

**CAYMAN ISLANDS
INDEPENDENT MONITORING BOARD
(CIIMB)**

for Prisons and Places of Detention

**“The eyes and ears of our community behind the closed doors of our
prisons and places of detention”**

ANNUAL REPORT 2021

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A1-Acknowledgements

The Board would like to commend the Director and his staff in operating the prison during this very challenging period, whilst dealing with COVID-19 and two tropical storms that caused damage to property at HMP Northward.

To ensure the safety and protection of the prison population, everyone entering the prison (including officers and Board members) had to be LFT tested prior to entering the compound at both HMP Northward and HMP Fairbanks.

During this reporting period, the Board is pleased to report that HMP Northward and HMP Fairbanks were successful in limiting the infection rate of COVID-19 by regularly testing and isolating symptomatic prisoners. There were no reports of seriously ill prisoners during this period. However, since the end of this reporting period, unfortunately one prisoner has died due to complications from COVID-19. The Board members would like to offer their deepest condolences to the family in this difficult time.

In relation to HMP Fairbanks, there were no COVID-19 positive prisoners during this reporting period.

During this reporting period the frequent imposition of restrictions due to the COVID-19 protocols greatly limited the board members in terms of gathering evidence in the usual ways. For this year the high level of engagement with the prisoners that would routinely be done to get their impressions and perspectives, was limited. However, the Board was still able to speak with prisoners via Zoom and in person (where possible), and also with officers and prison management, and to make some direct observations (when visits were permitted), in order to carry out their duties and to compile this year's report.

A2-The Role of the CIIMB

“Human Rights” is a modern term but the principle that it invokes is as old as humanity. It is that certain rights and freedoms are fundamental to human existence. They are inherent entitlements that come to every person as a consequence of being human, and are founded on respect for the dignity and worth of each person. They are not privileges, nor gifts given at the whim of a ruler or government. Nor can they be taken away by any arbitrary power. They cannot be denied, nor can they be forfeited because an individual has committed any offence or broken any law. ... While facing situations of lawful limitations of freedoms and rights, prison officials are at the forefront of human rights protection on a daily basis, experiencing them and putting them into practice; respecting them and enforcing their respect.(UN:2005, Human Rights and Prisons- Manual on Human Rights Training for Prison Officials, p.4)

Prisoners’ and detainees’ human rights are not lost because of their imprisonment or detention. The Cayman Islands Bill of Rights, in line with various international Human Rights instruments, requires all persons deprived of their liberty to be “treated with humanity and with respect for the inherent dignity of the human person”.

The Cayman Islands Independent Monitoring Board was established by the Governor and made operational in February, 2019. Its role is to monitor the conditions and treatment of those imprisoned, incarcerated or otherwise detained in custody in the Cayman Islands, to satisfy itself as to the humane and just treatment of those held in custody and the range and adequacy of the programmes and other arrangements preparing them for release.

The CIIMB members are not qualified professionals and they do not conduct formal, episodic inspections. Instead, they are volunteers who operate as the eyes and ears of the community behind the closed doors of our prisons and places of detention, monitoring and observing what goes on, on a day-to day basis. The members provide commentaries on what they see in prisons based on their experience and the expectations of society outside the prison.

The CIIMB is broadly modeled after the UK Independent Monitoring Boards. It replaces and builds on the work of the previous Prison Inspection Board.

The Board is responsible for:

- Making regular monitoring visits to prisons and places of detention to observe first-hand, the treatment and condition of prisoners and detainees on an ongoing basis.
- Receiving and dealing with prisoners’ and detainees’ applications and requests confidentially, and referring issues to the appropriate individual or agency when specialist advice and support is required.
- Informing the Director of Prisons (“Director”), and/or the Governor (or any other official to whom he/she has delegated authority) promptly of any concern it has.
- Reporting annually on the Board’s main findings and observations regarding the treatment and conditions of prisoners and detainees and any key areas for development based on the monitoring activities carried out during the year.

To enable the Board to carry out these duties effectively, its members have right of access by policy and not yet by legislation, to every prisoner and in private where necessary; every part of the prison or place of detention and all of the establishment’s records (except for personal medical records).

The Chair and Deputy Chair of the CIIMB also have the opportunity to discuss emerging themes at meetings with officials who have a significant interest in the outcomes of the work of the CIIMB, which includes the Director(s) and Ministry representatives of the establishments being monitored, as well as representatives from the Offices of the Governor and Deputy Governor. These meetings are held quarterly.

The CIIMB's monitoring and reporting is organized around the World Health Organization's (WHO) four key tests of a healthy custodial environment:

- **Safety**

Prisoners, even the most vulnerable, are held safely.

- **Respect**

Prisoners are treated with respect for their human dignity.

- **Purposeful activity**

Prisoners are able, and expected, to engage in activity that is likely to benefit them.

- **Rehabilitation and Release Planning**

Prisoners are prepared for release into the community, and helped to reduce the likelihood of re-offending.

The Office of the Deputy Governor provides Secretariat support and services to the CIIMB, on behalf of the Governor.

For more information about the CIIMB, please visit www.odg.gov.ky or email CIIMB@gov.ky.

A3-Executive Summary

INTRODUCTION

During the year 2021 (January to December), the Board made 183 visits for a total of 450 hours to HMP Northward, HMP Fairbanks and the Enhanced Rehabilitation Unit (ERU) for males. Prisoners were also able to present applications to the Board using Zoom. During this year there were frequent interruptions to the Board's normal visiting routines, including some short periods of prison lockdown (i.e. not allowing any outside visitors or outside officials/departments to visit), due to COVID-19 restrictions and protocols.

All of this limited the Board's ability to carry out many of the usual duties. For example, in-person visits for observation and information gathering were hampered somewhat during this period. However, the Board made every effort to carry out its duties as far as possible given the circumstances.

1. SAFETY: Are prisoners, even the most vulnerable, held safely?

- The Board remains concerned that there is still no adequate dedicated accommodation for the vulnerable prisoners at HMP Northward or HMP Fairbanks prisons. An attempt has been made to separate prisoners with mental health issues, or those vulnerable due to type of crime committed from the general prison population at HMP Northward by using the Echo Unit and the High Risk Unit (HRU), on occasion. At HMP Fairbanks, a similar attempt is being made by accommodating such prisoners in the "isolation unit".
- The Board confirms that CCTV was installed in 2019, as noted in the 2020 report. It has also been advised that necessary upgrades for the maintenance of the system will be implemented in the near future.
- The Board was advised by prison management that the wearing of body cameras by officers, as reported in the 2020 report, has enhanced accountability and transparency by officers. It is also anticipated that this security feature may help deter prisoners from breaking rules, fighting and making false claims against officers. These outcomes have not been independently reviewed and verified by the Board, as of yet. Since the last report, all resident officers now wear body cameras, as is now mandated.
- During this reporting year, the Board received no formal complaints with regard to insect infestation at Northward. This was a major concern during the last reporting period. The Board was advised by prison management that periodic spraying of the facilities has greatly improved the situation.
- The Board remains concerned that there is no adequate fire exit from the HRU. Although there are two exit doors, none of these doors led directly to the outside. In order to reach the outside HRU prisoners must exit HRU into Delta Wing downstairs and exit the building through the Delta Wing fire exit.

2. RESPECT: Are prisoners treated with respect for their human dignity?

- For the most part, prisoners and prison staff generally appear to have a good working relationship. However, a small number of complaints were received by the Board from prisoners about officers' behaviour, which the prisoners considered to be disrespectful. The Board is also aware that a case relating to an officer's use of force was referred to the police.
- Prisoners have access to medical services Monday through Friday, and to a visiting doctor on Tuesday and Thursdays. There are also dental services on Wednesdays with the dentist and Thursdays with the hygienists. A Psychiatrist also sees prisoners by appointment on Wednesdays. These services are provided by the Health Services Authority ("HSA"). The Board was advised by prison management that there is still no fire exit in the dental clinic. Prison management has advised the Board that this is mainly due to security reasons and that they will be looking into a work around to ensure that medical staff or prisoners are able to exit the building in the event of an emergency. The Board was advised by the Nurse that the equipment being used in the dental clinic, such as the mobile suction unit, has been repaired to the dentist's satisfaction and will be replaced in the near future, subject to funding.
- The Board remains concerned that neither HMP Northward nor HMP Fairbanks is adapted to cater for prisoners with physical disabilities. There are no ramps, or elevators/lifts at Northward and stairs are the only access point to many areas of the facility. For example, the Chapel is on the second floor. Therefore, any prisoners who are wheelchair bound and who may wish to take part in any services or events held in the Chapel would not be able to do so.
- The living conditions at HMP Northward that were highlighted in past reports remain a major concern for the Board. The main concern is the condition of the cells which are not fit for human habitation. These findings were also highlighted in previous external inspection reports carried out. The Board acknowledges the commendable ongoing efforts that have been made to improve certain aspects such as lighting, some interior and exterior painting, and replacement of toilets and shower heads, as well as the installation of temporary air conditioning in most wings.
- The issue of smoking continues to be of great concern to the Board, as complaints are still being made by nonsmoking officers and prisoners.
- The conditions at HMP Fairbanks have improved immensely: there have been noticeable improvements to the exterior and interior of the facilities. For example, the completion of air conditioning installation and new furniture received by the prison has enhanced the standard of the living and working environment for staff and prisoners alike.
- The conditions at ERU remain humane as reported in 2020, as the accommodation is still well-maintained and is in good condition. Prisoners contribute to the general upkeep and sanitation of the site. Prisoners there made very few complaints other than a few who complained of not having a job to go to.

