

MESSAGES FOR MANAGEMENT

Below is a transcript of the feedback from the final breakout session in which delegates were asked to identify one "message for management."

Group 1

Understand the real constraints that we are under and, rather than working against us, work with us, listen to us and put into action the things we are actually saying.

Group 2

Appreciate your resources: namely, the staff, and find more creative ways to listen, manage, engage and support them - and be personable.

Group 3

Talk to the staff that are at the coal face. Tell us what's happening and why it's happening. We will take it on and we will do it anyway, even though we bitch and moan about it we will still bloody do it, but at least tell us why we are doing it.

Group 4

Simply: listen to us. Getting staff involved in the decision making process in relation to interventions for prisoners would help. Consultation with staff can lead to better relationships with colleagues and prisoners - setting up some kind of focus groups / coffee mornings, something like that. Just listen to us.

Group 5

Support us and recognise us continually. Value us and reward us for our dedication to our jobs, the fact that we turn up the next day after dealing with some of the situations that we have to deal with. We are front line staff and use our initiative, knowledge and life to protect the public by looking after people who have broken the law. Reward for service would be honourable and justified as a way of saying thank you to these unsung heroes that stand before you here today. Volunteering for extra roles is never picked up on; officers go above and beyond their line of duty and we just want some reward for the service that we give.

Group 6

To be listened to. We would like to see more consultation and implementation of ideas from ground floor staff. Incorporate more forums and focus groups.

Group 7

Invest time and resources in staff training. Move away from the e-learning. Empower the staff and give them credit for what they do well. Try going back to the floor, do a day shift with staff and listen to their suggestions.

Group 8

We want management to look at best practice around prisons and to encourage prisons to communicate and engage with each other more, to share their knowledge and best practice - and our group felt mainly that communication is key. Also, and this might be a bit controversial: our group felt that more of the training budget should be allocated to C and D Cat prisons as opposed to B Cat (I am from a B Cat local) - I think prisoners move around so quickly that the money is wasted when prisoners are transferred before completing courses, which frustrates staff and prisoners alike.

Group 9

For management: show faith, trust and believe in your staff. Be visible and encourage management of your staff. For NOMS: Review fair and sustainable and review the training package.

Group 10

Sometimes we can feel like a number and we would like to feel more appreciated. We would like to be treated fairly and decently which is how we treat offenders.

Group 11

Listen to the feedback, admit you got it wrong with fair and sustainable. Acknowledge the troops on the ground.

Group 12

Forget the fur coat, concentrate on the knickers!