



INDEPENDENT MONITORING BOARD

HM Prison & YOI Styal

Annual Report 2012

(April 2011 to March 2012)

Section 1. Statutory Role of the Board

The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison and IRC to be monitored by an independent Board 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 its 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.

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Section 3. Description of Prison

HMP/YOI Styal is a closed female establishment. The site opened as a Women's Prison to house the women prisoners from Strangeways in 1962. From 1983 Young Offenders were admitted and from 1999 (following the closure of the Women's Remand Centre at Risley) unsentenced women were also held at Styal.

The accommodation consists of stand-alone houses for about 20 women each, a cell block with two wings used for remand, de-toxing and women with discipline issues and the ten bed Keller Unit intended for women who need to be isolated for their own or others' safety.

Styal, when fully operational, holds up to 460 female prisoners serving mainly short sentences as well as those awaiting trial. It also holds up to 20 stage one life sentence prisoners and more recently IPP prisoners.

- Women originating from the North West of England, approximately 80%.
- Approximately 80% of women have serious drug problems including significant addiction problems.
- Significant levels of mental health issues including above average levels of diagnosable illness, psychiatric history, emotional and behavioural problems along with very high levels of self-harm.
- Almost 40% of women will be in custody for the first time.
- The majority of women will have experienced some form of abuse in the past.
- Approximately 75% of all convicted prisoners will serve less than one year in custody.
- Approximately 50% of women will be a primary carer or a mother.
- Approximately 75% will have significant literacy or numeracy problems.
- Most women will have limited employment history with approximately 75% never having been employed on a full time basis.
- Many of the women will be of a relatively low risk of displaying violent or disruptive behaviour whilst in custody.

Section 4 : Executive Summary

Questions for the Minister

The **Gate area and Houses** require extensive rebuilding to be fit for purpose. We note the current plans to rebuild the gate area, but have not seen any proposals to renovate any of the Houses to acceptable standards. £750,000 was spent clearing the site and preparing for the building of Styal 2 which included renovation of the existing houses. Styal 2 was abandoned but ever since there has been no acknowledgement of the need to renovate the houses and indeed no funding made available for this purpose. The buildings continue to deteriorate and in many cases are not fit for purpose

What plans are there for the provision of funding to enable the buildings to be brought up to an acceptable standard?

Despite raising the issue of the **Keller Unit** over a number of years, Styal continues to have too many seriously mentally ill prisoners who should be in alternative secure care, and it often takes too long to have these women diagnosed and transferred out of the prison to more suitable accommodation for their complex needs. This means staff and resources are being stretched to the limit to cope with the protection and daily care of these highly vulnerable women. Many of them are in need of constant care, and in the case of the Keller Unit most of them are self-harmers. As mentioned before, “prison has become, to far too large an extent, the default setting for those with a wide range of mental and emotional disorders”.

Whilst we cannot praise the professionalism and dedication of the Prison Staff on the Keller Unit enough, they are not clinically trained and cannot perform that function to the degree necessary at all times. The Unit holds 10 prisoners at any one time, is perpetually full and requires an inordinate amount staff and resources for such a small number of prisoners. Needless to say, there are many more prisoners in the general prison who fit the current profile to be in the Unit but cannot get the individual care offered through the Unit until a place becomes vacant.

The Keller Unit has been the subject of reviews over a number of years, but still remains in very much the same situation as in 2008. During the year, the previous Governor instigated another review and made recommendations regarding how he saw the development of Mental Health care in Styal, including the change of status of the Keller Unit. It would now appear that one of the main issues addressed in this Review, that of a new build, will not now take place and the requirements will be met by local and national solutions around use of accommodation, re-commissioning health and drug services (primarily based around psychological therapies and drug recovery) and finding ways of bringing forward the DoH Personality Disorder strategy for women. These issues will be addressed in the short, medium and long term.

Can the Minister assure the Board that the appropriate funding will be made available to Styal to develop the Mental Health care programme necessary to help all vulnerable women not just the most urgent or prolific self-harmers

Questions for the Prison

Recently a new **IEP scheme** has been adopted by the prison and we appreciate the amount of work that has been put into this by the Officers concerned. It now remains to be seen that the scheme is implemented correctly. In connection with this, the Personal Officer scheme seems to be in some disarray at present.

Is the Personal Officer scheme to be abandoned and if not what steps are being taken to revitalise it?

What training if any has been put in place for Officers who have to implement the new IEP scheme?

What, if anything, is being done to ensure the prisoners understand how the scheme operates?

The First Night Centre has continued to cause concern to the Board during the year. No changes to the accommodation took place and the women continued to be housed in the 4 bunk bedded rooms, meaning that monitoring of some of the women in these units caused disruption throughout the night for all in the rooms as staff could not see all was well without entering the rooms. We again raise our concerns regarding the current practice of mixing sentenced and remand prisoners, along with juveniles, on the First Night Centre. Mixing drug users with non-drug users has been identified as problematic within this Unit. The Board is aware that in other female prisons these two groups of women are housed separately. We believe that separation at a very traumatic time, when peer influences can be detrimental to first time prisoners, is more desirable.