3. PURPOSEFUL ACTIVITY: Are prisoners able, and expected, to engage in activity that is likely to benefit them?

- There are several educational and vocational courses that prisoners at both HMP Northward and HMP Fairbanks can take advantage of. The Education Unit reported an offering of over twenty online and face-to-face educational programmes during the academic year, which runs from September 2020 to June 2021.
- The frequent disruption caused by COVID-19 during the year has somewhat impeded prisoners' access to some of the activities and educational programmes. The Board was advised that despite the inevitable disruptions in services, the education team was still able to deliver many hours of purposeful activity.
- The new courses introduced last year by the National Centre for Construction, Education and Research ("NCCER") and supported by Inspire Cayman, continue to be well accepted amongst the prisoners. There were 30 prisoners enrolled this year in the Tools for Success Certificate programme, with a 100-percent pass rate. The Core Curriculum course had an enrollment of 13.
- The Board observed that the computer room at HMP Northward has been upgraded and new computers have replaced the outdated ones in the lab. The Board was advised by officers that they are still in need of additional computers for the library and that there is a need for an additional 4 computers for the VT lab, to facilitate online learning and literacy classes.
- It remains a concern of the Board that prisoners at HMP Fairbanks still do not have the same variety of purposeful activities to choose from as prisoners at HMP Northward. Classes are much fewer and there are still complaints by prisoners of inconsistencies and frequent cancellations of scheduled classes, at short notice.
- HMP Northward prisoners have access to certified courses through the NCCER and Inspire Cayman, which gives a qualification on completion. This opportunity, however, is still not available to the prisoners at HMP Fairbanks. The Board noted, that on 5 August 2021, a cosmetology course offering certification, by an outside company, began at HMP Fairbanks, with 4 prisoners enrolled in the course.
- Both HMP Northward and HMP Fairbanks each have a functioning gym that prisoners can use. The Board regularly observed that the gym at HMP Northward was being utilized on average by 15-25 prisoners per day during the week (outside of prison lockdown, due to the COVID-19 pandemic).
- There is still no purpose built gym facility at ERU and prisoners are not allowed to go off site to use a community gym. The prisoners at the ERU now have a gym bike and some weights along with a few other pieces of equipment that they use in a makeshift 'gym', which is located on the patio outside the main building.

4. REHABILITATION AND REINTEGRATION: Are prisoners supported to maintain and develop relationships with their family and friends? Are prisoners helped to reduce their likelihood of reoffending and is their risk of harm managed effectively? Are prisoners prepared well for reintegration into society and are they provided with adequate social support when they are released?

- Across all prison estates, prisoners are supported to develop and maintain relationships with their family and friends on the outside.
- During this reporting period, many prisoners informed the Board verbally that they found it difficult to maintain relations with their family and friends when visits ceased due to the COVID-19 outbreak. The prisoners explained that although they were able to maintain contacts via telephone and Zoom calls, it was not as effective and meaningful as a face-to-face visit. A few prisoners expressed that they understood the new visitors' regulations in place were for their safety and they were grateful to have the opportunity to continue communication with family and friends. The Board noted that in-person visits resumed, with some level of restrictions, in the second quarter of the year.
- The Re-entry team still play a big part in the rehabilitation process and in getting the prisoners to work as part of their daily routines. The Board was informed by the Supervising Officer for Re-entry that the prison's Internal Labour Programme was operating well, despite the COVID-19 challenges. The Board was advised that, as at the end of this reporting year, approximately 95% of the population either had a job and/or were attending classes.
- The Release on Temporary License (ROTL) programme is still available to those eligible. It aspires to help with their reintegration into society by providing work and the opportunity to live in the ERU during this time. The qualifying criteria for the programme remains the same as outlined in previous reports. The male ROTL prisoners are still housed at ERU. However, the female prisoners still do not have equal access to the same provisions for their ROTL programme as their male counterparts do. For example, they do not have a purpose built building for housing prisoners in the programme.
- A few prisoners at ERU have also expressed their concerns at not being able to find employment after their release, as a result of the attached stigma of being imprisoned.
- The Board has noted that there is a new "Through the Gate" type of programme called *Through Care Service*. The programme aims to coordinate with all the other relevant agencies to offer assistance to the released prisoners. It aspires to help each individual's resettlement and reintegration into the community, e.g. with housing, job placement, opening a bank account, etc. The programme aims to follow each prisoner beyond the gates of the prison for a period of six months. The *Through Care Service* was implemented in the prisons in October 2021. Two experienced prison officers were identified to manage this programme.

APPLICATIONS FROM PRISONERS

A confidential Prisoner Application process remains in place. During the prison lockdown period, the prisoners had the additional option to speak to members of the Board via Zoom regarding any complaints and/or requests.

- Total number of Applications received from prisoners: 38

Of the applications received, the areas of concern that generated the most applications were:

1. Complaints system, regime and rights (5 applications)
2. Staff/prisoner concerns including bullying (4 applications)
3. Sentence Management inc. HRU, ROTL, Conditional Release, release dates, re-categorization (4 applications)
4. Health and sanitation (3 applications)
5. Equality diversity and faith (3 applications)
6. Education, employment and training (2 applications)
7. Family visits, mail and phone (2 applications)
8. Miscellaneous (2 applications)
9. Accommodation (1 application)
10. Finance and pay (1 application)
11. Property within this establishment (1 application)
12. Property during transfer or in another establishment or location (1 application)
13. Canteen facility (1 application)
14. Outside of our remit i.e. legal (8 applications)

MAIN AREAS FOR DEVELOPMENT

To the Ministry:

The Board wishes to state their concerns regarding the following:-

1. **Mental Health:** During the reporting period 2021, the Board observed that the psychiatric provisions for mental health, as previously reported, remains unchanged. During the year the Board received comments from prisoners at both HMP Northward and HMP Fairbanks about interactions with some prisoners known to have mental challenges that they considered a disturbance, or verbal abuse. The Board is aware of at least one instance where a prisoner with mental health challenges, that were considered serious, was segregated from the general prison population. As reported previously, it remains a major concern that there is no purpose built facility or space for prisoners with mental health issues.
 - a. **Can the Ministry inform the Board how it plans to address the need to provide adequate facilities or space to accommodate prisoners with mental health challenges?**
 - b. **Can the Ministry provide an update on any training that has been provided and/or is planned to help HMP staff to deal more effectively with prisoners with mental health issues?**
 - c. **Can the Ministry provide an update on the Mental Health Review that was conducted in 2019, by the UK visiting expert, and any progress made in implementing his recommendations?**
2. **Adequate Facilities for Disabled Prisoners:** The Board is concerned that there is still a lack of access at both prisons for prisoners with disabilities.
 - a. **Can the Ministry advise what arrangements will be made to make the prisons more accessible to people with disabilities, in the interim, before the new prison is built?**

To The Director of Prisons:

1. **Smoking:** The issue of smoking continues to be of great concern to the Board as many non-smoking prisoners and staff continue to lodge complaints to the Board on numerous occasions about the negative impact the inhalation of second hand smoke is having on their health. In July 2021, the Board was advised by prison management that a smoking cessation program was pending approval. Prison management also spoke to the Board of plans to create dedicated smoking areas. Unfortunately neither has commenced as of yet. At HMP Fairbanks prison there are designated times and an outdoor space to accommodate smokers.
 - a. **Can the Director provide an update on progress and revised timelines for when a programme will be in place to address the smoking problem at HMP Northward?**
2. **Fire Escape at the High Risk Unit (“HRU”):** It remains a major concern of the Board that there is no adequate fire exit from HRU at HMP Northward.

