

**HMP & YOI NEW HALL
DIAL WOOD
FLOCKTON
WAKEFIELD
WF4 4XX**

INDEPENDENT MONITORING BOARD

ANNUAL REPORT

1ST MARCH 2009 – 28TH FEBRUARY 2010

Section 1

This Report covers the Period from 1st March 2009 to 28th February 2010

STATUTORY ROLE OF THE IMB

The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison and immigration removal centre (IRC) to be monitored by an Independent Board (IMB) appointed by the *Home Secretary from members of the community in which the prison or centre is situated.

The Board is specifically charged to:

1. Satisfy itself as to the humane and just treatment of those held in custody within its prison and the range and adequacy of the programmes preparing them for release.
2. Inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has.
3. Report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have on those in custody.

To enable the Board to carry out these duties effectively, its Members have right of access to every prisoner and every part of the prison and also to the prison's records.

* The responsibility for appointments now rests with the Secretary of State for Justice

CHAIRMAN'S NOTES

Ministers have requested that Boards use a common template for their reports and, as a rule, report by exception. This means raising only those matters that give them concern and need to be addressed or are examples of such excellence that they ought to be commended and perhaps replicated elsewhere.

As a consequence of this, the Board has shortened its report for 2009-2010. Inevitably, this has resulted in a few omissions, especially regarding those areas that are regularly delivering their remit successfully. We apologise if this approach is unacceptable to some but feel that this format will help to focus the Minister's attention on the more important and immediate issues that concern us all.

For reasons of decency and respect, the use of the word 'prisoner' when referring to offenders is being phased out. It is being replaced by the term residents for adults, and young people for those under 18 years old.

Tony Turner IMB Chair HMP & YOI New Hall

Section 2

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Section 3

DESCRIPTION OF THE PRISON

Brief history

3.1 HMP/YOI New Hall is located in a rural setting on the A637 close to the M1 and M62 motorways, between Wakefield and Huddersfield. Wakefield is the nearest train station but only a poor bus service runs between here and the prison. This means that many visitors have to travel by taxi, which can be expensive.

New Hall was originally a Military Camp and remained as such until acquired by the Prison Commissioners in 1933 to become the first open prison in England, operating as a satellite of HMP Wakefield. In 1987 it was converted to its present role as a secure local prison for females and this year celebrates its twenty third year in its present role.

Resident mix

3.2 The prison holds a challenging mix of adult residents and young people under 18 years old, sentenced and unsentenced, as well as accommodation for nine mothers and ten babies who are located on a dedicated mother and baby unit (Maple House). At the time of our reporting, this unit is currently being used as a temporary reception facility whilst a new reception area is built. In its place there is a temporary mother and baby unit in Acer House holding three mothers with babies. Additionally, up to a total of forty first stage life-sentenced residents and those serving IPP sentences are held as well as a small number of foreign nationals.

Residential units

3.3 Willow House consists of three spurs and one dormitory holding mainly adults on remand, short term sentenced residents and some younger 18-20 year old residents. It also facilitates a new Listeners' suite.

Larch House has semi-open conditions and holds low risk mainly enhanced residents.

Poplar House has two separate spurs. Poplar 1 accommodates lifers, IPPs and other long term sentenced residents. Poplar House 2 holds sentenced adult residents and some 18-20 year olds.

Oak House (previously known as the Substance Misuse Unit) has two spurs and is used both as a first night unit for new arrivals and a detoxification unit for residents on maintenance or detoxification programmes.

Rivendell is the dedicated young peoples' unit housing those up to age 18 which was opened in December 2005. It has three spurs having a maximum capacity of twenty eight.

3.4 There is also a mother and baby unit (Maple House) as mentioned in **3.2**, a Care and Assessment unit (Holly House) and a Care and Separation unit (Sycamore House)

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Population

- 3.5** The certified normal accommodation at the end of the reporting period was 393 with the operational Capacity being 447. The average daily unlock figure was 344
- 3.6** New Hall's catchment area for all classes of adult residents and for unsentenced young people covers Derbyshire, Leicestershire, Lincolnshire, Nottinghamshire and Yorkshire. For sentenced young people, this area is extended to include all courts in a geographical line from mid-Lincolnshire across to South Wales and taking in all the North of England.

Regime

- 3.7** New Hall provides both full and part time education commissioned from City College Manchester where accreditation can be gained.
Some of the courses are: Business Administration: OCR Hairdressing: OCN Art: OCN Life Skills: OCN Welfare for Work Level 1 Food Hygiene: City & Guilds/AQA/OCR Literacy and Numeracy: OCR CLAIT/CLAIT Plus: ASET Introduction to Work and OCR Vocational Qualifications.

Four workshops – Assembly Work and Light Textiles, AQA Unit Awards: City & Guilds NVQ Levels 1 and 2 in Food Preparation: Gardens NPTC Level 1 Skills: P.E. Course CSLA and AQA Unit Awards: Offending Behaviour Courses including ETS, and Substance Use SDP.

Agencies for employment and careers advice include, Jobcentre Plus, Connexions and SOVA Project.

The residents are supported by Personal Officers, Caseworkers, a Psychology Department, a Substance Misuse Team, the Chaplaincy and the Healthcare Department.

