



HMP/YOI STYAL

**ANNUAL REPORT OF
THE INDEPENDENT MONITORING BOARD**

1ST APRIL 2012 TO 31ST MARCH 2013

STATUTORY ROLE OF THE IMB

The Prison Act 1952 and the Immigration and Asylum Act 1999, require every prison and Immigration Removal Centre (IRC) to be monitored by an Independent Monitoring Board (IMB) appointed by the Secretary of State, 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.

CONTENTS PAGE

	Page
Section 1: DESCRIPTION OF THE PRISON	4
Section 2: EXECUTIVE SUMMARY 2012/2013	5
Section 3: EQUALITY AND INCLUSION	5
Section 4: EDUCATION AND LEARNING	8
Section 5: HEALTHCARE AND MENTAL HEALTH	8
Section 6: PURPOSEFUL ACTIVITY	9
Section 7: RESETTLEMENT	9
Section 8: SAFER CUSTODY	10
Section 9: SEGREGATION, CARE & SEPARATION , CLOSE SUPERVISION	10
Section 10: RESIDENTIAL SERVICES (accommodation, catering & kitchens)	11
Section 11: DRUGS AND SUBSTANCE MISUSE	12
Section 12: OFFENDER MANAGEMENT	13
Section 13: REDUCING RE-OFFENDING	14
Section 14: WAITE WING (main wing of prison)	14
Section 15: WORK OF THE INDEPENDENT MONITORING BOARD	15
APPLICATIONS TO THE BOARD	16

Section 1: DESCRIPTION OF THE PRISON

HMP/YOI (Her Majesty's Prison and Young Offenders Institute) 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 14 stand-alone houses for about 20 women each, one of which is a 'community house' for women with Release On Temporary Licence (ROTL) to work in the community and one of which is the drug recovery house. One house has been adapted to accommodate women with disabilities. There is a Mother and Baby Unit, which accommodates up to 9 women and 10 babies. There is a cellblock with two wings used for remand, de-toxing and women with discipline issues. In the period covered by this report the ten bed Keller Unit housed women who needed to be isolated for their own or others' safety.

Styal, when fully operational, holds up to 460 female prisoners, who may be on remand, immigration detention or serving sentences ranging from 5 days to life. At the time of writing about 24% of the population are unsentenced, about 10% are serving under 6 months, about 39% are serving between 6 months and 4 years and about 27% are serving longer than 4 years. Over the last 6 years the percentage of unsentenced women and of women serving under 6 months has decreased while percentages of those serving longer sentences have increased.

Section 2: EXECUTIVE SUMMARY 2012/13

Overall, we consider that Styal continues to provide for a diverse population of women in a generally decent and caring environment.

In our last report we commented on the many changes being introduced following the appointment of a new Governor. These have continued over the year, with mixed effects (See below). Many of the effects are positive. There is an increased emphasis on trust and personal responsibility which means that, for the large majority of prisoners who are not disruptive and are not amongst the small number with very serious mental health issues, there are fewer restrictions on, for example, access to areas of the grounds. It is now possible for every woman who wishes and is able to engage in education or work to do so. The prison is aiming to have a 40 hour working week as the norm for prisoners, with a daily regime much closer to that in the outside working world, with obvious benefits for women on release.

2 a) Previous year's Concerns

i) Plans for rebuilding the gate area and renovation of houses. Although plans to improve the gate area were progressing, these are now on hold in line with the freeze on capital expenditure in the women's estate. We look forward to an early start being made on this and other necessary renovation as soon as possible.

ii) Provision for women with mental health needs. At the time of writing, a complex needs centre has recently opened in the prison. It is not healthcare-led and there remain concerns about the extent to which women with complex and multiple mental health issues can be given the necessary professional help and support. This is not, however, to criticise the prison.

iii) IEP Scheme. At the time of writing last year's report a new IEP Scheme had been introduced. Yet another new scheme has recently been introduced, in part to address some of the difficulties with the previous one, but it is as yet too early to comment on its operation.

iv) First Night Centre. The fourth bunk has been removed from 4 bunk bedded rooms, thus easing monitoring at night. Sentenced, remand and young adults remain mixed on First Night Centre, as do drug-users and non-drug users. As far as possible drug users do not share rooms with non-drug users, nor do smokers share with non-smokers, but First Night Centre continues to house all new admissions for the first 48 hours in custody.