- a. **Can the Director indicate when this issue of a lack of a fire exit from the HRU will be remedied?**

- 3. **Vulnerable prisoners being held in the High Risk Unit (“HRU”):** As previously reported the Board is still concerned that HRU is being used as a holding place for the most vulnerable prisoners instead of a specialist unit.
 - a. **Can the Director advise if there are plans in place to provide a special unit for these vulnerable prisoners?**

- 4. **Distribution of Medication to Prisoners:** As previously reported the Board is still concerned that medication remains to be stored and distributed by prison officers.
 - a. **Can the Director advise how the safety concerns around staff storing and distributing prisoner medications will be addressed, including whether or not there are any plans to recruit a pharmacy assistant, or equivalent?**

IMPROVEMENTS NOTED OVER THE MONITORING PERIOD

The following improvements were noted by the Board:

- All wings at HMP Northward are now fully air-conditioned.
- Completion of the installation of CCTVs.
- Body cameras are now being worn by all resident officers whilst on duty.
- The mould issue reported in the 2020 report has been rectified at HMP Fairbanks and the visitors' check point at HMP Northward.
- Recruitment and training of additional prison officers have taken place.
- Installation of satellite phones.
- Provided 2 cabanas at Charlie and Bravo wings.
- Replacement of torn down fence to the north of Bravo Wing and the kitchen.
- Major repairs made to the kitchen roof at HMP Northward.
- The ongoing partnership with Inspire Cayman Training and local universities.
- A new MOU was signed with the University of West Indies in August 2021 to provide education and skills training to prisoners at HMP Northward and Fairbanks.
- Replacement of windows at HMP Fairbanks completed in 2021.
- Installation of a paved walk way to the vocational wing in HMP Northward.
- Establishment of designated areas for smoking at Fairbanks.
- Establishment of a new "Through Care" programme for prisoners released back into the community.

A4-Description of the Prison Facilities Monitored

Her Majesty’s Cayman Islands Prison Service was opened in 1981 to secure persons committed to serve prison time by the Cayman Islands Judiciary.

Responsibilities of the service include taking care of all adult and juvenile offenders in custody, as well as ensuring that court orders are followed and community standards upheld. In addition to public safety, the Prison Service is also committed to providing opportunities for all prisoners to rehabilitate themselves, thus improving their chances of a positive life after release.

Her Majesty’s Cayman Islands Prison Service consists of four facilities. HMP Northward is a category C facility also holding category A, B, C and D prisoners. The facility experienced a riot in 1999, when A Wing, B Wing, Eagle House (which held female prisoners) and some ancillary buildings were set on fire. These buildings were mainly repaired and brought back into use. HM Prison Fairbanks, formerly an immigration centre, came into existence as a female establishment as a direct consequence of this. In 2019 two new units were established: a new Juvenile Wing for males at the HMP Northward Prison site, and an Enhanced Rehabilitation Unit (ERU) for males, located at Fairbanks. During 2020, from the outbreak of the pandemic, the Juvenile Wing was used as an isolation unit for prisoners on remand entering the prison as a precaution due to COVID-19.

Her Majesty’s Prison Northward provides services to convicted and pre-trial adult male prisoners. Convicted and pre-trial young juvenile male prisoners are held in the Juvenile Wing, which has been segregated at the back of Charlie Wing on the Northward site. During this reporting period the Juvenile Wing was used as an isolation wing for new intakes, due to COVID-19 protocol. During this time, juveniles would be housed at HRU.

Her Majesty’s Prison Fairbanks provides services to convicted and pre-trial female adults.

The name of the Director of HM Prisons Service during this reporting period was: Steven Barrett. However, Mr. Daniel Greaves became Acting Director on the departure of Mr. Barrett in December 2021.

Number of Prisoners held (as at Dec 31st, 2021) (These figures were provided by Admin.)

Prison Facility	Number of Prisoners held December 2021	Certified Normal Accommodation Numbers
HMP Northward	168	124* (Certified Normal – Single Cell Occupancy) 230* (Operating Capacity) <i>*These figures do not include ERU</i>
The ERU for Male Prisoners	9	11 Reduced from 22 to reflect single cell occupancy
Juvenile males unit at HMP Northward	1	0 (Due to the pandemic the Juvenile wing was used for isolation purposes)
HMP Fairbanks	12	32 single beds (excluding 3 bunk beds in the isolation unit that can accommodate 6 prisoners)

This report does not address the detention facilities maintained under the Ministry of Border Control and Labour or police detention facilities. The Board has been instructed that such facilities currently fall outside of the initial scope of the Board’s work.

Number of Prisoners held by category (as at Dec 31st 2021)

PRISONER CATEGORY	NUMBER OF PRISONERS HELD	
	2020	2021
	HMP Northward	HMP Fairbanks
Category A	2 (on remand)	0
Category B	89	3
Category C	50	4
Category D	36	5

Category Descriptions:

A = Prisoners whose escape would be highly dangerous to the public, the police, or the security of the State and for whom the aim must be to make escape impossible.

B = Prisoners for whom the very highest levels of security are not necessary, but for whom escape must be made very difficult.

C = Prisoners who cannot be trusted in low security conditions and who are likely to escape.

D = Prisoners who present a low risk; can reasonably be trusted in low security conditions and for whom low security conditions are appropriate.

Number of Deaths in Custody (as at Dec 31st 2021)

Location	2019	2020	2021
HMP Northward	1	0	0
HMP Fairbanks	0	0	0

Staffing Levels (as at end of 31st Dec 2021)

Uniform staff in post (by category/band/grade)	NORTHWARD		FAIRBANKS	
	2020	2021	2020	2021
Director	1	1	1	1
Deputy Director	2	2	1	1
Unit Managers	7	7	0	0
Supervisors	16	16	2	2
Prison Officers	100	106	13	12
OSG/Prison Officer Trainee	6	0	0	0

Services to the prisoners were provided and managed by the following partners:

Service Provider	SERVICES	NORTHWARD	FAIRBANKS	ERU
Health Services Authority (HSA)	Health Services	√	√	√
Department of Community Rehabilitation (DCR)	Probation	√	√	√
Public Works Department	Maintenance	√	√	√
University College of the Cayman Islands and University of West Indies Open Campus	Education	√	√	
Department of Environment Health (DEH)	Education and Work Opportunities	√	√	√
Digicel	Telecom	√	√	√
Individual volunteers	Education and Religious Services	√	√	
Private companies	Education and Work Opportunities	√	√	√

B-Evidence from the Board's Monitoring Activities in 2021

B1. SAFETY

- On the matter of safety, the Board continues to be concerned that there is no dedicated purpose built prisoner wing facility for prisoners with mental health issues or those vulnerable due to the type of crime committed. They are still incarcerated with the general prison population or held in the High Risk Unit.

HMP Northward (including ERU and Juvenile Wing)

Reception and Induction

- Prison management advised that, due to COVID-19, new protocols were put in place regarding the intake of new prisoners. All new prisoners were tested upon arrival at both HMP Northward and HMP Fairbanks. The prisoners were then placed in quarantine for 7 days, after which time they were retested based on the guidelines given by Public Health. The Board was advised that this was all based on Public Health guidelines and in keeping with national safety requirements to help prevent the spread of COVID-19 in the prisons and for the best interest of the prisoners and staff

Managing Behaviour (Encouraging positive behaviour, adjudications, use of force, segregation):

- The Board has observed that the wing for segregation and punishment at HMP Northward is still the High Risk Unit "HRU". Prisoners can be placed in segregation for various infractions or to be monitored on an Assessment, Care in Custody and Teamwork instruction (ACCT), if it is deemed that they pose a threat to themselves or others, or are at risk of self-harm. The HRU was used to house the one juvenile in custody during the lockdown period. This was as a result of the juvenile unit being used as an isolation unit for new prisoners entering the prison.
- During this reporting year, the HRU was still used as a holding place for vulnerable prisoners who are placed there for their own safety. As stated in previous reports, the Board continues to be concerned that HRU is still being used to house these vulnerable prisoners instead of a specialist unit. While the Board recognizes that these measures are taken for the protection of the vulnerable prisoners for their own safety, it is also not ideal to keep them in such restrictions for a long period of time.
- The Board is concerned that there is still no adequate fire exit from HRU as stated in the 2020 report. HRU prisoners still have to exit the building via the Delta wing.

Security:

- The Board noted that the CCTV cameras that were installed as mentioned in the 2020 report continue to provide coverage of the prison estate, and further enhancements are planned for the near future.

- It was first reported in 2020 that the use of body cameras was implemented for some resident officers. It has now been confirmed by management that it was mandated in 2021 for all resident officers to wear body cameras.

Safeguarding (Suicide and self-harm prevention, protection of adults at risk):

- During the reporting period, Echo Wing, which is normally used to house vulnerable prisoners, was used to house some COVID-19 positive prisoners. This wing can only accommodate 4 prisoners. During this period vulnerable prisoners (“VP”) were transferred to HRU, due to there not being a VP wing, which is still a great concern to the Board.