Glossary of Terms

<i>AQA</i>	<i>Assessment and Qualifications Alliance</i>
<i>ASET</i>	<i>Accreditation Syndicate for Education and Training</i>
<i>CSLA</i>	<i>Community Sports Leaders Awards</i>
<i>CLAIT</i>	<i>Computer Literacy and Information Technology</i>
<i>ETS</i>	<i>Enhanced Thinking Skills</i>
<i>NPTC</i>	<i>National Proficiency Tests Council</i>
<i>OCN</i>	<i>Open College Network</i>
<i>OCR</i>	<i>Oxford Cambridge and RSA Examination</i>
<i>SOVA</i>	<i>Supporting Others Through Volunteer Action</i>

Section 4

EXECUTIVE SUMMARY

4.1 The Board's last report covered March 2008 to February 2009. It was published in May 2009 and received a response from the Minister in August 2009. To the Minister, three main issues were raised, not for the first time, residents with mental health issues, transportation of young people and New Hall Approach.

4.2 The Board thanks the Minister for her comprehensive reply and is pleased to report that New Hall Approach is due to be re-opened shortly. Unfortunately, there seems to be little or no improvement to either the situation regarding mentally ill residents or the problems involving the transportation of young people.

4.3 It was announced in January 2009 that because of the reduction in prison budgets, necessitating efficiency savings, New Hall was to be 'clustered' with Askham Grange. This resulted in Askham Grange losing its Governing Governor and other senior functions being shared. The main outcome has been that the majority of the heads of department for the two establishments have come from New Hall resulting in a dilution of time spent by these managers at New Hall. The Board feels that this and the 'natural wastage' of staff not being replaced has had an adverse affect on certain functions of the prison to the detriment of both residents and staff. This has been noticeable in one particular area by the number of applications received by the Board from residents over resettlement issues. (Offender Management, section **6.6**) This department has, at times, suffered from low staffing levels for whenever other areas of the prison are requiring extra personnel it is often Offender Management that suffers. The Board is told that a new 'Layered Offender Management System' is due to be rolled out shortly after the end of its reporting period and it is hoped that the Board will be able to give a positive feedback about the effects of this in its next Annual Report. Where it is felt that other functions have been adversely affected, these will be highlighted later in the relevant sections of the report.

4.4 New Hall bade farewell to its Governing Governor, Gareth Sands, on 13 November 2009. During his tenure, New Hall achieved the status of a level three performing prison and many of the staff and residential areas were refurbished although a small minority of staff felt that the improvements were weighted more towards the benefit of the residents than the staff. He also saw the birth of The Care in Custody Integrated Services (CCIS) function. This has had a most positive effect on the management of the more vulnerable residents and is covered in greater depth in sections **5.2, 5.3**. The Board commends this.

Governor Sands took on the responsibility for the clustering of the two establishments, as mentioned in **4.3**, and for managing the ominous financial restraints and the Board compliments him for the way in which these issues have been tackled and offers him its best wishes for the future.

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4.5 The Board is very pleased to welcome to New Hall its new Governing Governor, Marian Mahoney, who took up office on 4 January 2010 shortly before the end of this reporting period. It wishes the Governor, her Senior Management Team and all her staff well for these difficult and challenging times ahead.

PARTICULAR ISSUES REQUIRING A RESPONSE

4.6 By the Minister's own admission, too many people with mental health problems continue to be imprisoned. Year after year this issue is raised by not only Independent Monitoring Boards but also by the Chief Inspector of Prisons and other interested parties. It would be remiss of the Board not to keep bringing this to the Minister's attention. Likewise the transportation of young people in conditions that are totally unacceptable in the 21st century is continually raised but little seems to change.

The Board would ask yet again of the Minister, when will the relevant Government Departments take these on-going problems seriously and actually do something about them?

4.7 The prison budget has again been reduced and it is forecast that a year on year saving of £700,000 per year will have to be made. There is a continual battle for the Governor to 'balance the books' and inevitably, part of the solution has to be a reduction in staff.

The Board would ask of the Minister if she can guarantee that the safety and welfare of both staff and residents will not be compromised in any way due to excessive budget restrictions?

OTHER AREAS OF CONCERN OR GOOD PRACTICE NOT REQUIRING A RESPONSE

Areas of Concern

4.8 The Board has been concerned about the shortage of staff at times due to occasional high sickness levels.

For obvious financial reasons there is no back-up staff to call upon when staff are off work due to sickness, injury, annual leave, suspensions or bed watches. This has an affect on residents and staff alike. It is a constant juggling act to ensure that all areas are covered. This can result is demoralised staff who, when working in an unfamiliar role, often use that unfamiliarity as an excuse not to know what is going on or take responsibility for that area. Tangible consequences of shortage of staff have included poor staff attendances at training sessions and meetings and curtailed association for the residents.

4.9 Generally the relationship between the residents and staff is good but the Board does receive comments from the residents that sometimes the staff '*cannot be bothered to help sort my problems out*'. This is sometimes reflected in the applications that the Board receives that should, in the Board's opinion, have been dealt with on the wings. The occasional shortage of staff must play a big part in this but if only a little more time could be found for the residents much frustration and in the end wasted time, could be avoided.