What plans are in place to remedy this situation?

Other Issues of concern or excellence not requiring a response.

Governor Chatterton decided to take early retirement towards the end of last year. We wish to record the thanks of the Board for the efforts he made to improve the conditions for prisoners at Styal, for his plain speaking and for the compassion he brought to the post.

The Board formally wishes to acknowledge the excellent support we receive from our clerk who completes all tasks with great efficiency. We had some concern that we were to lose our dedicated clerk and receive support from a pool. We are happy to record that we have been assured that this will not happen.

We look forward to HMP Styal entering a display garden in the Tatton Flower Show and wish those involved every success. We also congratulate both staff and prisoners on the tremendous effort which has been put into this venture.

Note: The Board wishes to record that the time span for this report is from April 2011 – March 2012. In January 2012, a new Governor was appointed to HMP Styal. At present he is implementing many and wide ranging changes in the prison but these changes and the effect they have, will remain matters for our next report.

Overall Judgement

In this financial year, HMP Styal, in common with all other prisons in England, was subjected to a further budgetary cut. Previous cuts had resulted in all the “fat”, if any existed, being trimmed away from the services provided at Styal and consequently this further cut has had implications for the staffing within the prison. Notification of this cut was closely followed by a “Job Evaluation” process affecting many members of staff. Close on the heels of this, an unannounced Full Inspection including an Ofsted Inspection took place, followed a couple of weeks later by a Security Inspection.

Towards the end of 2011, there was much concern experienced by staff who were affected by the abandonment of the Self Rostering and Work Life Balance schemes. This had apparently been done because the schemes were insufficiently monitored and were being abused such that prison staffing needs were not being met. Revised schemes were introduced early in the New Year thus eliminating the concerns which had been expressed by staff.

Having weathered all of this we are now in the midst of the implementation of “Fair and Sustainable“. The net result of all these changes is that staff morale has suffered.

Constant changes to job functions have occurred, with reporting lines seemingly changing on a monthly basis. This is due in part to the reallocation of 5 POs to more appropriate roles and the ending of the DPSM scheme. However, if prison is to be effective in changing prisoners' attitudes to their behaviour, staff need to develop a trusting relationship with prisoners requiring time and constancy. Changes, brought about by more budget cuts, inevitably reduce staff levels and thus increase work overload, leaving less time for staff to develop good rapport with individual prisoners.

Despite all of this, the staff continues to work hard on a daily basis to ensure that prisoners are treated with care and respect.

The results of the Full Inspection were in general very positive with the Main Recommendation being that **“Appropriate therapeutic facilities and services should be provided to meet the needs of women with acute mental health problems, complex needs and challenging behaviour.”**

For many years now, the IMB has expressed very strong concerns to the Minister regarding these women who have been housed in the Keller Unit but this has consistently fallen on deaf ears. The Chief Inspector decided to highlight the plight of the women in the Keller Unit in various lectures and media interviews. This caused a minor frenzy in the press which tended to highlight and sensationalise the problems while ignoring the excellent work done by the staff in keeping these women safe on a daily basis. We do not feel this was particularly helpful to the prison or indeed to the women on Keller and all the publicity has failed, yet again, to provide any funding to address the problems of these women.

Section 5 : Highly Monitored Areas within The Prison

5.1 Deaths in Custody

There has sadly been one death in custody, apparently from natural causes during this reporting year. The Board wishes to acknowledge the care and sensitivity displayed by both Management and Staff to the deceased and her family both before and after this very sad event. Such occurrences place enormous pressure on the Staff most closely involved as does the wait for the Coroner's Inquest. The Board wishes also to acknowledge the professionalism displayed by Staff during these difficult periods.

The Coroner's Inquest for this death is still outstanding.

5.2 Education and Training

The Education Department has had a busy year with high demands due to the increased prison population. The Department has been running more than the budgeted hours over the whole year delivering classes as requested with class attendance at 89% over all areas.

The courses currently running are

- **Skills for life**
- **Hairdressing and Beauty**
- **Healthy Lifestyles**
- **Industrial Cleaning**
- **Painting and Decorating**
- **Media Studies**
- **Catering**
- **Horticulture**
- **Computer Studies**

The Drop In and the Calm Centres are also resourced & staffed by the Education Dept. The Calm centre is open and staffed at weekends/Bank Holidays; this is for Waite prisoners only.

There is a greater emphasis being put on **Skills for Work** and many of the areas in which the prisoners are now engaged fit easily into P.E.A.R.L. profile.

The Industrial Cleaning and refurbishing of second hand furniture for the Bulky Bobs contract is working well.

The **Computing Department** as well as teaching computing skills also produces most of the forms and paperwork used in the prison. They also have a system to make professional plastic signs; again all of the signs used throughout the prison are produced here.

The new **Catering course** is going very well with the objective of training prisoners to work in the catering industry. With this in mind the opening of the Styal Bistro where staff can buy food was a natural progression. The Bistro is open weekdays 08:00-15:00 for the purchase of breakfast/ lunch/snacks. There is also a network link into the education department so that training can be given to students on site. The food is good!