HMP Fairbanks

- The Segregation Unit at HMP Fairbanks can house up to two prisoners, with a separate toilet and shower facility equipped with rails to accommodate the physically challenged. This unit is also used to house prisoners with mental health issues. During the reporting period this unit was used to house new prisoners, serving as an isolation unit due to the pandemic. This meant that this unit was not available for use by prisoners with disability issues or mental health issues during times it was required for isolation purposes. Fortunately, these instances did not overlap. However, if they had, it could have proved problematic, and is a concern for the Board.
- The Board reported in 2019 and 2020 that there were no fire drills carried out at HMP Fairbanks. During monitoring visits, the Board followed up on this and was concerned to be advised that the situation remains the same. This is a health and safety issue and of concern to the Board.
- During the 2021 hurricane season (June to November), on two occasions the threat of two impending hurricanes warranted the transfer of prisoners from HMP Fairbanks to HMP Northward for safety reasons due to fear of flooding. The Board was advised that the move took place without incident and in a secure manner.

B2. RESPECT

HMP Northward (including ERU and Juvenile Wing)

Staff-prisoner relationships

- During the period January 2021 through December 2021 at HMP Northward, the Board witnessed what appeared to be an improved level of respect being demonstrated by staff toward the prisoners in their care. The Board saw examples of staff practicing fairness and courtesy in their relationships with prisoners, and also witnessed attempts by officers to proactively engage with prisoners. The Board also observed officers, including some senior officers, relating to prisoners by taking time to address their concerns in private settings.
- The Board observed some challenges when prison officers had to deal with prisoners with mental health issues, including coping with sudden outbursts, and notes its ongoing concern about the need for officers to have adequate training to help them to deal with these prisoners on a day-to-day basis, for which they are not trained or specialized. These prisoners are more prone to sudden outbursts and have to be monitored more closely and sometimes have to be placed in HRU for supervision. The Board received a few complaints about staff behaviour during the reporting and observation period.
- The Board was advised by a few prisoners that internal complaints are normally addressed in a timely manner. The Board received 5 applications in 2021 in the category of “Complaints System, Regime and Rights”. However, the majority of these complaints were in regards to individual rights and the regime as opposed to the internal complaints system.
- The Board did not observe the use of any excessive force on the part of any staff member or any required handcuffing of prisoners during visiting times within the institution during the period being reported. However, during the reporting period, 7 use of force instances were recorded, as shown in the table below. The Board is also aware that a case relating to an officer’s use of force was referred to the police.
- According to the Use of Force Statistics provided by Prison Management (see Table below), the number of instances recorded of use of force at HMP Northward for this reporting period (2021) was the same as in 2020, but almost double the number (4) from 2019.

Use of Force Statistics (Figures provided by Prison management)

The table below indicates the number of times force was used:

Institution	2019	2020	2021
HMP-NW	4	7	7
HMP-FB	0	0	0

Daily Life (Living conditions, residential services, prisoner consultations, handling of complaints, legal needs/rights):

- During the reporting year, minor capital works improvements were made in and around the grounds of the institution. There were few improvements to prisoners' cells, or wings of the cell blocks, except for the removal of some electrical hazards and ducting material previously routed through the bathroom in one of the wings. Plumbing rooms are still being utilized as storage areas by some prisoners, due to the lack of space in the cells, which the Board considers to be a potential safety hazard.
- The Board observed further improvements in pest control, in terms of dealing with the previous termite issue and the serious roach infestation that was mostly in Delta Wing. Pest control service is now a regular part of the institution's prevention programme for all wings. Officers and prisoners report that the pest issue is now much improved. There are still the occasional complaints from prisoners regarding mosquitoes and sand flies coming through the metal mesh, especially at nighttime. Many prisoners have shared that adding screens on the outside would help with this problem.
- The general state of prisoner accommodations continues to be an issue, with cells having poor natural light. Ventilation has improved over the 2021 reporting year with the continued deployment and installation of air conditioning in all wings, a welcome improvement from the previous years. Plastic shower curtains are now in use in all wings. It has been observed by the Board, however, that Foxtrot and the enhanced unit on Charlie Wing are considerably better maintained, ventilated and lit than the other wings.
- There are still issues with broken shower heads and toilet facilities in some wings. It is noted that prisoners are regularly supplied with toilet roll, soap and oral hygiene supplies and laundry is done twice per week to help them maintain personal hygiene and sanitation.
- Officers and prisoners have reported to the Board the ongoing issue of rain water continuing to leak through cracks around some window frames and from the ceiling in some areas. Despite efforts to remedy this problem, some leaking continues during mild to severe weather.
- The Juvenile Wing at HMP Northward has housed only one juvenile during the early part of 2021, for a short period. The remainder of the year the wing has been used as an isolation and quarantine wing.
- The ERU facility remains a key component of the Cayman Islands prison system and the early release programme for male prisoners. It is well maintained by staff and the prisoners who are housed there.
- At the Northward facility, the prisoner population receives a food service allocation of three meals per day. They also have access to a microwave oven and hot beverages and snacks on the wings during evening hours and before going to bed. The Board has often observed that, at meal times, many prisoners eat in their cells or in corridors, and that this often results in bits of food being left behind. This arrangement creates the risk of a pest infestation.

- A new Food Manager was hired during this reporting year. The manager is looking at making further improvements to the kitchen as a whole. The Board has noted that, in order for this to materialize, old unusable kitchen equipment may need to be removed, to allow for the enhancement of the kitchen area and thereby provide more space for proper food preparation/distribution and storage and proper changing areas for staff and prisoners alike. Work on the kitchen roof and the instillation of a proper venting system has been completed.
- Observations by the Board during 2021 found that the issue with prisoners smoking in their cells at HMP Northward continues to be problematic, for both the prisoner and staff population. A start date of July 2021 had been proposed initially to launch a smoking cessation programme. By the close of the 2021 reporting period, there was still no evidence of a programme being implemented. The Board again raises the concern that the smoking cessation programme is yet to be implemented and officers and prisoners alike are concerned that the inhalation of second hand smoke is risking their health.

Equality, diversity and faith:

- There is a new Chaplain and he continues to provide Christian denomination services to prisoners at HMP Northward, HMP Fairbanks and ERU.
- During the reporting period, a number of prisoners requested services based on their religious faiths. The Board notes that there are still no multi-faith services provided, or a designated multi-faith area at either prison estate. Where possible, however, the Chaplain does assist prisoners who request a special visit with a leader of the prisoner's religious faith.

Health, well-being and social care:

- As mentioned in the 2019 and 2020 reports, the Board visits to HMP Northward and HMP Fairbanks during the reporting period 2021 found no improvement to the facilities that would assist those prisoners who may require access due to a disability. Wheel chair ramps and/or specially adapted areas have not materialized.
- During the 2021 reporting period, the Board visited the clinic and received confirmation from clinic staff that the necessary work required for the proper functioning of the clinic had been done, i.e. to deal with dilapidated and malfunctioning equipment, etc. as previously mentioned in the 2019 and 2020 reports. The Board was advised by the Nurse that the equipment being used in the dental clinic, such as the mobile suction unit, has been repaired to the dentist's satisfaction and will be replaced in the near future, subject to funding.
- The Board was informed by clinic staff that the clinic is operational during the week from Monday to Friday and is closed on weekends. The Board is concerned that during long holiday weekends the clinic remains closed, with no medical staff to deal with a prisoner's emergency that may fall outside of a minor incident category or first aid response. Instead, these prisoners have to be taken to the George Town hospital by prison staff. The clinic is staffed during normal office hours and appears to be sufficiently equipped to deal with the basic health needs of prisoners. First aid kits are kept on each wing for any minor incidents that may occur outside opening hours.

- The Board continued to observe and receive reports from wing officers and clinic staff that medication is stored and distributed on each wing by prison officers, who have little to no training in this area. This remains problematic and continues with no apparent organized system or dedicated resource (e.g. Pharmacy Assistant) to undertake this work.
- A recurring concern of the Board during the reporting period 2021, is that of continued inadequate facilities and little to no training of staff in dealing with prisoners with mental health issues. The Board was informed by the Director that there were currently 25 persons on the list of the Psychiatrist and that there could be others as well with undiagnosed mental health issues. The Board was informed that during 2020 some training for prison staff had taken place in this area. Even though there is no formal vulnerable prisoner wing or treatment facility to care for prisoners with mental health needs, there is on-going psychiatric care for vulnerable prisoners. The sole places available within the prison for emergency mental health watch are the Echo and HRU units, which are used for segregation. This is by no means an acceptable alternative, especially given the severity of some of the mental health issues officers are expected to deal with.
- Notwithstanding these concerns, however, the Board has observed that there is one psychologist and 3 correctional counsellors on staff, who are fully qualified and regulated by the Health Commission. They deal with the prisoners' general mental health needs on a daily basis. The Board was advised that prisoners can request to see a counsellor or the psychologist at any time and will be given an appointment within 24 hours, but usually the same day.
- The Board did not observe during the reporting period any attempt to modify any area of the prison in order to meet the need of prisoners returning from long term medical procedures or those with disabilities.
- Prisoners at the ERU advised that there is still no on-site clinic, or nurse available. Any request for medical assistance has to be arranged, on a case-by-case basis.
- It was noted by the Board that the HRU gym at HMP Northward is not being used as most of the equipment is damaged or not working. Officers stated the equipment in the gym was limited when the gym was in use as it was a concern by prison management that the equipment e.g. such as dumbbells could be used as weapons. Prisoners in HRU do have access to other purposeful activities, including 1 hour of exercise time per day and educational classes, as well as access via the Chaplain, who visits on request.