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Areas to be commended

- 4.10** The Kitchens continue to supply a wide and nutritious variety of food which takes into account the ethnic mix of the prison population. The quality is of a high standard demonstrated by the very few complaints received by the Board.
A catering committee made up of staff and residents (also IMB) meets monthly to raise any issues and from these meetings many useful ideas arise and many are implemented.
- 4.11** New Hall has a modern, well-equipped gymnasium, run by an enthusiastic group of instructors who offer a wide and varied exercise regime to the residents. This is an important and popular part of prison life with a high percentage of the residents participating and normally a long list of reserves for the evening classes. The Board commends all the staff for their dedication and enthusiasm.
- 4.12** New Hall has many residents with mental health issues. These residents can be extremely demanding of staff and the Board highly commends the professionalism of those staff who are constantly engaged in the care and well being of these vulnerable residents.
- 4.13** The Board would finally like to thank the Governor, the SMT and members of staff for the help given to it at all times which helped to make its monitoring role so much the easier.

Section 5

AREAS FOR MANDATORY REPORTING

5.1 *Safer Custody*

5.1.1 *General Overview*

- The Safer Custody Group is responsible for violence reduction and anti-bullying, and also the prevention of suicide and self-harm. The Violence Reduction meetings and Suicide and Self-harm meetings are both held monthly on the same day.
- Both meetings are chaired by the Head of Safer Custody and a wide range of disciplines attend. These include uniformed staff from all the residential areas including Rivendell and Sycamore House, as well as representatives from Holly House, Chaplaincy, Resettlement, Psychology, CARATS, Education, Works and Workshops and Catering. Listeners attend (part of the meetings) as well as the Samaritan's representative and a member from the IMB.

5.1.2 *Areas to be commended*

- Each month, a 'Safer Custody Departmental Report' is produced. This relates to both meetings.
This report is a very thorough and well produced document which generates much discussion and is often the catalyst for further action by the Group.
- A separate statistics report is produced for the Young People's Unit (Rivendell) which is now established, and data can be meaningfully compared.
- The elimination of bullying continues to be a top priority with zero tolerance being the only accepted ethos.
There is a good anti-bullying policy in place, but unfortunately it is often difficult to get uniformed staff released to attend anti-bullying training due to staffing levels. Victims are well supported and the perpetrators' problems are addressed in many positive ways including an anti-bullying work book for those on stage 2 bullying.
- An initiative to address violence reduction including intimidation / abusive verbal behaviour, is the introduction of warning slips for this type of behaviour. Staff are encouraged to challenge more.

5.1.3 *Areas of concern*

- Self-harm continues to be an issue in New Hall. Staff are encouraged, by developing confidence and skills, to make appropriate assessments in opening, maintaining, and closing ACCT documents. It is stressed however that if there is any doubt an ACCT document should be opened.
- The Listeners and Insiders play a vital role at New Hall. It was hoped to have Listeners on 24 hour call but numbers do not allow for this. Although the recruitment of Listeners is on-going the Board is concerned about their low numbers. On occasions, the Listeners duties have been threatened with temporary suspension due to low numbers but thankfully this has not yet happened and every effort must continue to be made to recruit more women to this vital role.

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- Some of the monthly meetings are not attended by representatives from all the identified areas which often leaves action points unactioned and questions unanswered only for them to be carried forward to the next meeting.

5.1.4 *Statistics*

- Fewer residents are self-harming. Comparing 2008 with 2009 the numbers have fallen by 23% although the number of self-harms per resident is the same.

	<u>2009</u>	<u>2008</u>	<u>2007</u>	<u>2006</u>	<u>2005</u>
<i>Self-harm Incidents</i>	817	1060	1180	1260	1017
<i>Residents Involved</i>	360	474	434	335	304

‘HMP/YOI New Hall aims to provide a Safe, Secure and Caring Community for Staff, Prisoners & Trainees and Visitors as we recognise the Right of Everyone to Live, Work and Develop in Safety, Free from Fear of Abuse, Harm and Acts of Violence’

5.2 *Sycamore House*

5.2.1 General Overview

- The Segregation unit was renamed in October 2008 to Sycamore House and its role respecified to a Care and Separation unit making up one half of the Care in Custody Integrated Services (CCIS) module. The other half of the module consisting of the healthcare centre, Holly House. (See section 5.3)
- There are cells for refractory residents on Good Order or Discipline, residents on Cellular Confinement and those located on the unit for their own protection.
- There is an association room, adjudication room, Snoozeland room for the purpose of de-stressing certain vulnerable residents (Unfortunately this facility is out of commission at the time of reporting), a servery, showers and two outside exercise yards.
- One Governor manages the CCIS with two Senior Officers and dedicated staff
- IMB Members visit Sycamore House on rota visits every week and sit in at the weekly PSO 1700 reviews and attend Governor's adjudications.

5.2.2 *Areas to be commended*

- Residents on the unit for their own protection (OP) are encouraged to return to normal location as soon as is practicable and safe and not to use it as an easy option.
- Residents on the unit for good order or discipline (GOOD) are also proactively managed in order for them to stay on the unit for the least possible time that is conducive with their behaviour.
- The Board commends the CCIS governor and his staff for their professionalism, humanity and interaction when, at times, they have to deal with some very disturbed residents.

5.2.3 *Areas of concern*

- Occasionally, residents subject to 'three unlock' are located on the unit. In the afternoons, the detailed number of staff is two. This can lead to problems carrying out certain activities, such as showering, if there has not been the opportunity to facilitate this in the morning when an extra officer is detailed. In theory, an officer from another area can be requested to attend but, because of staffing levels, this is not always possible and so some activities are forfeited. However, the Board is unaware of any resident not being offered the statutory opportunity to shower within three days although, out of decency, a shower each day is preferable.