In the **Media Studies** Dept there is also a Radio station "Radio Styalistic" broadcasting within Styal prison daily. The prisoners produce a weekly programme which is sent and used by Prison Broadcasting nationally.

The work done here displays a high professional standard; such that there are ex-prisoners now working in local and hospital radio.

The work of the **Horticulture/Gardens Dept** is evident as soon as you enter the bounds of the prison with the new addition of the "Jubilee Boat" to the front of the gate along with new garden areas within the prison. All are a credit to the prisoners who maintain them. The **Horticulture dept** won the Butler Award this year and they are also entering a garden into the RHS Tatton Flower Show. The design has been accepted by the RHS and is currently being constructed within the prison. The prisoners are so enthusiastic about this garden that even released prisoners are asking if they can also be involved in the project.

This year the prison had an OFSTED inspection and two areas were awarded good practice ratings, they were **Horticulture and Media Studies**.

Another item of note has been a curriculum review and as a result of this it was decided to discontinue the Healthy Lifestyles course and to replace it with a full time **Skills for Life** courses this is to cover the new demands for basic literacy & numeracy teaching.

5.3 Equalities

The Equality and Diversity Policy at HMP Styal addresses the needs of both Staff and Prisoners and provides considerable detail on how the needs of all minority groups should be met. The Equalities Team has also produced an Information Booklet for Staff and Prisoners and a First Night Centre induction book

"Challenge It, Change It" training has now been completed by 93% of the Staff (excluding those on long term sick).

The number of Foreign Nationals within the prison is fairly consistent, usually between 35 and 40 covering an average of 21 countries with the largest groups coming from Lithuania, Poland and Nigeria.

The Diversity Centre has 2 Staff, and 5 Orderlies and is open Monday to Friday during Regime hours. In addition there are 4 Buddies with specific remits to support non-English speakers and those with disability issues. 3 Orderlies go on Outreach to support vulnerable prisoners in all areas of the Prison. The Outreach team supports over 300 women in a month.

The Centre runs a variety of forums which provide an opportunity for views to be expressed and concerns to be aired.

- **Mature Ladies** : Gym sessions for Mature Ladies with advice classes on Diet and Nutrition in the pipeline.
- **BAME** : Canteen list being reviewed to provide more Ethnic Products. Provision of catalogue for Ethnic clothing being explored.
- **Young Women**: YO's are no longer housed together and this forum is an important means of allowing them to express their concerns and discuss issues important to them.
- **LGBT** : LGBT month in February was celebrated with the Drama group doing a monologue with 25 people in attendance. The Library also profiled books by Gay and Lesbian writers. A request that the decency policy be reviewed came from this forum and this is being done at present.
- **Disability** : Disabled prisoners can be provided with a Buddy to collect meals and assist with cleaning, personal hygiene etc. Those who are at risk are offered a PEEP (Prisoner Emergency Evacuation Plan).
- **Travellers** : This Forum was set up in April in response to a request from Prisoners and will meet monthly.
- **UKBA** : This agency holds a monthly surgery assisting prisoners to ascertain their status. There is also a professional immigration advisor who volunteers time to advise Foreign Nationals in Styal.
- **Foreign Nats** : For those prisoners who have limited or no English, there are dual handset telephones which can be used to access the translation service. There is however some concern that this service is used mainly by Diversity Staff and that insufficient use is made in other areas of the prison such as First Night Centre.

In addition to running the Forums, the Diversity Staff have set up an Angels Knitting Club. This group meets once per week in the Diversity Centre providing an opportunity to make friends, chat, learn or teach a new skill and to knit for good causes. At present the women are knitting for babies with HIV in Africa, blankets for a cat sanctuary and items for the elderly.

A new venture, Pick 'n' Mix clothing is proving very popular this year. The scheme is supported by New Harvest Church. New and Used clothing is provided at a very small cost to those prisoners who have little or no help from outside with clothing.

An Equality Impact Assessment will be applied to the areas HMP Styal have identified as priority areas. These include the IEP system, Foreign Nationals, Properties, Access to Education, Access to Healthcare, Staff Induction, Decency Policy and Catering.

The range of support provided by this very small, caring and enthusiastic team is most impressive, especially when all this is being achieved with the very minimum of financial resources.

5.4 First Night Centre

- The Unit consists of 2 x 4 bed rooms, 3 single bed rooms and 7 two bedded rooms. In general it is adequately staffed during the day, but at night is staffed by one officer. The night patrol staff requires to check on segregated prisoners on the Unit, on occasions resulting in waking all 4 women in the 4- bedded rooms.
- Call bell switches to deactivate call bells are located inside the room, requiring the attendance of two officers to check the reason for the bell activation, of particular problem during night-time activation of the alarm.
- Night-time nursing staff is located on the Unit, but as they cover the whole prison during nights, they are normally off the Unit for considerable periods during the night.
- During the reporting period the Board was made aware that the staff considers the unit unfit for purpose. In particular, issues arising from the multiple shared rooms.
- The unit on occasions acts as an overflow resource when the Keller Unit is full and there is a need to segregate/ accommodate vulnerable prisoners with Mental Health issues in a secure/supervised location. This is not ideal as they can then miss appropriate input from Inreach etc., resources normally available in Keller.
- The building is in need of refurbishment and repair. In particular, damp proofing is required for the fabric of the building.