2 b) Particular Issues requiring a response

i) Questions for the Minister

a) What assurances can the Minister give the Board that significant issues such as continuing to develop a women centric approach to policy and decision making, raised in this report, will be given full and serious consideration and where appropriate, be acted upon?

b) Our report last year raised concerns about the need for improvement of the Gate Area and for renovation of the Houses, which provide the majority of prison accommodation. On completion of the review of the women's estate, will the Minister release funds to permit this work to be done?

c) For many years, this IMB's Annual Reports have raised the issue of poor provision for seriously mentally ill prisoners. We have noted the Minister's lengthy response from last year. We are fully aware of the multiple changes in commissioning that have recently been implemented. However, the fact remains that a prison is not a suitable environment for women with serious mental health problems (See Page 10 Section 9). What action is the Minister proposing to take to ensure improvements to the initiatives aiming at keeping such women out of the criminal justice system?

What action is the Minister taking to exert pressure on colleagues to ensure adequate provision for such women so that, if they do come into prison, they can be transferred more rapidly to a more appropriate environment (See Page 8 Section 5 d)?

ii) Other matters requiring the attention of the Minister

Throughout this report we draw attention to the effects on staff, and, thereby, indirectly on prisoners, of the many and frequent changes within the prison arising from various external and internal factors (see for example Pages 8 (Section 5 a)), 12 (Section 11 a)), 13 (Section 13 a)), 14 (Section 14 a)). The on-going review of the women's estate brings yet more uncertainty for staff. For this reason we would urge the Minister that this should be completed, and announcements of any resultant changes made, as soon as possible

iii) Matters requiring a response from the prison service

We have concerns, based on experience at Styal, that the national contract for the provision of meat may not represent good value and is not delivering food of an acceptable quality (see Page 11, Section 10 b)) What arrangements are in place for the review of this and other similar national contracts?

Section 3: EQUALITY AND INCLUSION

a) There is evidence that the prison is 'alert to diversity issues in the fullest sense of the word'. Both the current Equalities provision and strategies to achieve it are currently under review. There has been a reduction in staffing from 4.5, to 1 excluding the Equalities Manager. This reduction is largely the result of retirements and the non-replacement of staff.

b) To date there has been a monthly Equalities meeting which focused on both prisoner and staff issues. This meeting was however not always well attended by staff, and was not felt by the Equalities Manager or the new Governor to be fit for purpose. The format and the membership of the committee are to be changed and the revamped committee will meet for the first time in May.

c) The Equality Impact Assessment is on going. A new Equality Statement has been written and a document on the needs of Foreign Nationals in the prison. The Decency policy has been recently reviewed. The Equalities manager will shortly be visiting either Kirkham or

Hindley prison to consider what can be learned from the management of Diversity there..

d) Monitoring of Discrimination Incident Report Forms (DIRFs) and complaints submitted by women takes place on a monthly basis. There is however an acknowledgement that Black and Minority Ethnic (BAME) women do not voice their concerns through DIRFs and that Foreign National women feel they are unable to complain because of language problems. In addition a very small number of complaints are upheld on investigation and there is a concern that this has undermined confidence in the system.

To address this, 'Women in Prison' have carried out a verification procedure. Women will also be able to attend drop-in sessions at Diversity in the evenings and at weekends in the summer where the use of DIRFs will be promoted and help given to women to complete them. This situation needs to be monitored by both the prison and the Board to ensure that all the women feel safe and respected.

e) Events to promote cultural awareness and good race relations are held e.g. Amazing Grace, Black History event, Pride on the Inside. Given the low level of literacy of many of the prisoners, awareness is raised through the use of role-plays etc. The knitting club not only produces items for charities in Africa, but also fosters good relationships between women.

f) There are at present monthly forums to represent many minority groups including mature ladies, young women, Lesbian Gay Bi-sexual Transgender (LGBT) women, women with disabilities and foreign national women. There is currently no forum for Traveller women as both Irish Traveller women and Romanian Travellers are reluctant to identify themselves. Their forums are now going to be rationalised into four: BAME and Foreign Nationals, Mature and Women with Disabilities, LGBT, and Young Women. A meeting for all the subgroups will be held monthly in the evening, open to all women and issues will be able to be dealt with on the spot, as a Governor will be present.

g) Action is also taken to try to ensure all have the ability to access regimes and facilities equally, e.g. buddies take women with disabilities to Mellanby House to access the showers as none are suitable in Waite wing. Women with hearing problems (currently 13 in number) can gain free batteries from Healthcare and a loop system operates in Reception, the meeting room and Visitor Centre. Whilst there is an acknowledgement that there are likely to be more women in prison with obesity problems and an increasing number of elderly prisoners, it appears that the prison deals with these issues on an ad hoc basis, only addressing the needs of women as they arise.