5.3 Healthcare including Mental Health

5.3.1 General Overview

- Health services at New Hall are at present commissioned by Wakefield District Primary Care Trust.
- Primary care and substance use services are provided by the PCT, and mental health services by South West Yorkshire Mental Health Trust. A senior representative (governor grade) from the prison is the Healthcare interface between the prison and commissioners/health trusts.
- The healthcare centre (Holly House) is centrally located within the prison, and access to ground floor (primary care) and first floor (12 bedded secondary care) is easily accessible.
- There are also healthcare rooms situated on several of the wings. Nurses here are able to assess (triage), dispense medications and refer residents onto healthcare for appointments and clinics if necessary. An electronic records system is in use.

5.3.2 Primary Care

- GP surgeries occur daily Monday to Saturday (am) and two afternoons a week. Out of hours work is carried out by 'local care direct'. A resident can usually be seen within 3 days (appointment system) or sooner in case of emergency.
- Dental services occur 4 times a week (am) and the waiting list is approximately 8 weeks.
- Other clinics such as asthma, diabetes, podiatry, optician, STDs and midwifery are also available. Liaison between prison and outside healthcare agencies appear satisfactory.
- Staffing levels (Nursing) in primary care at the time of the report have improved with only 2 vacancies existing. Qualified nurses are on pay bands 5 and 6 and healthcare support workers are in post with 24 hour care provided.

5.3.3 Mental Health Care

- Mental health services at New Hall include primary and secondary (inreach services). There are 4 sessions of psychiatry for residents each week, and input from psychiatrists(x2) and a clinical psychologist along with primary and inreach nurses is available.
- Referrals can be accepted from anyone. Residents usually access the services through GP clinics and/or nurses working on the wings.
- The primary care team carry out initial assessments and support residents with primary mental health needs. The inreach team carry out further assessment and support residents with more severe mental health problems.

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5.3.4 *Areas to be commended*

- The healthcare team at New Hall work extremely well with often difficult and challenging residents. They maintain their professionalism, high standards of care and treat the residents with courtesy, kindness and dignity. The standard of health service provided is satisfactory and equivalent to that which residents could expect to receive in the community. The Board's relationship with its staff is generally positive.

5.3.5 *Areas of concern*

- Mental health staff maintain their professionalism and care to residents. However negotiations are in progress for the future contracting of mental health care services at New Hall and partly because of this and the fact that 4 full time RMN posts remain vacant, morale is low at this present time.

5.4 Diversity

5.4.1 Equality Monitoring

- **SMART II**
- New Hall recognises the importance of establishing systems to gather and collate data relating to diversity and equal opportunities.
- Activity Pathways – Incentives and Earned Privileges (IEP), Control and Restraint, Segregation, Release on Temporary Licence (ROTL) and Adjudications are regularly monitored to ensure that there is no direct/ indirect discrimination. Where monitoring shows fluctuations a review is undertaken to determine how the differences have occurred. This very seldom has had to be carried out
- There is a dedicated Diversity team operating within Hew Hall and the Diversity Manager and his second in command also are responsible for the management of diversity matters at Askham Grange
- A joint REAT meeting with Askham Grange is held bi-monthly and takes place at each establishment in turn, normally chaired by the Governing Governor for the two prisons.
- IMB members from both establishments attend these meetings

5.4.2 Areas to be commended

- New Hall is active in promoting diversity issues including in particular the employment of dedicated staff to act as champions on specific diversity issues. These include disability, lesbian, gay, bisexual, transgender (LGBT), race equality and older residents (50 years plus).
- There are diversity representatives in each area to provide information and to be a source of support.
- There is a strong commitment from the senior management team to address any inequalities and the enthusiasm of the Diversity Manager and his assistant cannot be overstated.
- New Hall is part of an external scrutiny panel with other members being HMP Wakefield, HMP Wealstun, West Yorkshire Police, Kirklees Council, Kirklees Equality and Human Rights Commission (EHRC) , plus a prisoner representative from the host prison.
- New initiatives during this reporting period include ‘Laughter Lines’, a forum for the 50 years plus residents. They meet once a month and issues under consideration include gym sessions for this group of residents and ‘silver surf nights’ in the Education block. A new newsletter has also been launched promoting diversity and members of staff, including the IMB, have attended the Change It, Challenge It training.
- Big Word, the foreign language translation system is now available for any new arrival in Reception who cannot speak English.

5.4.3 Areas of concern

- When residents attain the age of sixty, it is not mandatory for them to work. If they would rather not work, they tend to be locked behind their doors during working hours. This is not in their best interest and a protocol for allowing them more flexibility would be welcomed by the Board.

5.5 Learning and Skills

5.5.1 General Overview

- The Learning and Skills Council (LSC) has the main responsibility in the prison for providing residents with qualifications and skills when they are released, through the activities of the main Education Department
- The Head of Learning and Skills is also responsible for other areas and these, along with Education, are covered below

5.5.2 Physical Education (PE)

- Physical Education plays an important part in many of the residents' lives and the department is run by a team of extremely enthusiastic and professional people. Unfortunately the bid for the provision of a resistance suite, detailed in last year's report, was not successful. However, the successful bid for £15K to improve the classrooms in the building enabled the establishment to refurbish the staff area to make a very good classroom facility. This work is now complete.