HMP Fairbanks

Staff-prisoner relationships

- During the reporting period, the Board continued to hear from a few prisoners that relationship issues remain problematic between prisoners and staff. A few prisoners have verbally complained of bullying and have advised the Board of these issues during visits and interviews.

Use of Force Statistics (Figures provided by Prison management)

The table below indicates the number of times force was used:

Institution	2019	2020	2021
HMP-NW	4	7	7
HMP-FB	0	0	0

The Board notes that no use of force incidents have been recorded at HMP Fairbanks since 2019.

Daily Life (Living conditions, residential services, prisoner consultations, handling of complaints, legal needs/rights:

- There are 3 dormitory- style accommodations for prisoners and a segregation unit. The Board has observed that repairs have been made to windows and that other minor maintenance has been carried out. The completion of the installation of air conditioning in the dormitories and common area has provided improved living and working conditions for both prisoners and staff.
- The Board noted that, on 24 September 2021, the kitchen became functional again, providing meals for the prisoners at this facility, following repairs to the drainage system. The kitchen manager tries to cater to the prisoners' needs where possible in regards to dietary requests from prisoners; however, there have still been concerns raised by a few prisoners about the variety and lack of healthy choices, and 1 written application on this topic. It is noted by the Board that the cook at HMP Fairbanks is also a relief cook at HMP Northward. If the cook is out sick or on vacation, the kitchen is closed, and food for the prisoners is transported from HMP Northward to HMP Fairbanks. Prison Management has expressed to the Board that they are not pleased with this arrangement, as the food arrives cold and at times spilled. In the Board's opinion, this is not a satisfactory arrangement and the concerns need to be addressed.

Equality, diversity and faith

- The Board notes that the Visitor's Room is still being used as a multi-purpose room for a variety of prisoner activities. These activities include making zoom calls with their family, calls with lawyers, attendance at court via Zoom, probation officers' meetings and other activities. The Chaplain also held Christian services in this area every week. Multi faith services, as previously requested by some prisoners, were not provided during this reporting period.

Health, well-being and social care

- Based on the Board's observations during the reporting period, the situation remains unchanged. There is a small medical room used by the visiting nurse located inside the main reception area and a secondary location inside the main accommodation that dispenses medication. There is a nurse who visits three times a week, and it was observed by the Board that prisoners' medication is stored in a safe and secure manner.
- There is still a visiting psychiatrist and psychologist, who visit weekly. Counsellors are also available upon request for prisoners' general mental health needs.

- During the reporting period 2021, the Board noted that there remains no wheelchair access to the main bathroom and no rails fitted to assist those with a disability. The Board observed that there is one shower adapted for disabled prisoners' use in the Segregation Unit, which is fitted with a rail. The Board is concerned about the lack of adequate provision made for wheel chair access, in general. In addition, the Board was informed by management that the Segregation Unit, which has the shower adapted for disability, was being used as an isolation unit for new prisoners entering the prison prior to their COVID-19 test to enter the general population. This is of concern to the Board that this provision may be unavailable for prisoners with disability should it be in use for COVID-19 isolation, as previously mentioned.
- The Board observed that the issues regarding mould reported in the 2020 report were rectified during this reporting period.
- The situation regarding provisions for mental health prisoners, as previously reported, remains unchanged.

B3. PURPOSEFUL ACTIVITY

- Purposeful activity includes: time out of cells and involvement in constructive day-to-day activities (exercise, sports, library services, other activities that support rehabilitation, re-socialization and reintegration).
- Prisoners are permitted to be out of their cells between 6:45am and 11:45am in the morning, then from 1:15pm to 9:15pm in the afternoon/evening. During these times, prisoners normally have the opportunity to take part in a variety of educational, recreational or work-based activities. This was impacted by the COVID-19- pandemic, at both HMP Northward and HMP Fairbanks, as at times prisoners' movements were restricted and outside visitors were not permitted.

Educational Training:

- The Education Unit reported offering, across the prison estates, over twenty online and face-to-face educational programmes during the September 2020-June 2021 academic year. Details of the courses offered are provided below:
 - Computer Literacy - (University of West Indies Open Campus)
 - Small Business Management - (University of West Indies Open Campus)
 - My Own Business Institute - (Leavey School of Business, Santa Clara University)
 - Alison online diplomas
 - Coursera online diplomas
 - Professional typing
 - Computer upgrade and repair
 - General Educational Development (GED)
 - Mathematics - City and Guilds (Caribbean Examinations Council)
 - English - City and Guilds (Caribbean Examinations Council)
 - Social Studies - City and Guilds (Caribbean Examinations Council)
 - Literacy - City and Guilds (Laubach Way to Reading)
 - History - Caribbean Examinations Council
 - Religious Education - Caribbean Examinations Council
 - Science - Caribbean Examinations Council
 - Art - National Art Gallery (Caribbean Examinations Council)
 - Music - (Berkley College)
 - Spanish - (Rosetta Stone)
 - French (Rosetta Stone)
 - German (Rosetta Stone)
 - Master of Business Administration - International College Cayman Islands (online)
 - Master of Science in Human Resources - International College Cayman Islands (online)
 - Associate of Arts in Food Preparation - Penn Foster College (online)
 - Bachelor of Science in Hotel and Restaurant Management - Penn Foster College (online)
 - Bachelor of Laws - University of London (online)
 - Diploma in Paralegal Studies - Paralegal Training College (online)
- A total of 73 prisoners were actively enrolled in educational programmes during the September 2020-June 2021 academic year.

Table showing breakdown of students' enrollment, as provided by The Education Unit:

Subjects	#Males	# Females	Total
IT/Business	10	8	18
Literacy/numeracy	10	8	18
Music	8	3	11
ART	16	3	19
GED/CSCE City&Guilds	47	6	53

Note: These numbers indicate that slightly more than a third of the average male population and approximately half of the average female population were engaged in educational programmes during the 2020-21 academic year.

The Education Unit reported the following figures with regard to educational certificates earned by prisoners during the 2020-21 academic year:

Table showing certificates earned by prisoners during 2020/21 academic year across all prison estates:

Institution	C&G	UWI	CSCE	ALISON	MOBI	PF/ICCI	Total#
# Cert.	29	11	6	150	21	-	217
# Degree						2*	2

Note: 1 male prisoner earned a BS in Hotel/Restaurant Management and a second male prisoner earned an MBA through Penn Foster College & International College Cayman Islands.

- The Board acknowledges that a new MOU was signed with the University of West Indies in August 2021 to provide education and skills training to prisoners at HMP Northward and Fairbanks.

Vocational Training Unit:

- The Vocational Training Unit currently offers in-person and online programmes to prisoners across all prison estates who have successfully completed one or both of the following prerequisites:
 - GED, or
 - Caribbean Examinations Council Literacy Programmes
- Prior to taking any of the in-person/online craft courses, prisoners must complete two introductory courses:
 - National Center for Construction Education Research (NCCER) Tools for Success – a comprehensive 3-month course designed to guide participants through job searches, filling out applications, writing a resume, interviews, starting a job, getting along with co-workers and supervisors, communication skills, stress management, critical thinking, problem solving, conflict resolution, among other things.
 - NCCER Core Curriculum – Hazard awareness and avoidance, general construction, math, operating and caring for tools, using construction blueprints, among other things.
- After successfully completing these introductory courses, prisoners have access to the following in-person courses at Northward Prison:

- NCCER Electrical, Plumbing, Carpentry, HVAC Level 1
 - City and Guilds Auto Mechanic, Auto Body Repairs Level 1
- Through the Vocational Training Unit, prisoners also have access to the following online university courses:
 - New York University- Basis Solar Energy
 - Penn Foster University-Hospitality Management
- Following the end of the 2020-21 academic year, on August 21, 2021, Her Majesty's C.I. Prison Service signed a memorandum of understanding with the University of West Indies that will allow prisoners to access 500 courses at reduced rates, in person and online.
- Despite the COVID-19 challenges the Vocational Training Unit reported the following figures with regard to certificates earned by prisoners during the 2020-21 academic year:
 - NCCER Tools for Success Certificates: 30 prisoners (a 100% pass rate)
 - NCCER Core Curriculum: 13 Prisoners
- As of the end of the 2020-21 academic year, three male prisoners had completed the HVAC Level 1 course, two male prisoners had completed the Plumbing Level 1 course, one male prisoner had completed the Mechanics Level 1 course and one male prisoner had completed the Carpentry Level 1 course. Practical exams were outstanding for all of these individuals as of the writing of the Vocational Training Unit's annual report.