h) Community partners. 'Women in Prison' is no longer able to offer support with domestic violence because of a shortage of funding and an alternative method of dealing with this issue being sought. New partners however such as Self Help African Women, which sees women through the gate, and Chrysalis, which runs family projects in Moss Side, have come on board. Age UK is starting its fitness programme in conjunction with the Gym in May. UK Border Agency (UKBA) attends regularly and an independent advisor visits on a weekly basis. We feel that this situation needs monitoring as budgets tighten yet further.

i) The Equalities team is endeavouring to operate as effectively and efficiently as is possible with reduced resources. The fact that the vegan and the BAME catalogues are finally up and running are felt to be a significant achievement for this year. Whether it will be possible to maintain let alone improve on the current Diversity provision, if there are further budget cuts is, however, a moot point and one which does concern the Board.

Section 4: EDUCATION AND LEARNING

a) All prisoners are assessed for literacy and numeracy by the Education Department at their induction and follow up is arranged where needed. Toe to Toe mentoring is also available. OMU is not involved until a later stage; in our view it would be helpful if they were involved sooner.

b) Pay rates are the same for employment and for education and thus do not provide an incentive to drop out of education. However, completion rates are only 62%, 2% above target. This is important to the provider, Manchester College, because the Skills Funding Agency (SFA) pays upon results, that is, a certified pass at the end of the course. There are a number of reasons for the relatively high drop-out rate. Some women are released or transferred before completing their courses; the fact that about a quarter of women in Styal are on remand at any one time is relevant in this context. There can be a lack of availability of escorts for non-free flow (NFF) women on Waite Wing, but this only affects a small number of women.

c) Courses available include horticulture, hairdressing, beauty, painting and decorating, information and communication technology (ICT), radio and media and a recently-introduced course on business skills. The range of vocational courses appears limited. However, it is reviewed every 6 months and prisoners contribute to this review. The Education Department state that they are not asked for other courses. However, we have the impression from speaking with prisoners that if other vocational courses were offered they would be taken up. Prisoners comment favourably on the positive influence that education has had on them.

Section 5: HEALTHCARE AND MENTAL HEALTH

a) A new healthcare provider (Spectrum Community Health CIC) was awarded the new contract for healthcare services at the prison in April of this year (2013). The transition period has been less challenging than expected, not least given the goodwill from the retained staff teams. It is expected that the new provider will build on the good work of the previous provider.

b) All new prisoners to Styal have a health screening within 24 hours of arrival. Almost all of the assessment of need, for all new arrivals, takes place on the First Night Centre. All new admissions with medical needs have a treatment and care plan. The system for delivery of healthcare thereafter is fit for purpose in meeting the needs of the women who have a treatment plan or on an ad-hoc basis. It is the board's view that the source of the small number of service delivery shortcomings during the year, has been related to staffing shortages or staff absenteeism.

c) The expected GP appointment waiting time for most prisoners is five days. The waiting period on Waite Wing is three days. Additionally, there are a small number of daily protected slots, including Saturdays, for emergency appointments. All requests for GP appointments are triaged. In the main the appointment process works and compares favourably with patients' experiences within the community outside the prison. Waiting times for routine dental appointments compare favourably with those in the wider community outside the prison.

d) Prisoners experiencing mental health problems continue to be effectively treated and

managed by staff employed by the Greater Manchester West Mental Health NHS Foundation Trust and based within the prison. Their treatment of some prisoners with acute, severe or chronic mental health problems is too often characterised by the constraining lack of provision of beds in appropriate resourced hospital settings.

e) The monthly Queensland committee meetings provide a forum for prisoners, through their representatives, to voice opinions on the delivery of Healthcare services in general, to both prison and Healthcare staff. Where prisoners choose to complain about any aspect of Healthcare services they are required to use the general prison application forms which do not give any reference to the NHS complaints processes or to the NHS Patient Advice and Liaison Service (PALS).

Section 6: PURPOSEFUL ACTIVITY

a) Latest figures indicate that 92% of women are engaged in purposeful activity for about 23 hours a week. There are plans to increase the working week, ultimately to 40 hours. Some women, including new arrivals who have yet to receive induction training, are unable to work.

b) Employment is available in Gardens, Recycling, Kitchens, Housekeeping, Estate Cleaning, Reception, Drop-In Centre, Health Care Centre, Visits, Mental Health Resource Centre, Care, Assessment, Learning and Motivation (CALM) Centre, Support Mentors, Gymnasium and the Library.

c) All courses provided through the contracted provider, The Manchester College, are nationally accredited. They include Literacy, Numeracy, Life Skills, Basic IT, Hairdressing, Beauty, Painting and Decorating, Information and Communication Technology (ICT), Industrial Cleaning, Art, Radio/Media, Horticulture, Business Skills and Catering.

d) We congratulate the Gardens Department on their success with their Show Garden at Tatton Flower Show in 2012, when they were awarded a silver medal. We wish them further success with their garden at this year's Show.