Areas to be commended

- PE is now running on three sites: Oak House, the Gym and Rivendell
- The young people on Rivendell now use the main prison gym three times a week. There is now no recreational PE on Sunday or in the evenings, but there are compulsory PE sessions for the young people, with half of them doing 7 hours per week and the other half, 4 hours per week.
- The residents in the main prison have evening sessions on Mondays to Thursdays from 17.30 to 19.00 and all day on Sundays. The reduction in the gym availability has been caused by the reduction in the number of PE Officers by 1.5 to 5.5 PEOs and one PESO (half time on the gym floor.) However, all sessions are well attended.

5.5.3 Education

- Funding for Education passed to the LSC in August 2006. The contract to deliver education was won by City College Manchester to commence at the same time. This contract has recently been confirmed, starting in 2008/2009 for a period of 5 years.

Areas to be commended

- The Education Department has introduced a significant number of new programmes to meet the changing nature of the prison population. A number of equally good quality courses have continued since the period of the last report, all of which are designed to assist the development of employment and further training opportunities on release. These include IT skills, NVQ Hairdressing, BICS Industrial Cleaning, NVQ Business Administration, Skills for Life, Land-Based Activities (Gardens, Stables and Waste Management): there are many other education and training opportunities in a full and varied programme of provision for both adults and YOs, a programme under constant revision and improvement
- An important element of Education and training is the pre-release course, "Ready, Steady, Work/ PSHE", a 3/5-week programme designed to help those about to be released to secure employment or training when they leave New Hall.

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- A new element in Education provision is an LSC-funded Contact Centre Training programme (Call Centre training), culminating in a Level 1 City and Guilds certificate. It is of 3-week duration and good for low level learners. It has had a significant impact on the KPT for Education and Training on release, which is now 27%, compared with the KPT of 22%.
- The two evening classes per week have continued, compensating for the shutdown of Education and workshops on Friday afternoons. However, because of budget cuts, with a reduction of staffing levels (8 instruction officers and one manager), the number of hours of purposeful activity has decreased slightly to 27.7 hours, but this compares favourably with a target of 26.0 hours.

5.5.4 Workshops

New Hall has four workshops consisting of an assembly shop for private sector work and three sewing shops for Prison Service work.

Areas to be commended

- The workshops continue to provide employment and formally accredited training for the residents.
- They are a major source of employment with up to 60 places in the private sector shop and 50 in the three sewing shops.
- Funding continues to be enjoyed for training in retail qualifications for the residents in Workshop 5, with valuable work experience and associated training.

5.5.5 Land Based Activities (Gardens, Stables and Waste Management/Recycling)

Areas to be commended

- The C&G (Level 1), formerly the National Proficiency Tests Council (NPTC) Horticultural Skills Course, continues to be offered and is well supported.
- A particular feature of note is the success of the Land Based Activities team which recycles 58% of all waste in the prison, resulting in a saving of £15k per annum.

5.5.6 Catering

Areas to be commended

- The BICS Cleaning Catering Premises qualification continues to be offered
- The Staff Mess, opened in the previous reporting period, has continued to attract a very high usage. Not only is the food on offer varied, but is prepared to a high quality. The facility offers an opportunity of informal communication with staff at all levels, with comfortable furniture and efficient service.
- This has continued to enhance the opportunities for residents' training and employment with residents employed in both the Staff Mess and the main Kitchen and food preparation areas.
- The quality and variety of food alluded to above is reflected in the lack of complaints received by the Board about this new facility.
- The Board receives an extremely small number of applications from residents about the catering provisions (see section 8.9). The occasional complaint tends to be a specific concern about an individual's particular dietary need, rather than a more general complaint about food quality.
- Extended catering facilities in the prison Visits Hall, formerly outsourced to a private contractor, are now provided by the prison's own Catering Services. This facility now becomes an income generation activity for New Hall, therefore, with further training opportunities for residents.

Areas of concern

- The present budget is £273K, a significant reduction from £300K in the last reporting period. In common with all areas of the prison this is expected to fall still further in the next financial year. It is fortunate that the number of residents has fallen at the time of writing, so that the budget for the supply of food to the main prison can be held at its current level. However, if the New Hall population returns to capacity or near-capacity level, the Catering Services Manager and staff will face an increasingly difficult challenge to maintain the quality of provision currently expected and delivered.
- For much of the reporting period the Kitchens have been short staffed for various reasons and stand-in Catering Managers have been employed on short term contracts to help out. This has created a feeling among some staff that there is nobody to make managerial decisions and take the lead which has led to a certain amount of unrest.

5.5.7 Library

The library continues to form an important part of residents' lives. It is well stocked and offers a diverse choice to suit all tastes. It can be used by staff and residents alike.

Areas to be commended

- Access to the library and its facilities has continued to improve over the year. It is now open on Friday afternoon, as a result of staffing improvements. There is a specific session now set aside for all wings for both during the day and on some evenings.
- The residents can now indirectly access the Internet for their studies and the relevant books are made available to assist their studies if and when possible.
- The library is now staffed by a full-time qualified librarian on a managerial grade. In addition there is one part-time library assistant, with two residents who are employed on a full-time basis. Their knowledge of the library's contents and the sorts of books that residents appreciate is a valuable addition to the facility.