The recent Inspection reported that *Reception and first night procedures were generally efficient but the accommodation was difficult to supervise and there was a lack of effective peer support.*

They also expressed concern that some women still arrived at the prison after 7pm, which impacted on what could be done on their first night.

5.5 Healthcare

Healthcare services are provided from several sites in HMP Styal including the Healthcare building, the Mental Health In-reach facility, the First Night centre, Waite Wing and the IRIS Centre which houses substance misuse services.

The process of screening upwards of thirty new prisoners per day is appropriately managed by Healthcare staff, particularly as nearly 70% of new admissions display complex substance misuse patterns usually coupled with at least one mental health disorder. During the last year a sizeable proportion of these admissions required clinical management for drug and/or alcohol dependency.

Our observation is that the management of prisoners with such complexity of healthcare needs appears to be effective. In like manner, the clinical governance and medicines management appear to be consistently compliant with models of good care in the community. Good practice has also been evident in the clinical management of prisoners who have complex medical needs but who are not substance misuse dependent.

The combination of the PCT's current recruitment procedures and the prison's (HMP) new vetting process has resulted in, inordinately long delays in new Healthcare appointees taking up their posts. The resultant challenge for the leadership of Healthcare associated with the management of increasing numbers of temporary and locum clinical staff is being effectively met.

Some ongoing challenges for Healthcare persist in relation to long waiting times for GP appointments (non-urgent) and in relation to the numbers of prisoners failing to turn up for planned appointments.

5.6 Keller Unit

The Keller Unit in Styal continues to be run by a highly competent and caring staff, some of whom exceed the bounds of their duties daily in keeping these highly vulnerable and very sick prisoners safe. Despite best efforts, **the officers appear to be providing support that should come from elsewhere in the system.**

- Gated cells for 'constant watches' have proved unpopular with both prisoners and staff. Prisoners complain of a feeling of lack of privacy which they did not experience when cameras were used despite them being used for 24 hour watches. At night, Officers experience reflection from the Perspex and cannot observe the prisoners. This has been resolved by special permission being sought from the Duty Governor to use the cameras when necessary.
- Over the last year the attendance of the required staff at reviews had deteriorated. This was flagged up with the Governor, resulting in much improved attendance. The reviews are now under new leadership and are taking on a more positive approach where the consideration of the needs of each individual prisoner is being brought to the fore. More effort is made to encourage prisoners to leave their cells during the day and take part in some constructive activity when they are well enough to do so.
- There still remains a problem when a prisoner's psychiatrist is on leave. There is at present no access to immediate cover should the prisoner deteriorate or another emergency, such as the need to reassess medication, arise. A solution to this problem is being sought.

- Obtaining psychiatric beds is still causing a problem. There can be an inordinate delay in this provision even although the prisoner has been granted a bed.
- Some of the women on this unit are 'in crisis' and in need of not only medication but specialist management. Such treatment would allow them to return to the Wing and they would be more able to deal with the day to day life there. Leaving them behind the door in Keller can often lead to deterioration in their state of health.

The Chief Inspector of Prisons reported in January this year, that the '**Keller Unit remains a wholly unsuitable place to safely hold and manage very seriously damaged and mentally ill women**'. It would appear that the Keller Review (*along with all its predecessors*) being undertaken by NOMS, has now been abandoned and here we are, a year on from our last report, and **LITTLE HAS CHANGED**.

5.7 Library

The Library has gone through a period of change with the replacement of ALL the staff due to the personal needs of the individuals concerned. We now have new staff and things are back on track with the Library serving the prisoners well.

There is a well stocked selection of fiction/non-fiction books along with reference materials. If requests are made for books we do not stock Cheshire Library Service will supply. There is also an Information search facility that is available to prisoners along with current magazines and newspapers. There is a selection of CDs/DVDs and computers available for typing letters etc. There is also a mobile book lending service for the Wing every Wednesday evening.

The Library staff run a variety activities including:-
Book group, Story Book Mums, Toe by Toe, Bounce and Rhyme time, Drama group and Six Book Challenge.

In the following year, the Library staff aim:-

- to provide a greater selection of CDs/DVDs,
- to develop the book Club,
- to organise more library events- arts/authors/poetry/creative writing,
- to target non-users
- and to encourage more prison staff to use the library.

5.8 Reception

- In general, the Reception area is well lit, clean and has hot drinks available for women on arrival. The area has seating arranged in groups of settees, with a TV available.
- Staff are supportive and quick to identify vulnerable/frightened women and take time to reassure them.
- Property issues take up a large proportion of Staff time in Reception and at weekends reduced staff levels can impact on the levels of service in dealing with Property issues.
- Overnight Remands continue to cause additional strain on staff in Reception and FNC, as these women must go through the same procedures as someone on a much longer sentence.
- There are on-going shortages of clothing for distribution to prisoners on arrival at the prison. No standard outfits are available.
- The trend for late arrivals has been downward this year, compared with previous years. This would appear to be due to the recent change of contractor.