HMP Northward

- The Board observed that the computer room has been upgraded. New computers have replaced the outdated ones in the lab. The computer lab serves as a general classroom for business and computer related subjects. Class sizes ranged between 5 and 10. The Board was advised by officers that they are still in need of 4 additional computers for the computer lab and also the library, which only has one computer that is in need of being updated.
- The Board was repeatedly informed by prisoners in the library that there is a lack of working computers (at present only one is working and is reported to shut itself down intermittently) and the library is under-utilized with an average of three or four prisoners per day as a result.
- The Board observed that prisoners participate in the construction of items such as: park benches, tables, garbage bin holders, cards and dominoes tables, etc. These items are sold to the public.
- The Board regularly observed that the gym was utilized, on average, by around 15-25 prisoners per day during the week. There is also a physiotherapy room that was often used on a Thursday morning. However, working prisoners have expressed concerns that they are unable to use the gym, as the gym is not accessible after 5pm and have requested that the gym be made accessible in the evenings.
- The Board was informed by the farm manager that the proposed expansion of the farmland has proven challenging in the given location, since the area is prone to flooding. The farm continued to grow a variety of vegetables for local consumption. They also have a variety of fish and livestock.

ERU

- Prisoners housed at the ERU were typically engaged in work in the community during the day.
- There is a small outdoor gym area that was used by prisoners during their free time. However, the Board is concerned about the adequacy and range of the equipment and that it is located outside.
- ERU prisoners are also engaged in a rota system of daily chores to maintain the facility in a clean and good working order.

HMP Fairbanks

- The Board has observed some inconsistencies with classes, with some prisoners complaining that there are few classes, or that the classes that are being held are infrequent or sometimes cancelled at short notice (including maths and other classes that are run by volunteers).
- During the reporting period, the salon was not always operational due to staffing issues, as advised by officers.
- The Board noted that the gym is well-equipped with a range of exercise equipment.
- Prisoners and staff alike have complained that the female prisoners do not have the same educational opportunities as the male prisoners and the Board is concerned about this huge inequality. The male prisoners have access to a range of certified courses, which offer a qualification upon completion, through the NCCER and Inspire Cayman. As a step towards beginning to address this, Prison Management advised the Board that on 5 August 2021 a cosmetology course, offering certification by an outside company, began at HMP Fairbanks with 4 female prisoners enrolled in the course.
- The Board was informed by staff that computer classes are held once per week. However, there was still an issue with computer access, despite the prison having received several new PCs by the end of 2020. The Board was informed that there are only 3 fully functional computers at HMP Fairbanks, due to outdated software that cannot provide access to the online courses.
- An art/sewing room is equipped with supplies and machinery. Various prisoners took advantage of these resources and a volunteer art teacher has recently been acquired.

B4. REHABILITATION AND RELEASE PLANNING

HMP Northward (including ERU and Juvenile Wing)

Children and families and contact with the outside world:

Prisoners' support network

- Prison management and staff support prisoners to develop and maintain positive relationships with their families and friends on the outside. However, due to the COVID-19 pandemic, this has not been an easy task for the prison in this reporting period. Following the major lockdown in 2020, families were able to visit again in 2021, albeit with some level of restrictions as per COVID-19 protocols. However, the revised policy put in place met the immediate needs of the prisoners along with the use of Zoom and Skype and regular telephone calls.
- During this reporting period, many prisoners informed the Board verbally that they found it difficult to maintain relations with their family and friends when visits ceased due to the COVID-19 outbreak. The prisoners explained that although they were able to maintain contacts via telephone and Zoom calls, it was not as effective and meaningful as a face to face visit. A few prisoners expressed that they understood the new visitors' regulations in place were for their safety and they were grateful to have the opportunity to continue communication with family and friends. The Board noted that in person visits resumed, with some level of restrictions, in the second quarter of the year.
- In September 2021, in-person visits were cancelled for the second time at both HMP Northward and HMP Fairbanks. Visiting resumed in December with stricter testing protocol. However, due to another COVID-19 outbreak at the year end, which affected both prisoners and prison officers, in person visitation was again suspended.
- Visiting days are still on the weekends with 30 minutes per visit. No physical contact is allowed as per COVID19 protocols. The Board observed that a mother who was unable to visit on the weekend due to transportation problems was given a special pass by the prison to visit on an agreed weekday.

Children visiting parents in prison

- The Board was informed by senior officers that children have not been visiting as much during this reporting year, and was advised that parents had been making the decision not to have the children visit, due to the demands of the COVID-19 protocols.

Visiting sick relatives and attending funerals

- The Board was informed by a senior officer that prisoners still have the privilege of visiting sick relatives in the hospital, or attending funerals. However, it would now only be given under special circumstances and with strict adherence to COVID-19 protocols. Prisoners must make an application to do such a visit. The Board was advised that, if the information given was certified correct, and the visit was deemed highly necessary, then permission would be given. This, however, would still be contingent upon the prisoner's behavior and an adherence to the

COVID-19 protocols. The Board was advised that, for this year, the number of such visits was fewer than in previous years. The Board believes this to be largely as a result of the ongoing threat of COVID-19 and the availability of Zoom to have virtual visits.

- Other special permissions for visits to homes, or to special church programmes were also suspended due to the COVID-19 pandemic.

Access to telephone and other communications

- Prisoners continued to have regular access to telephone communications, and this provided an opportunity to keep in touch with their family and friends when visits were limited because of COVID-19. Prisoners are assigned individual phone numbers that family and friends can 'top-up' with minutes. Calls, however, can only be made to those persons approved by the prison. Telephones continue to be available on every wing.
- Throughout the pandemic, iPads/tablets were made available to prisoners for Zoom visits with family and friends, following the protocols set for Zoom meetings.

Rehabilitation Progression and Reducing Risk of Reoffending

Coordinated Rehabilitation Services

- The Board was informed that the policy of assessing new prisoners by the Department of Community Rehabilitation (DCR) probation officers using an evidence-based assessment tool continues. The Board was advised that each prisoner is assigned to a probation officer and a Case Plan is then developed. Prisoners are involved in developing the goals and stating their individual needs and programmes are then included in the plan that would address those needs. DCR continued to use a multi-disciplinary/multi-agency approach to aid each prisoner in achieving the set goals. The Clinical and the Re-entry teams along with other teams are involved in working with the prisoners.
- DCR probation officers continued to carry a heavy case load of prisoners. They advised the Board, however, that reviews are done periodically and as needs demand, e.g. for Categorization (CAT) or Parole needs. Nevertheless, the Board heard from more prisoners than in previous years that they were not seeing their probation officers as frequently as they would like. This concern was generally heard from prisoners in CAT D, or those up for parole.
- The Prison has designated Prison Officer Advisors to work with each prisoner. Each officer has a case load of approximately 1-3 prisoners, which is a big decrease from previous years, when it was 1-10. This is a positive development, as it should mean that the advisors will have more time available to focus on individual prisoners. The Board was informed by the Re-entry staff that improvements were observed as a result of the restructuring and delivery of the programme. For example, each Officer Advisor now has an assistant, and there is also an updated advisors' booklet to note all contacts made with the prisoner.
- The Re-entry Department and its team of officers continued its work with the prisoners from inception to release.

Support to achieve targets

- The Board was informed that the prisoners are made aware of their case plan through their individual probation officer and that each prisoner gets an outline and works towards achieving targets set. They are supported by their Officer Advisor and the various other staff members who work with them on a daily /weekly basis.
- In speaking to the prisoners themselves, the review was mixed. Some spoke enthusiastically about their case plans and achieving the objectives set and courses completed. These prisoners usually spoke positively about their probation officers and different teams of prison officers. Others have voiced complaints about the infrequency of meetings with their probation officers.
- The opportunity to participate in various educational and skills programmes was still made available to prisoners, despite some setbacks due to the COVID-19 pandemic. For a small number of prisoners spoken to by the Board, interest was not always high. They continued to dwell on negative reasons for their lack of interest, such as length of sentence time or having done “everything” already. In this regard, members of the counselling team continued to work with the prisoners to help them see all the positive personal benefits and the value that comes with learning a new skill or participating in programmes that support re-entry into the society.

Intervention services

- The Board, in speaking with members of the clinical team, was informed that things were back to a high level of normalcy after the interruptions due to COVID-19, and that the team continued to provide appropriate interventions for the benefit of the prisoners. Through the use of the referral system and assessment process, individual as well as group counselling is offered, based on needs. Proven evidence-based programmes for high intensity services, with adaptations made, where necessary, are still in use for prisoners who need same.
- Prisoners are aware of the programmes offered by the clinical team. Entry for the programme is through referral as part of a case plan, or freewill choice. There are also several psycho-social activities that continued to take place weekly. These programmes are used to help prepare prisoners for re-entry into the society.
- A new programme “Steps To Success” was introduced this year, which appears to have delivered positive outcomes and will be followed up by the Board. It covered four courses and ran for 16 weeks. A total of 38 prisoners participated and completed the sessions. The Board was informed by a member of the clinical team, that the programme had a positive impact on the prisoners involved and that they were eager to participate and did a good job of sticking to the programme. It was reported that there was also a noted general behavior change from the prisoners who participated, e.g. their daily interactions with other prisoners have shown visible signs of improvement. The Board was unable to follow up on this as of yet.