5.5.8 Other comments

Areas to be commended

- As a result of the restructuring of the Induction programme, the allocation of work and education opportunities has been significantly streamlined. There is now a rolling programme of induction throughout the week, meaning that a newly arrived resident should be in work or education much sooner than under the previous system. The Board welcomes this improvement although it has made it more difficult for the IMB to make a personal appearance at every induction.
- Full employment or education is now the norm at New Hall. Excluding the residents on the Oak House detoxification programme, those on Sycamore House and those on Holly House, 402 work and education places are available in the main prison and a further 26 on Rivendell, a total of 428 opportunities. There are normally a number of vacancies, taking in to account those who are unfit for work, those who have refused work and those who are suspended.
- The Head of Learning and Skills and his team are to be commended for matching or exceeding the KPTs for virtually all the areas for which they are responsible, and for making it possible for New Hall residents in all parts of the prison to be gainfully occupied.

Section 6

OTHER AREAS ON WHICH THE BOARD HAS MATTERS TO REPORT

6.1 *Accommodation*

6.1.1 *General Overview*

- The accommodation at New Hall is varied ranging from the more pleasant rooms on Larch House, Maple House and Rivendell to the rather sparser accommodation on Willow House.
- There is in-cell sanitation on all residential wings apart from Larch House. Here the residents have their own room keys to allow them to visit the central washing and toilet areas.
- Maple House, the mother and baby unit, is being used as a stand in reception area whilst the new dedicated Reception unit is built. A new temporary mother and baby unit (Acer House) was opened during the reporting period accommodating three mothers and their babies. Although there were many complaints from both staff and residents about certain functions of the unit, most of them well founded, when it was first opened, these appear to have been ironed out and the unit now has much to commend it.

6.1.2 *Areas of concern*

- Funding is still outstanding for the installation of more showers on Poplar 2 to accommodate the large numbers of residents on this wing. This is an issue continually brought up by the Board and also highlighted by HMCIP but so far without success.
- The geographical lay-out of Willow House is not conducive with the efficient management of the unit although the staff are to be commended for doing their best under difficult circumstances. This results in grievances from residents concerning, amongst other things, association, eating of meals in rooms, and showers. It is felt by most staff, and the Board included, that the unit needs to be replaced but in these times of financial restraints this is probably not an option.

6.1.3 *Areas to be commended*

- The concerns reported by residents to the Board about dirty mattresses and bedding and highlighted in this section of the Board's last report seem to have been addressed for no complaints have been received by the Board during the current reporting period.
- The dormitories on Willow 4 have now been refurbished and this is a great improvement.
- The change in use and consequent refurbishment of Poplar 1 to a Lifer/IPP and long sentenced wing is complete resulting in a bright and pleasant environment for the residents.

6.2 Visits

6.2.1 General Overview

- On arrival at New Hall the visitors check in at the Visits Centre which is situated outside the prison gates until instructed to proceed to the Visits Hall inside the prison where the visits are held.
- The visits area inside the prison consists of the Visits Hall itself and the Kidz Club where children can be left to play under the supervision of trained civilian staff. Refreshments can be purchased from the snack bar by the visitors for themselves and the residents they are visiting and the snack bar is manned by residents from New Hall
- Visits are held from Tuesday to Thursday and at the weekend from 14:00 hrs to 16:00hrs.

6.2.2 Areas of concern

- It has been noticed on occasions that the cleanliness of the toilets in the Visits Centre and the Visits Hall is not up to the standard one would expect. This is usually caused by the unavailability of a Visits Orderley to carry out these duties.

6.2.3 Areas to be commended

- A new system for booking visits has been implemented whereby visitors can arrange their next visit whilst actually in the Visits Centre. This should cut out many problems experienced by visitors in the past.

6.3 Chapel

6.3.1 General Overview

- Residents of all faiths have access to the Chapel where their needs are catered for.
- There are two full time chaplains, one volunteer chaplain and five sessional chaplains.

6.3.2 Areas to be commended

- The chaplaincy offers an invaluable counselling service to both the residents and staff alike.
- Each day the duty chaplain visits the residents on Holly House, Sycamore House, and Oak House as well as visiting any new arrival within twenty four hours.
- Two highlights each year are the Shoe Box appeal where gifts are sent to underprivileged children in Africa and the Christmas carol services attended by the residents and invited guests.

6.4 *Induction*

6.4.1 *General Overview*

- Induction is held for the residents in the form of two courses each week.
- Each session is delivered by a teacher and a dedicated induction prison officer. There is multi-agency input with the IMB having its own dedicated slot in only one of the two sessions.
- Residents join the courses once they have detoxified or have been stabilized through medication. If they have attended the course within the last twelve months they are exempt.

6.4.2 *Areas of concern*

- As a result of reduced funding and change of regime, the IMB input into the residents' induction programme has been very much curtailed during the review period. For a great part of this time only one induction session has taken place each week involving the IMB which has caused much concern to the Board in that many residents are relying upon 'second hand' information being passed to them.
- This has led to Board members having to deal with issues through the application system which should, in the Board's view, be dealt with on the wings. It would seem that there has been a significant increase in females being imprisoned for the first time, which to the Board, highlights the need for a more efficient induction to be put in place.
- The time-span between 'first timers' coming into prison and their induction process has been known to stretch into weeks. This is totally unsatisfactory. However, the Board has been advised that the whole induction programme is to be re-assessed and a more appropriate format put in place in the near future. The Board looks forward to a more structured input in the new format.

6.5 Operations and Security

6.5.1 General Overview

- During the reporting period the Operations and Security functions were separated and each was allocated its individual governor. The Board welcomed this because each area has a vitally important role to play in the smooth running of the prison.