The contract for supply of underwear and nightwear has now ended but we are still required to make purchases from items held in stock. Hopefully, this stock will have been used up in a couple of months. This will allow us to source our own goods at much cheaper cost. We will also be able to obtain garments more appropriate to our needs.

The inspection report of June 2011 commented that the reception process was efficient. They felt the orderlies were helpful but that formal peer support, to ensure that advice given was appropriate, was lacking.

5.9 Safer Prisons

Although Styal does suffer its share of incidents arising from prisoners harming one another or officers, the main issues arise from the prevalence of self harming in the prison.

The most common types of self-harm within the prison are cutting and non-weight bearing ligature. During the year there has been a decrease in the number of self-harm incidents. In 2010/2011 there were 1,258 incidents, falling to 698 incidents in 2011/12. Such an improvement can be due to many factors but a large part of it is due to prompt and excellent intervention by Staff. Most of the self-harm incidents occur in Waite Wing and vulnerable women housed here are encouraged to attend the Calm Centre where a variety of activities such as IT, arts and crafts and beauty treatments are provided for them.

Self-harm statistics vary greatly according to the nature of the individual prisoners housed at any one time. For example, in January of this year there were 54 acts of self-harm with 4 prisoners being responsible for 57% of those.

ACCT training figures have improved on last year with 67% of staff now trained in ACCT and 54% of managers now trained as case managers. There are also an additional 3 non-operational staff that are trained as case managers.

The suicide/self-harm continuous action plan has been disbanded and is currently in the process of being reviewed. ACCT assessors can be of any grade as long as they are deemed competent.

The number of ACCTs opened per month has fallen which is an improvement on last year. The speed with which the ACCTs are reviewed and closed has also improved with around 50% closed within the first 48 hours. This is because staff have greater confidence in closing ACCTs due to the continued support that is offered after an ACCT is closed.

There were 57 TABs opened in March, a decrease from February. Of these, 65% were closed in the same month. It must also be noted that there has been a 55% decrease in violent incidents suggesting that the appropriate prisoners are subject to TAB procedures.

New Listeners are being processed before going to the Samaritans for training. The issue remains on Waite Wing where, on many occasions, prisoners have to talk to Listeners through the door affording them little privacy and no eye-to-eye contact.

The most vulnerable prisoners continue to be housed on the Keller Unit. Typically, 2 or 3 of these prisoners will be on constant watch with others requiring up to 6 observations per hour. Each prisoner on Keller is reviewed weekly with a view to setting targets leading to eventual re-integration of the prisoner. The women on the unit generally have serious mental health problems and it has become increasingly difficult to set meaningful targets for them, resulting in the unit becoming a holding area instead of a unit working towards re-integration.

5.9.1 Waite Wing

Throughout the year there has been a rolling decoration programme for association areas and within cells. The pastel colours used make for an environment which is brighter and less institutional in appearance.

Recently there have been some issues regarding portion size and quantities of food reaching the serveries. These issues were addressed by Management and have now been resolved through the movement of some servery staff and closer supervision at meal times.

The Personal Officer scheme and administration of the IEP scheme fell into some disarray over the past year due in part to the loss of an assigned OSG and also to the complexity of the scheme. OSGs were rotated onto the wing but appeared to be unaware of the tasks they were required to complete. The IEP scheme is undergoing a complete review to produce a simpler scheme which will be staff and P-NOMIS centred. There is however concern that the hours allocated for an OSG are not always achieved as these officers are often diverted to other areas of the prison when shortages occur. Although all prisoners are allocated a Personal Officer,

there are frequent break downs of the scheme. This is currently being addressed as part of the revised IEP scheme.

The wing accommodation allocations have recently been completely reorganised. All convicted and employed prisoners are located on one side. As all these prisoners are expected to be at work placements, they are not on the wing during the day and staff are redirected to the other side of the wing to support the staff there. These staff are also used for escorts etc thus ensuring a full complement of staff on this other side of the wing. Any prisoner claiming to be unfit for work or without a job is reviewed for Basic regime.

The other side of the wing has a concentration of the more difficult prisoners, including those on Basic, TAB3, GOoD and non free flow. Some issues have arisen in ensuring that prisoners on Basic, IDTS, TAB3 and Detox all have their entitlements in a controlled environment. These issues are being addressed as they occur.

The wing at present has one PO and 5 SOs providing a FTE of 4.3. An additional PO is to be allocated to the wing in the next two to three weeks.

Yet again we have to praise many of the staff on the wing for the excellent work they do to keep these difficult prisoners safe and well.

Section 6: Other Monitored Areas of Prison

6.1 Drug Strategy

The Drug Strategy Team is now known as the Drug and Alcohol Recovery Team to reflect the Government's national drug strategy and green paper 'Breaking the Cycle'. It covers the following areas:

- IDTS (Integrated Drug Treatment Systems) clinical interventions
- IDTS psychosocial interventions (CARATS)
- Programmes such as BSR (Building Skills for Recovery), POWARR (Programme on Women, Alcohol and Reducing Reoffending) and TSP (Thinking Skills Programme)
- Drug testing, both compact-based and mandatory

Building Skills for Recovery is a national programme for which Styal is a pilot. Final reports on the national programme are in preparation.