ROTL Programme

- The Release On Temporary License (ROTL) programme continued to be an important part of the prison’s rehabilitation strategy and resettlement journey for the prisoners.
- For this reporting year, there were 21 male prisoners in the programme. There were 17 CAT D prisoners housed in the Foxtrot Unit at HMP Northward with 2 to qualify for ROTL in the New Year (2022). There were 9 prisoners stationed at the ERU center in George Town. Six were employed and going to work as scheduled, and 3 were unemployed but were hopeful in finding employment in the New Year.
- The Prison continued to provide opportunities for prisoners to obtain jobs, but sometimes there were issues in getting jobs for some prisoners. The Board heard concerns from a few prisoners who felt enough was not being done by the prison to assist them in finding jobs. Other prisoners however, were happy with their experiences.
- The Re-entry team informed the Board that there were several public & private partners who provided employment for prisoners through the new Through Care Service programme. The team has worked successfully to increase the number of participating companies for the year 2021. The Board is to follow up on the outcome of this increase.
- During 2021 there continued to be voiced concerns from a few prisoners regarding the management of the ROTL programme and lack of jobs for some prisoners. However, by and large, most were engaged in job opportunities and spoke positively about the programmes and the managers.

The table below provides the number of prisoners who completed the ROTL programme since 2019.

Calendar Year	# Discharge From Prog.
2019	14
2020	11
2021	11
Total	36

- Further, it should be noted that information from the Re-entry team indicates that, since the inception of the programme in 2013 to the close of 2021, a total of 63 prisoners who participated in the ROTL program were released from custody. It was reported that, of this number, 12 prisoners reoffended and returned to prison.

Managing Prisoners’ Finance

- All prisoners are encouraged to have a job inside the prison, which can range from cleaning and laundry to construction work or orderly work for different areas. For this work they receive a small weekly stipend pay for their services. Prisoners continued to receive advice on how to manage the money they earn and how to save money for when released. Payments received by prisoners for their work are deposited into a split account, which has voluntary and compulsory savings. Withdrawals can be made from the voluntary account to purchase “canteen” items. The remaining funds are placed in a compulsory saving system.

- Further to the 2020 report, during this reporting period, there has been an increase in pay due to a change in the PSI instructions from \$15 to \$18, depending on job type (as advised by Prison Management). The Board is to follow up on the prisoner outcomes of this increase.

Release Planning

- This year a new programme was put in place, one that aimed to follow each prisoner beyond the gates of the prison for a proposed six months. The programme is called *Through Care Services* and was implemented in the prison in October 2021. Two experienced prison officers were identified to manage the programme from the Re-Entry Team. The Board was informed by the managers that those prisoners with 12 months or less time left in prison were identified as the target group.
- The programme aims to coordinate with all the other relevant agencies to offer assistance to the released prisoners. It aspires to help each individual's resettlement and reintegration into the community, e.g. with housing, job placement, opening a bank account, etc.
- Housing for the released prisoners, the Board was told, will be looked at from a high needs basis and working together with the programme partners to fill those needs.

HMP Fairbanks

- Like HMP Northward, HMP Fairbanks facility visitors' programme was greatly impacted by COVID-19. Family and friends of the prisoners were restricted in face to face visits at the beginning of the year. Restrictions were also placed on other visitation events such as Family Fun Days and holiday events.
- Prisoners, however, still had access to telephone service and were able to keep in touch with family and friends on their vetted phone list. Calls were made from a landline phone in the designated phone area located upon entry to the dining and lounge area. Zoom calls were also made available during the lockdown period.
- Family visits were granted as the year progressed, provided the visitors followed the COVID-19 protocols put in place, such as weekly COVID-19 tests and keeping a safe distance, all for health and safety reasons. The Board was informed that almost 100 % of the prisoners were vaccinated.
- The Board maintained its contact with the prisoners via Zoom meetings, whenever in person visits were suspended.
- Educational and vocational classes were also impacted by COVID-19. However, with the prisoners' enthusiasm and the assistance of the Deputy Director and the team of prison officers, some classes were able to continue. Hair dressing classes began via Zoom. Arts & Crafts was also done on a regular basis, with supervision and assistance from the prison officers. The high level of enthusiasm for the subject led the Deputy Director and her team to identify a specially designated area for this purpose.

- Opportunity for work engagement is still limited. Due to the size of the facility and number of prisoners, opportunity for full time employment is not possible for most prisoners. The fact that the work is part time, or infrequent, is often reflected in the stipend prisoners receive, which was confirmed by the Deputy Director. She did advise, however, that there is some sort of work available for every prisoner at the prison, even if it is on an ad hoc basis, due to the size of the facility.
- The Board continued to receive verbal concerns from a few prisoners about the lack of regular access to their probation officers. Concerns were expressed by prisoners who became eligible for parole, of difficulty communicating with their probation officers and fear that their cases would not be dealt with in a timely manner.
- Based on this recurring complaint, the Board spoke to the Deputy Director who informed the Board that an office space was created for the probation officers to meet with individual 'clients'. The Board was further informed that this greatly improved the services provided. Subsequently, a few prisoners expressed gratitude for the way their probation officers worked with them and for the rehabilitation programmes offered by the prison.
- At the close of the year, there were 4 CAT D prisoners at Fairbanks, two of which will reach the qualifying goal for parole in the New Year. During the year, one prisoner who was in the ROTL programme was released from custody.

Recidivism (Data provided by the Prison Management)

The table below shows the recidivism rates for both males and females for 2020 and 2021 (i.e. prisoners who have been readmitted to prison within 2 years of reintegration into society.)

Location	2020		2021	
HMP NORTHWARD	13	16%	25	19%
HMP FAIRBANKS	1	17%	1	10%

Leadership and Management

- The Board has observed major improvements to the placement of prisoners, due in part to the improved management of the intervention programmes.
- There is now follow-up after a prisoner's release, and management has worked to ensure that there was buy-in from the public / private sector to help with their rehabilitation outside of prison.

PART C – Work of the Board

C1 – Board Activities

The CIIMB meets monthly. The Prison Director or his deputy is invited to attend for part of the meeting to inform the Board of developments in the prisons and to respond to current observations from members during their visits.

Table 1- Board Statistics

CATEGORY	NUMBERS
Number of Board Members at the end of the reporting period	10
Number of Board Meetings Held	12
Total number of visits/hours to Northward	126 / 303
Total number of visits/hours to Fairbanks	41 / 138
Total number of visits/hours to ERU	16 / 9
Total Visits/hours All Facilities	183 / 450

C2- The Applications Process

All detainees can ask any member of the CIIMB to help them with a request or issue. They can do this in writing. Forms to make confidential applications to the CIIMB are available on every wing of HMP Northward, in the prisoner telephone access area at HMP Fairbanks and in the entrance area at the ERU. Prisoners can place their forms in the CIIMB’s locked boxes, which are cleared regularly by the CIIMB members. Prisoners can make a confidential application directly to the Chair of the Board by placing the form in a sealed envelope addressed to the Chair of the CIIMB. Prisoners can also speak directly to a member of the Board during their visits.

Table 2 –Applications from Prisoners Submitted to the CIIMB Jan-Dec 2021

	Category	Number of Applications Received	
		2020	2021
A	Accommodation	1	1
B	Adjudications	0	0
C	Equality, Diversity and Faith	1	3
D	Education, Employment and Training	2	2
E	Family, Visits, Mail and Phone	4	2
F	Finance and Pay	2	1
G	Food and Kitchen	0	0
H	Health and Sanitation	3	3
I	Property within this establishment	3	1
J	Property during transfer or in another establishment or location	0	1
K	Canteen facility	0	1
L	Sentence Management inc. HRU, ROTL, Conditional Release, release dates, re-categorisation	5	4
M	Staff/prisoner concerns including bullying	4	4
N	Gym & Leisure Facilities	0	0
O	Complaints System, Regime and Rights	0	5
P	Outside our Remit (ie. Legal)	2	8
Q	Misc.	0	2
	CIIMB Applications	27	38
	Confidential Applications to the Chair	0	0
	TOTAL ALL APPLICATIONS	27	38

C3- Our Board Members

Mrs. Dorothy Davis (Chair)
Mr. Courtney Perrin (Deputy Chair)
Ms. Cheryl Myles
Ms. Dahlia Miller
Mr. Errol Levy
Ms. Lorna Lumsden
Mr. Michael Bromby
Ms. Nelva Ebanks
Mr. Paul Nicoll
Mr. Alberto Campuzano

Secretary:

Ms. Evette Burnell-Harris, CIIMB Secretariat, Office of the Deputy Governor.