6.5.2 Security

- Amongst its many roles the never ending battle against the illegal possession of drugs remains to the fore and the department and all those members of staff who provide Intel linked to this problem must be commended. Without this information and the thorough investigations that the department carries out, the problems could be much more serious.
- The security of the prison, staff, visitors and residents is paramount and once again the Board is pleased to report that the department's record has been exemplary.
- The mailroom that processes all the incoming and outgoing residents' mail as well as the numerous visiting orders (VOs) is part of the Security department. The staff who work there do not always receive the praise they deserve. Not only do they process the huge volume of mail that arrives each week, they are also very aware of the possibility of drugs been secreted in the mail. On several occasions drugs have been discovered by them and for this they must be congratulated.

6.5.3 Operations

- Two of the main areas that Operations covers are the Gatehouse and Reception.
- The Board is pleased to announce that after many promises and letdowns the building of the new Reception has started. As the Board has highlighted in many previous Annual Reports, the old Reception was not fit for purpose. The new Reception is due to be completed by October 2010 but, at the time of reporting, the building work is ahead of schedule and it could possibly be in use a little earlier.
- The Reception staff are often working under great pressure and the move to the temporary Reception in Maple House had to be undertaken whilst performing their every day duties. This, they carried out with true professionalism and must be congratulated.

6.6 Offender Management

6.6.1 General Overview

- The Resettlement team's main function is to prepare residents for their release into the community and to help reduce the risk of re-offending.
- The team works hard in developing a constructive programme to enable the residents to return to their communities with the necessary life skills needed outside prison.
- Probation is an integral part of the resettlement team.
- The most significant change within Resettlement and Probation will be the introduction of Layered Offender Management (LOM). Monday 19th April sees the start of LOM in New Hall. A basic custody screening tool allocates an offender supervisor who remains the same throughout sentence and deals with all aspects from start to finish. LOM applies to all residents irrespective of length of sentence. This also includes The Young People's Unit.
- The Offender Management area is to undergo a complete change to enable staff from the various disciplines to work in "pods" as they are to be known. New Hall has high hopes of its success in managing the residents and their needs from sentence to discharge and the Board looks forward to reporting back on this initiative in next year's Annual Report.

6.6.2 Areas to be commended

- Probation continues to work hard to achieve positive outcomes in terms of the numbers of residents succeeding in their HDC applications.
- The Probation team has also led the way in shaping responses at New Hall in relation to pathway 9 supporting residents in prostitution.
- Staff are to be commended in their efforts to complete Offender Assessment System (OASYS) documents for all eligible residents, which is always a challenge.

6.6.3 Areas of concern

- The Resettlement function suffers in not having a Police National Computer (PNC) machine that could give fast access to conviction records.
- There is a range of courses available to address residents' individual needs. It is not possible to offer all these courses at New Hall. This means that residents have to be transferred to other establishments, and this raises issues around transport and vacancies.
- Staff are often detailed to other departments which results in the Resettlement Team struggling to complete essential areas of work.
- It is always a challenge to provide privacy for conducting interviews and small group-work.

6.7 Rivendell Young Peoples' Unit

6.7.1 General Overview

- Rivendell is a 26 room unit accommodating up to 28 young people that was opened in December 2005.
- It is a multi agency unit with its own education staff, advocacy service, in reach nurse, social worker, and YOT and connexions worker. Barnardo's now holds the contract for the advocacy service until June 2011 having taken over from VOICE.
- The unit is mostly self-contained. The young people visit the main prison, under strict supervision, for use of the gym, library, visits, chapel and certain healthcare services.

6.7.2 Areas to be commended

- Rivendell had a successful HMIP inspection and report. Respect, Purposeful Activity and Resettlement performed well and Safety performed reasonable well.
- The education provided by Manchester College was reduced by 10 hours to 15 hours per week. A constructive activity timetable has been introduced to cover the Manchester College shortfall hours.
- The unit maintained its performance against all Key Performance Indicators (KPIs).
- It has exceeded key performance targets for Hours Unlocked, Training and Personal Development and Classroom Attendance.

6.7.3 Areas of concern

- As highlighted in previous reports, transportation of the young people continues to give concerns with trainees occasionally being transported with both adults and male prisoners. Late arrivals still occur which put pressures on both the staff and young people alike. These arrivals often being after unacceptably long journeys.

6.7.4 Looking forward to the coming year

- Maintain success for all KPIs: Hours Unlocked, Education and Personal Development, Constructive Activity and Classroom Attendance
- Ensure all staff working with young people have a current enhanced CRB clearance.
- Install improved CCTV coverage of the unit.
- Meet commitment for JASP 1 and JASP 2 training.
- Introduce local restraints minimisation strategy.
- Prepare for national roll out of restricted physical interventions strategy.
- Review Youth Offending Team Service Level Agreement.
- Liaise with Wakefield Local Authority to reintroduce a social worker post.
- Work towards completion of HMIP action plan, including young peoples' MQPL
- Produce a business case for Youth Activity Worker (YMCA).
- Prepare capital bids for multi purpose activity area and refurbishment of the Intensive Supervision Room

Section 7

OTHER AREAS OF THE REGIME

As well as the areas reported on in section 5 and section 6, the following departments and people make an equally important contribution to the welfare and progress of the residents through their sentences. They are an integral part of the regime of New Hall and provide important support to the prison and its residents.