Drug Recovery Wing

Styal has been selected as a pilot site for the national Drug Recovery Wing project. The project is designed to support the Government's substance misuse strategy and the pilot aims to reduce reoffending by offenders with substance misuse issues (more than 80% of Styal's population have substance misuse issues), to increase the number from this group accessing recovery-focused interventions while in custody, and to improve continuity of care, support and treatment between prisons and the community.

Project planning continues with the aim of beginning practical implementation in August 2012.

The delivery of drug and alcohol related services is complex, involving as it does a number of different agencies within the prison. This requires close cooperation and coordination between agencies at a time when resources are stretched and subject to competing demands and will continue to be a challenge over the coming year.

However, there have been some positive developments likely to lead to improvements in this area. The changes in the funding arrangements for substance misuse services which occurred in 2011 will lead to a less fragmented approach to the commissioning of the clinical and psychosocial substance misuse services in prison. For Styal, psychosocial contracts are due to expire in 2012 but the Cheshire DAAT (Drugs and Alcohol Action Team) have confirmed that existing contracts for psychosocial interventions and CDBT will be rolled over until 2013. All substance misuse services will then be co-commissioned at the same time.

Externally, the number of agencies with which dialogue and close partnership working is necessary is very large. This is true of all establishments, but particularly

so for Styal because of the wide geographical area from which the prison's population is drawn. However, working relationships continue to be developed with relevant agencies and will hopefully continue to grow under the influence of the Drug Recovery Wing Project.

6.2 Gardens

The gardens and recycling area of the prison is the largest employer on the estate – up to 50 women can learn horticulture skills ranging from planting and lawn maintenance to making flower and herb gardens and growing vegetables for use in the kitchens or for sale. The women can learn to operate all kinds of machinery, including next year hopefully, fork-lift truck driving. 3 women live in the community house and are on ROTL to work on projects outside the prison. The flowers and gardens have enhanced the whole environment of the prison. Staff and prisoners alike have been rewarded for all their hard work by having their entry to RHS Tatton Flower Show accepted for July 2012.

A dedicated team of staff work tirelessly to raise funds to increase necessary equipment and provide training opportunities. City and Guild Level 1 / possibly Level 2 qualifications are now being evaluated. They have received funding from the National Lottery and from Target Well-Being.

6.3 Kitchens / Catering

The kitchen is staffed by a head chef, deputy and 5 caterers who with prisoner orderlies prepare the food for the prisoners. There is now a temporary administrative assistant after some months of no administrative help which had caused some difficulties in performing all the work necessary for the unit to keep to its usual well organised level. There can be up to 26 orderlies, but regularly 14 to 15 trained to work in the kitchen however the number of these who turn up to work on any day is 11 or 12.

The kitchen manager has a formal meeting with the orderlies every month and all the kitchen staff meet a governor at a formal meeting every quarter.

The food, ready to eat, is sent by food trolleys to the Wing, Keller and all but 4 of the 16 houses, whilst the other 4 houses, designated self catering, are provided with the same ingredients in the same relative amounts that are present in the meals for the rest of the prison. The inhabitants of self catering houses are free to choose when and how to prepare their meals from the provided ingredients. There were 5 self-service houses but earlier in the last year one of the houses lost its status because the service it provided had dropped below that which was required for a house to be viable for providing that service. The Community house was brought on line this year and is a self-service house.

The kitchen carries out regular surveys to determine what prisoners would like to eat especially for special occasions but as the budget per prisoner per day is £2.10 and

the suppliers of ingredients are designated, any new menus must be designed to fit in with the money and produce available.

Prisoners order food from weekly menus. The chosen food is delivered to the prisoner's location where an officer checks that whatever has been ordered by a prisoner is served to that prisoner. If anything is wrong or missing then the officer can telephone the kitchen to allow a correction to be made.

Some of the equipment in the kitchen is old and in need of replacement and the décor is due for an update. The space is limited so the safety of staff is compromised at times.

The main complaints that are made to the kitchen are the quantity of the food served and its quality.

6.4 Mother and Baby Unit

The Mother & Baby Unit is run to a very high standard. For the majority of the year, all 9 rooms in the house are occupied, providing a warm and friendly place for mothers to bond with their babies.

The playgroup in the M.B.U. offers a safe environment for mothers to leave their children when returning to work. The children can play in the well equipped garden or enjoy a trip out to the local church playgroup, supervised by one of the N.N.E.B.

A small shed is due to be erected to house the outside toys during the winter, however, the lack of shelter from the sun and rain remains an issue.

Four mornings a week T.S.P. (Thinking Skills Programme) is held, which each mother is encouraged to attend after her baby is born. Mothers are entitled to 8 weeks maternity leave before returning to work. A smoking programme is also available to help and support mothers to stop smoking.