We thank the following former Chair and Member for their service in 2021:

1. Mr. Herbert Crawford
2. Olga Gourzong

APPENDIX I- MANAGEMENT RESPONSE

MAIN AREAS FOR DEVELOPMENT				
AREAS FOR DEVELOPMENT- QUESTIONS DIRECTED TO THE MINISTRY	MANAGEMENT RESPONSE	PROPOSED ACTIONS	DATE	RESPONSIBILITY
<p>1. a) Can the Ministry inform the Board how it plans to address the need to provide adequate facilities or space to accommodate prisoners with mental health challenge?</p>	<p>The Ministry of Home Affairs (MHA) and Her Majesty’s Cayman Islands Prison Service (HMCIPS) fully recognizes the inadequacies of the existing infrastructure at HMP Northward and Fairbanks. On June 21, 2022 Cabinet approved the Outline Business Case which was required to move to the procurement phase for consultation services to design a new prison estate. This design will consider how best to accommodate prisoners with mental health challenges.</p>	<p>In the design phase for the new prison estate development, the needs of prisoners with mental health challenges will be considered through extensive stakeholder and specialist engagement.</p>	<p>Q4 2022</p>	<p>HMCIPS, Ministry of Home Affairs and Major Projects Office</p>
	<p>In the absence of a new purpose-built facility, the prison team will continue to address the needs of prisoners with mental health challenges on an individual basis.</p>	<p>Continue to strengthen the Mental Health Multidisciplinary Team meetings to support prisoners with mental health concerns.</p>	<p>Q4 2022</p>	<p>HMCIPS</p>
<p>1. b) Can the Ministry provide an update on any training that has been provided and/or is planned to help HMP staff to deal more effectively with prisoners with mental health issues?</p>	<p>In an effort to equip staff to support and manage prisoners with mental health challenges, HMCIPS developed a training plan to have all staff trained in mental health. To date approximately 82% of all staff (150 of 183) have received mental health sensitization and/or training. Due to the impact of Covid on operations, it has not been possible to implement the plan in full as yet. Nevertheless, all new recruits are receiving a full Mental Health First Aid Training (23 thus far) and an additional 15 staff have received mental health training in 2022.</p>	<p>The HMCIPS mental health training plan for staff continues to be implemented and revised to meet the needs of the organization and its clients. It includes a combination of the Mental Health First Aid Training, Suicide and Self Harm awareness and assessments, as well as refresher mental health sensitizations.</p> <p>The Ministry is developing a strategic rehabilitation framework which will also consider the most effective delivery of services for prisoners with mental health challenges, inclusive of minimum standards for mental health knowledge, skills or qualifications.</p>	<p>On-going</p> <p>Q2 2023</p>	<p>HMCIPS</p> <p>Ministry of Home Affairs, HMCIPS and Department of Community Rehabilitation</p>

<p>1. c) Can the Ministry provide an update on the Mental Health Review that was conducted in 2019, by the UK visiting expert, and any progress made in implementing his recommendations?</p>	<p>The Ministry is actively seeking funding to secure the services of a programme lead to implement recommendations for mental health improvements across the criminal justice system based on the Mental Health Review conducted in 2019. An application for funding was submitted for review in April 2022. The Ministry is awaiting feedback. This programme requires cross-governmental partnerships, specifically with the Ministry of Health and Wellness and the Mental Health Commission.</p> <p>The Ministry, in collaboration with the Office of the Deputy Governor (ODG) also commenced a cross-government scoping exercise to determine which recommendations from the report may have already been addressed.</p> <p>The Ministry has also conducted an internal review of the Mental Health Act (2021 revision) and the Mental Health Commission Law (2013 revision) to be in a position to provide feedback when the current amendments to those legislations are under public consultation.</p> <p>In addition, the Ministry is preparing for a presentation to the Mental Health Commission to provide feedback on mental health as it relate to the prison, and other public safety functions under Home Affairs.</p>	<p>With available funding, the Ministry aims to secure a project lead to develop and execute an implementation plan to comprehensively enhance mental health services in the prison and into additional realms of criminal justice.</p> <p>To complete the scoping exercise alongside other relevant CIG stakeholders.</p> <p>To provide this feedback during public consultation.</p> <p>To deliver the presentation to the Mental Health Commission and hopefully secure support in addressing some of the challenges.</p>	<p>TBD</p> <p>Q3 2022</p> <p>Q3 or Q4 2022</p> <p>Q3 2022</p>	<p>MHA, HMCIPS and Ministry of Health & Wellness.</p> <p>MHA and ODG to lead.</p> <p>MHA</p> <p>MHA and the Mental Health Commission</p>
<p>2. a) Can the Ministry advise what arrangements will be made to make the prisons more accessible to people with disabilities, in the interim, before the new prison is built?</p>	<p>The Ministry of Home Affairs (MHA) and Her Majesty’s Cayman Islands Prison Service (HMCIPS) fully recognizes the inadequacies of the existing infrastructure at HMP Northward and Fairbanks.</p> <p>In the absence of a new purpose-built facility, the prison team will continue to address the needs of prisoners with disabilities on an individual basis.</p>	<p>In the design phase for the new prison estate development, the needs of prisoners with disabilities will be considered with specialist engagement.</p>	<p>Q4 2022</p>	<p>HMCIPS, MHA and the Major Projects Office</p>

AREAS FOR DEVELOPMENT- QUESTIONS DIRCTED TO THE DIRECTOR OF PRISONS	MANAGEMENT RESPONSE	PROPOSED ACTIONS	DATE	RESPONSIBILITY
<p>1. a) Can the Director provide an update on progress and revised timelines for when a programme will be in place to address the smoking problem at HMP Northward?</p>	<p>In addition to the new ventilation system and designated smoking areas in the prison, HMCIPS continues to work towards smoking cessation in the prisons. Given the health and security implications involved with a smoking cessation policy directive in the prison, a carefully considered plan will need to be established. As a result, a policy paper on smoking cessation options will be prepared by Q1 2023. This will factor in data from the Nicotine Dependence Survey conducted in the Prison at the end of 2021, as well as other consultations on health, safety and security risks. A plan for the selected option will be developed in 2023 and funding sought for implementation in the 2024-2025 budget based on the Hon. Minister’s policy directive.</p>	<p>A policy paper on smoking cessation options will be prepared by Q1 2023. This will factor in data from the Nicotine Dependence Survey conducted in the Prison in 2021, as well as other consultations on health, safety and security risks. A plan for the selected option will be developed in 2023 and funding sought for implementation in the 2024-2025 budget based on the Hon. Minister’s policy directive.</p>	<p>Q3 2022 – Q4 2025</p>	<p>HMCIPS and MHA</p>
<p>2. a) Can the Director indicate when this issue of a lack of a fire exit from the HRU will be remedied?</p>	<p>The High Risk Unit (HRU) is used to house inmates with greater security concerns within the prison system and therefore require a secure location within the prison estate. There are two fire exits from HRU. HMCIPS fire protocol recognises life/safety concerns, security, and then property. The Prison’s fire protocol varies based on factors such as building type/material, training and response time of fire responders. The infrastructure challenges in HMCIPS is minimized by clear policies and procedures, as well as the activities and training of the staff to expedite the safe exit of staff and inmates during emergencies.</p>	<p>In the design phase for the new prison estate development, the need for immediate fire exits throughout the estate will be considered.</p>	<p>Q4 2022</p>	<p>HMCIPS, MHA and Major Projects Office</p>
<p>3. a) Can the Director advise if there are plans in place to provide a special unit for these vulnerable prisoners?</p>	<p>HMCIPS fully recognizes the inadequacies of the existing infrastructure at HMP Northward and Fairbanks. On June 21, 2022 Cabinet approved the Outline Business Case which was required to move to the procurement phase for consultation services to design a new prison estate. This design will consider how best to accommodate vulnerable prisoners.</p> <p>In the absence of a new purpose-built facility, the prison team will continue to address the needs of</p>	<p>In the design phase for the new prison estate development, the needs of vulnerable prisoners will be considered through the appropriate stakeholder engagement.</p>	<p>Q4 2022</p>	<p>HMCIPS, MHA and Major Projects Office</p>

	vulnerable prisoners on an individual basis.			
4. a) Can the Director advise how the safety concerns around staff storing and distributing prisoner medications will be addressed, including whether or not there are any plans to recruit a pharmacy assistant, or equivalent?	The concerns around staff storing and distributing prisoner medications is part of the discussion relative to a revised Service Level Agreement (SLA) with the Health Services Authority (HSA).	A new SLA is in draft form and there are discussions underway to address the storage and issuing of prisoner medication. No provision has been made to recruit a pharmacy assistant.	Q4 2022	MHA, HMCIPS and HSA