- CARATs
- Gardens
- Works Department
- The Administration Staff
- Health and Safety
- The Control Room
- The Samaritans

Section 8

THE WORK OF THE INDEPENDENT MONITORING BOARD

- 8.1 *Rota visits*** - The Board carries out two designated rota duties each week. It is felt that this regularity of visits is of benefit to staff, the residents and Board Members alike.
- 8.2 *Board meetings*** - The Board met formally every month during the reporting period with an average attendance of 84%. All Members, excluding two who were granted a sabbatical, achieved the mandatory 75% attendance. The governing governor or, in his/her absence, another member of the SMT, attended for part of each meeting except for one when, to the Board's disappointment, there was no representation. Their input forms an important part of the meetings and the Board is grateful for their attendance.
Before the start of one meeting the Board was pleased to welcome the Head of Offender Management and her number two who gave an excellent presentation about the new Layered Offender Management System.
- 8.3 *Meetings attended*** - Members attended various internal prison meetings. These included Safer Custody, Diversity, Lifers, Catering, Advocacy/YJB, Induction, Health and Safety and Visits. Members also attended the monthly staff meetings, governor's adjudications, PSO 1700 segregation reviews and serious incidents.
- 8.4 *Support*** - The Board received excellent support from the IMB Clerk and, in her absence, the staff in Corporate Services were always more than willing to help. The Clerk attended the IMB Clerk's course run by the Secretariat in London and this was a first for an IMB Clerk from New Hall.
- 8.5 *Visits*** - The Board welcomed to New Hall a visit from the IMB at HMP Wealstun and itself visited HMP Styal, which was the first visit to that establishment for most of its members.
- 8.6 *Applications*** Board Members deal with applications as part of their rota duties. These may be written applications or those taken 'on the hoof'. All applications are dealt with as a matter of priority and the quality of the replies is monitored. The breakdown of the issues raised can be found overleaf.
- 8.7 *External Courses, Training and Meetings attended*** - Members attended the IMB National Conference in September and the Chair attended meetings with the Area Manager, the YJB, the Women's and Young People's Group and a 'How to address the Media' seminar at HMP Lindholme.
Members also attended the Personal Protection training and most members completed the c-nomis basic training modules.
- 8.8 *Appointments and resignations*** - The Board started the period with a complement of seven members, recruited seven new ones, lost four and finished the period with ten. It also said goodbye to its longest serving member, Hazel Green MBE, who had been on the Board for over twenty years and was honoured recently with an MBE for her services to New Hall. She also had the honour of having a new visits centre named after her and her contributions to the Board and to the establishment will be missed.

Section 8

8.9 APPLICATIONS

Code	Subject	2009/10	2008/09	2006/07	2005/06		
A	Accommodation	6	7	1	3		
B	Adjudications	8	2	0	1		
C	Diversity	3	3	3	2		
D	Education/Employment	2	12	10	4		
E	Family/Visits	13	18	18	2		
F	Food/Kitchen	5	6	3	3		
G	Health	12	25	9	5		
H	Property	25	39	19	6		
I	Sentences	40	27	17	10		
J	Staff/Residents Relations	10	11	-	-		
K	Transfers	14	5	19	9		
L	Miscellaneous	52	39	45	32		
	Total number of applications	190	194	144	77		

NOTES

- The Sentence related applications that come under the umbrella of Offender Management (OM) highlight the problems that the Board has experienced with OM and which was mentioned in the Executive Summary (4.3). Most of the problems relate to queries about Home Detention Curfew and End of Custody Licence
- It was pleasing to see a reduction in the number of applications relating to healthcare in spite of the large number of residents with mental health issues

(Continued overleaf)

Section 8

THE WORK OF THE BOARD

8.10 BOARD STATISTICS	2009/2010	2008/2009
Recommended Complement of Board Members	15	15
Number of Board members at the start of the reporting period	7	8
Number of Board members at the end of the reporting period	10	7
Number of new members joining within the reporting period	7	0
Number of members leaving within reporting period	4	1 on Sabbatical
Number of rota visits carried out	142	123
Number of other visits carried out	242	259
Total number of applications received	190	194
Total number of weekly segregation reviews held	52	52
Total number of weekly segregation reviews attended	49	51

Section 9

GLOSSARY OF PRISON-RELATED ABBREVIATIONS

ACCT	Assessment, Care in Custody, Teamwork
BME	Black and Minority Ethnic
CARATS	Counselling, Assessment, Referral, Advice and Throughcare Scheme
DTO	Detainee Training Order
ECL	End of Custody Licence
ETS	Enhanced Thinking Skills
GOOD	Good Order or Discipline
HDC	Home Detention Curfew
HMIP	Her Majesty's Inspector of Prisons
IPPS	Indeterminate Public Protection Sentence
LGBT	Lesbian, Gay, Bi-sexual and Transgender
MSL	Minimum Staffing Levels
NOMS	National Offender Manager Service
NVQ	National Vocational Qualification
OASYS	Offender Assessment System
OP	Own Protection
PCT	Primary Care Trust
PO	Principal Officer
PSO	Prison Service Order
REAT	Race Equality Action Team
RIRF	Racist Incident Reporting Form
ROTL	Release on Temporary Licence
SIR	Security Information Report
SMARG	Segregation and Monitoring Review Group
SMT	Senior Management Team
SO	Senior Officer
VCS	Voluntary and Community Sector
YJB	Youth Justice Board

