

INDEPENDENT MONITORING BOARDS

DEAR COLLEAGUE LETTER COVER SHEET

Date: **1 July 2004**

DC: **12/04 and IMM 12/04**

Title: **CARE TEAM**

To: **ALL MEMBERS OF INDEPENDENT MONITORING BOARDS**

**CC: CLERKS TO INDEPENDENT MONITORING BOARDS
GOVERNORS AT ESTABLISHMENTS
CENTRE MANAGERS OF IMMIGARATION REMOVAL CENTRES
CONTROLLERS AND DIRECTORS OF CONTRACTED OUT PRISONS
NATIONAL COUNCIL MEMBERS**

Subject Matter and action required (if any): **Board members are invited to apply to be a member of the newly formed Care Team.**

This DC letter supersedes: N/A

Related DCs: **DC/IMM 11/04**

1 July 2004

DC/IMM 12/2004

To: All members of IMBs for prisons and IRCs

Dear Colleague

CARE TEAM

The new procedures for dealing with allegations and/or complaints about conduct and poor performance were issued on 1 July 2004 as DC/IMM 11/04. Annex D of the procedures provides for advice and support services to those involved in the complaint process, and refers to the establishment of a Care Team to provide counselling and advice to those Board members who would find this helpful.

2. The Secretariat is looking to compile a list of Board members who have the necessary skills and would be prepared to be a member of the Care Team. It is not possible to indicate how often a member of the Care Team would be called upon by another Board member for support but being a member of the Care Team does not mean that you have to be always available. A Board member who would like the support of a member of the Care Team would be free to ask anyone on the team; it would, of course, be helpful if the member of the Care Team lived within reasonable travelling distance of the member requiring the support.

3. I attach a brief description of what we believe a member of the Care Team would be asked to do. If you would like to be considered for the Team, please write to me, in no more than 500 words, why you believe that you have the necessary skills and ability to provide the envisaged support. A selection panel, which I shall chair, will consider all the applications and invite those short listed to Ashley House for interview.

If you have any queries, please contact Anne-Marie Stephens on 0207 035 2270 or Jacky Erwtaman on 0207 035 2268.

Yours faithfully

Norman McLean
Head of the Independent Monitoring Boards' Secretariat

Care Team

Job Description

Members of the Care Team will be available to provide counselling and advice to someone involved in the complaint process whether as a complainant, respondent or witness. That support will be provided by:

- Listening
- Maintaining confidentiality
- Understanding the procedures set out in DC11/04
- Providing moral support
- Providing impartial and objective counsel
- Helping the Board member to identify their options

Members of the Care Team may also be asked to:

- Accompany and support the Board member at meetings and interviews
- Liaise where appropriate with the National Council, Secretariat, investigating officer and local resolution facilitator

Members of the Care Team may NOT act in any legal capacity.