The family unit is located in a cabin outside the main house. It is often used for meetings and visiting family members. The newly constructed pagoda remains unutilised due to its location.

6.5 Offender Management

The Offender Management Unit (OMU) continues to operate the 'POS' approach with each member of the administrative staff being responsible for the administrative function for a given caseload and handling all aspects of offender management within this remit, including Public Protection, HDC, ROTL, Sentence Planning etc. This continues to result in an improved service to offenders.

The OMU has been under increasing pressure with the reduction in numbers of probation officers. Since December 2011 the unit has been operating with a shortfall

of 416 hours per month. Despite the prison regime, the reduction in the quality of the work is unaffected, mainly due to the dedication of staff.

At the time of writing this report the OMU is to have a new governor head; however this will be the 5th change of head over an 18 month period.

- (a) **HDC:** The past year has seen an increase in prisoners being assessed for Home Detention Curfew (HDC). For the period Jan 2011 – Dec 2011 this was **180** and higher than any other female establishment. This has resulted in Styal being ahead of schedule for HDC and offenders are now assessed ahead of their eligibility date. This means that successful applicants are afforded the opportunity to have the maximum amount of time on HDC. The recently appointed governor to Styal has indicated that he wants to see an increase in the number of prisoners considered for both HDC and ROTL
- (b) **ROTL:** All applications for ROTL, are where possible, actioned on time and ROTL boards are held weekly alongside the HDC boards. However the input from community probation officers is necessary for these boards and there are competing demands on time. The figures for the period Jan 2011 – Dec 2011 are **360**, again this is the highest number for any female establishment
- (c) **Offender Manager:** within the next year all prisoners will be required to have an offender manager.
- (d) **Sentence Plans:** currently any prisoner with a sentence of one year or over must have a sentence plan. However, by April 2013 every prisoner regardless of sentence duration must have a sentence plan
- (e) **OCA:** The aim of this department is to keep prisoners whose homes are in the North West located at Styal. This includes accepting prisoners who are being transferred in from other establishments. The aim is also to keep the prison population as close to the operational capacity as possible whilst still retaining sufficient capacity to accept new receptions from courts. This reduces the cost per prisoner place. However, Styal being the only female prison in the Northwest sees a throughput of approximately 3000 prisoners per year and is therefore resource intensive.
- (f) **Security Information:** The submission rate for Security Information Reports (SIR's) continues to remain high, the number submitted annually being in excess of 3000 (Jan 2011 – Dec 2011). This is a healthy submission rate and is encouraging. SIR's are submitted by staff from all disciplines and departments.
- (g) **Gate area:** The Gate area is still listed at HQ as requiring refurbishment. It is understood that the initial business case has now been approved and it now requires a full business case to be submitted. It is anticipated that this case will be approved, however, as with all public expenditure this may be subject to change. The waiting area has been re-configured and is now more welcoming to staff and visitors. The gate area is clearly a 'weak point' in the

- (h) **Security Vetting:** Security vetting remains a concern. The work generated from completing 'gate passes' and updating the database is rapidly increasing. In addition there is an increasing amount of vetting requests being completed due to the increasing work with partner agencies.
- (i) **Illicit Drugs:** There has been a reduction in the amount of drug finds; however this is thought to be a direct correlation to the current population. Prisoners who have been previously identified as drug dealers when in Styal are currently located in other prisons or are, at present, not in custody. The BOSS chair is still utilised, however it is of little use in detecting drugs as it is designed to detect metal objects.

Responsibility for Offender Management has changed five times in the past 18 months. It is anticipated that with a new manager we will now see a level of continuity over the coming year in the running and management of the Unit. This will also facilitate the introduction of the significant changes taking place over the coming year.

6.6 Resettlement

All resettlement issues are dealt with in the Drop In Centre and, in addition to this, the Centre holds two Induction sessions per week for new prisoners.

The Centre has 5 full time reps, drawn from the prison population, to cover visits to Waite, Main Residence and every morning on the First Night Centre.

Because prisoners in Styal come from all across the NW of England as well as N Wales, the Centre has links with a large number of Housing Associations from a variety of local areas. In addition, there are three full time Housing Advisors, one provided by Manchester City Council and two by Shelter.

Solicitors specialising in Family Law as well as Criminal and Prison Law are available for consultation by appointment on two days per week.

There are two full time benefits advisers who arrange for benefits to be stopped on entry to the prison and to be in place again in time for a prisoner's discharge. These advisers also hold drop in sessions twice per week.

CAB provides a very popular session once per week and also provides a debt adviser who holds sessions approximately 4 weeks before discharge.

AA hold group meetings on one afternoon and will also hold 1:1 sessions if required.

There is, in addition, a wide range of voluntary agencies that provides workers offering support and advice to prisoners both pre and after release.

Drop In staff arranges a Discharge Board for every prisoner around 6 weeks before discharge to confirm a release address, benefits, transport etc.

At present, the organisation of all these agencies and the running of the Centre is done by a part time EO. The Board has great concern that this post is scheduled to disappear under Fair and Sustainable and as yet there appears to be no provision to ensure the co-ordination and provision of this large number of providers.