Section 7: RESETTLEMENT

a) HMP Styal faces particular problems in this area due to the large percentage of prisoners on remand or serving short sentences.

b) Women on remand can be released direct from court without the provision of even a phone number to contact for assistance with accommodation. Those women, who serve sentences of less than twelve months, receive very limited provision. However, the Government's "Transforming Rehabilitation" proposals include the opportunity to extend statutory supervision and rehabilitation support on release to offenders serving less than 12 months.

c) A link has been set up with St Giles Trust who will direct prisoners to an agency in their own area to assist with accommodation and support. 8 free phones have been set up in the prison to facilitate this. This will address a huge problem for Styal as our prisoners are drawn from a huge geographic area and each district will only provide support for women originating from their district.

d) CAB (Citizen's Advice Bureau) has been lost due to loss of funding and replaced by the

Debt Advisory Service who see many more women and have reduced the waiting list from 5 to 2 weeks.

e) The aim is to attract agencies that have external funding and then work with them to ensure they provide what is needed by the women.

Section 8: SAFER CUSTODY

a) In June 2012 Safer Custody moved to the centre of the prison, which is a more accessible area for the women to visit. They operate a drop-in system Monday – Friday with a view to extending this to include Saturdays and Sundays.

b) All vulnerable women are encouraged to attend the Calm Centre or Safer Custody where a variety of activities are provided. Safer Custody also run a glove packing workshop especially for women who are not able to work in mainstream employment.

c) In November 2012, Safer Custody held an open day which proved to be very successful. In the reporting year Safer Custody achieved their audit rating of Outstanding (94%).

d) There is now a new 24hr 'Listener Suite' on Waite Wing, courses are being held to recruit and train new listeners. Waite Wing is frequently visited by Safer Custody staff, who hand out distraction packs to prisoners.

e) Art Therapy is planned to be available on a Wednesday morning in Fox House.

f) A talking therapy called Psychodynamic Interpersonal Therapy is offered, in conjunction with Manchester University, to women who self-harm. This therapy is being evaluated by the Women Offenders Repeat Self Harm Intervention Pilot (WORSHIP).

g) The Samaritans (National) have requested Styal to appear on their training DVD

h) During the year 2012/13 there were 497 incidents of either self-harm or violence, a reduction of 29% on 2011/12.

i) The inquest into the death in custody of an offender in 2011 was held in February 2013. The verdict was that the death was from natural causes. However, the Coroner expressed some concern that the prisoner's historical medical history, recorded in the prison, had not been referred to by the GP who assessed her on arrival.

Section 9: SEGREGATION, CARE & SEPARATION, CLOSE SUPERVISION

a) In the period covered by this report the prison had neither a segregation unit nor a care and separation unit.

b) The Keller Unit continued to be a source of considerable concern to the Board during the reporting year. The 10 cell Unit housed the most vulnerable, self-destructive and at times violent women in the Prison, and was almost 100% occupied during the year.

Many of the women self-harm, often continuously. Many attempt suicide by ligaturing, cutting or hanging, and it is only due to the professionalism and swift intervention of highly motivated staff that fatal consequences have been avoided throughout the year. Staff on duty cannot relax their monitoring for a moment, in what is often a very stressful environment. Staff have regularly gone beyond the bounds of duty to ensure the women's safety from themselves and others.

c) During the period April 2012 to March 2013 there were 302 instances of self-harm on the Unit. In what was a year of considerable progress in limiting/controlling the behaviour leading to self-harm, 73 or 24% of the total instances occurred during March 2013. The reason for that anomaly was that 6 women on the Unit were prolific self-harmers, which often led to copycat behaviour.

d) Following a concerted effort to get at the heart of the fire-raising issue, there was only 1 instance of fire started by women on the unit during the year.

e) Use of force to restrain violent behaviour occurred on 21 occasions during this period. Instances were predominantly to remove ligatures from violent prisoners.

f) 2 gated cells were in use during the year, with Perspex panelled doors. Staff continued to be concerned about the reflective nature of panels, especially during night time if constant observations were required. In-cell cameras have to be authorised by Governors, to ensure as much privacy for prisoners as possible.

g) Many of the women placed in the Keller Unit have serious mental health issues, and are particularly vulnerable. During their time in the Unit staff can, at best, hope to prevent them doing harm to themselves, and provide a safer environment for their time in prison. A Review of the Unit has concluded that because it was attempting to meet so many diverse needs at the same time that it is not fit for purpose, and it will be re-rolled in May 2013.

