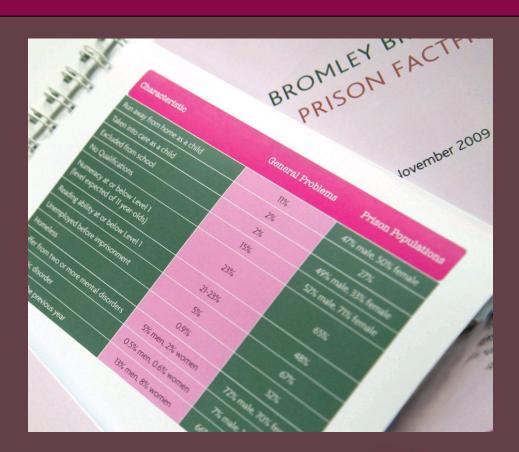
Prisoner Ombudsman Complaints

- No requirement to write
- Freephone Service for all prisoners
- Immediate confirmation of eligibility
- Translation Service



Types of Complaint

- Assaults
- Bullying
- Discrimination
- Privileges
- Regime
- Lockdowns
- Visits
- Postal Services
- Phone calls





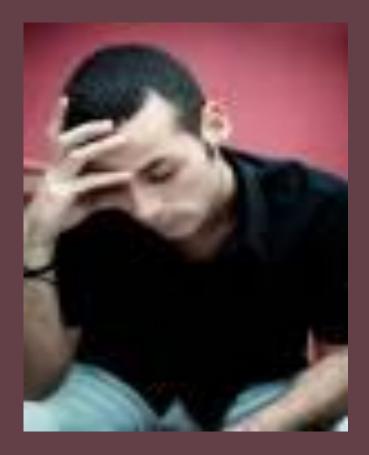
Recommendations

- Individual or group
- Changes to policy and practice
- Realistic and achievable
- 90% plus accepted





Deaths in Custody



Inform:

- The Coroner
- The Prison Service
- The Family



Colin Bell – Key Findings

- Minimal human contact
- Cold
- Checks not taking place



- Officers playing with computer/ going to bed
- Made a number of attempts to die





Thank you

Go raibh maith agaibh