6.7 Security Report

The new governor has decided on a different approach to security than in the past – namely, a priority of a secure perimeter fence (there have been no escapes or absconds in the reporting year) but working towards a more relaxed regime within the confines of a safe environment. The idea is to work towards a behaviour-dependent regime where more challenging women will be housed together, thus encouraging others to seek employment and address their offending behaviour, with support, through education and/or work.

There has been a significant reduction in the number of cell fires. Our fire officer's strategy has been rewarded with 'Best Practice Recognition', possibly rolling out the programme as a national procedure.

There has been a welcome reduction in the number of drugs coming into/being found in the prison. With new detection and deterrent methods in place, mobile phone activity is low.

There are three security priorities for the coming year:

1. Preventing escapes
2. Further reducing drug supply and activity
3. Running a safe and secure environment addressing, amongst other areas, anti-social behaviour, extremism and radicalisation,

Approximately 600 people a day come and go through the gate area. As stated in earlier annual reports from Styal prison, the gate area is unfit for purpose and requires capital investment to provide a complete refurbishment of entry/exit procedures for staff and visitors as well as an upgraded searching area.

6.8 Visits

Partners of Prisoners have won the contract to run the visitor's centre from Contact Cheshire Support Group, who previously ran the centre. The visitor centre is run by a team of dedicated staff and volunteers. These include a manager, assistant manager, family links officer, play leader and a tea-bar lady. There is also a trainee student worker from Salford University who attends weekly. The post of cleaner is filled by one of the prisoners.

The family link officer also runs a surgery in the drop-in centre on a Wednesday morning and on a Tuesday morning spends half an hour on each side of the wing.

The centre opens at 8:30am for any outside agencies but it is staffed from 10am through to 4:30pm. The centre provides a friendly place for the visitors, somewhere that they can buy food and drink and a place to sit and wait until visits start. The play area is well equipped and children are encouraged to use the facility. There is a small area outside, which is to be cleared, and in nice weather the children will be able to play outside.

Twice a year visitor donations help to fund the family day that takes place in the visitors' hall, encouraging families to get together in a more relaxed and fun environment. A buffet, bouncy castle and entertainer are provided and two photographs are taken as a memento of the day, one is given to the prisoner and one to the family. The manager is looking into having a grandparents' day as many children are cared for by the grandparents.

Any clothes that are brought in are deposited immediately into a bag in front of the visitor and sealed straightaway. They are then taken to reception and are opened only when the prisoner or another officer is present.

The time it takes for the visitors to go through to the visitors' hall still remains an issue as there is no shelter in bad weather and the procedure is very slow. This is where a new gate would alleviate this ongoing problem. There is also no privacy if a visitor needs to be searched. Before entering the visitors' hall sniffer dogs may be used to search the visitor.

Up to 28 women are accommodated in the visitors' hall. Visiting times are Mon-Thurs, Sat-Sun 1:45-3:45pm. Friday morning at 9:30am is kept for legal visits and Friday afternoon is reserved for prisoners who are forbidden from association with children

There is no heating in the holding room where the women are required to wait before entering the visitors' hall. This means that it can be extremely cold, especially in the winter

Section 7. The Work of the Board

7.1 Activity

Recommended complement of Board Members	17
Numbers of Board members at the start of the reporting period	12
Number of Board members at the end of the reporting period	16
Number of new members joining within the reporting period	6
Number of members leaving within the reporting period	1
Total number of Board meetings during the reporting period	12
Average number of attendances at Board meetings during period	12
Number of attendances at meetings other than Board meetings	198
Total number of visits to the prison (including all meetings)	441
Total number of Keller reviews	52
Total number of Keller reviews attended	51

7.2 Prisoners Applications to the Board by Type

Code	Application Type	2010/2011	2011/2012
A	Accommodation	7	12
B	Adjudication	0	6
C	Diversity	3	2
D	Education/Employment	6	8
E	Family /Visits	7	14
F	Food/Kitchens	6	1
G	Health	21	27
H	Property	11	34
I	Sentence	8	3
J	Staff/Prisoners	12	17
K	Transfers	7	7
L	Miscellaneous	27	50
M	Prisoner's Money	13	8

Total Number of Apps	128	199
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ACRONYMS

ACCT	Assessment, Care in Custody and Teamwork
BAME	Black Asian Minority Ethnic
BSR	Building Skills for Recovery
CARATS	Counselling, Assessment, Referral, Advice and Throughcare Services
CBDT	Compact Based Drug Testing
HC	Health Care
HDC	Home Detention Curfew
IDTS	Integrated and Drug Testing Scheme
IEP	Incentives and Earned Privileges
IRIS	Intervention and Recovery in Styal
LGBT	Lesbian, Gay, Bisexual and Transgender
MDT	Mandatory Drug Testing
REAT	Race Equality Action team
ROTL	Release on Temporary Licence
SIR	Security Information Report
SDP	Short Duration Programme
TAB	Tackling Anti-Bullying
TSP	Thinking Skills Programme
UKBA	UK Border Agency
VDT	Voluntary Drug Testing
YO	Young Offender