Section 10: RESIDENTIAL SERVICES (accommodation, food, catering and kitchens)

a) Accommodation. Styal has a range of accommodation, enabling it to cater for a wide range of needs. In our view, the houses at Styal offer significant benefits to many of the women accommodated in them, although they are undoubtedly more expensive to run than the traditional wing system. For many women, who have not previously lived in a family or small community setting, the houses provide the opportunity to experience such a setting for the first time and develop the necessary skills for living in such an environment. Self-catering facilities, where available, provide further opportunities to gain experience and knowledge of food preparation to a budget, an invaluable skill on release.

b) Food/Catering. Throughout the year the Board has heard of concerns about staffing issues in the catering service. We have recently received many justified complaints about the quality, quantity and variety of food. Our findings were reported to the Governors and they responded immediately to our concerns. As a result, the funding per prisoner per day has been increased and the quality of some purchased ingredients has been improved. In general the meat purchased through the national contract is of very poor quality. The prisoners report that the quantity of food has improved and any food left is offered as seconds, but the quality is still variable and much remains to be done.

- c) The Catering Manager has visited two other prisons and the Area Catering Manager will be visiting the prison to assist with improving the provision in Styal.
- d) Additional funding is to be sought to offset the cost of the number of serveries the prison has, there being no main dining room.
- e) A review has taken place for the self-catering houses, and as a result an additional house has become self-catering. In addition house kitchens have been supplied with freezers and a whole range of new cooking equipment. There are plans to set up an ingredients shop to allow augmentation of the ingredients supplied and to provide lessons in cookery and budgeting for prisoners. As and when funding permits, the prison aims to make all houses self-catering.

Section 11: DRUGS AND SUBSTANCE ABUSE

- a) The recommissioning of most of the contracts affecting this area of work, in some cases by new or different bodies, has given rise to a significant amount of work, uncertainty and upheaval in the reporting year. The changes, which incorporate a very different service delivery model, come fully into effect as the reporting year ends.
- b) Early in the year it was decided to move from using urine tests to using oral swabs as the means of carrying out Compact Based Drug Testing (CBDT). This form of testing is less intrusive and does not require prison officer presence at tests. There are some concerns about accuracy and reliability, but this testing is voluntary for prisoners. Styal was one of the first prisons to adopt this method of testing, which others are now following. Consideration is now being given to including testing for Subutex, the current drug of choice amongst prisoners, although this has cost and timing implications.
- c) Spikes in Mandatory Drug Testing (MDT) results demonstrated issues with supply. These have been addressed by the establishment of a monthly meeting between healthcare, substance misuse and security staff and has been successful in reducing supply. Over the year, test results have been below target.
- d) Styal is part of the National Pilot for the national Drug Recovery Wing project. Drug recovery work is carried out throughout Styal, beginning in reception and continuing on Waite Wing and in the main residence. Those assessed as suitable will be offered a place in Fox House. This opened as the drug recovery house in October 2012. While there were initially some difficulties in attracting women to apply for admission to Fox House, increased publicity and awareness within the prison have increased applications. At the end of the reporting period, 9 women had completed the programme on Fox House and been released from prison, 12 were on the programme, 3 had been backstaged for further preparatory work and 17 women were awaiting assessment for suitability for inclusion in the programme on Fox House. Participants are full of praise for the project and the support they receive. It has been recognised that, whilst the programme was initially developed to run over 6-12 weeks, some women may need to be on it for longer than 12 weeks. Work to develop the most appropriate form of follow-on, for those women who have completed the programme and remain in prison, is continuing.

Section 12: OFFENDER MANAGEMENT

a) In our last report the OMU had been under increasing pressure with the reduction in numbers of probation officers. This has now been resolved and it is to their credit that OMU staff have continued to maintain the service during this difficult time. However, challenges remain due to the increase in numbers of Home Detention Curfew (HDC) and Release on Temporary Licence (ROTL). The past year has seen an increase in prisoners being assessed for Home Detention Curfew (HDC). For the period Jan 2012 – Dec 2012 this was 472, the highest in the female estate. This means that successful applicants are afforded the opportunity to have the maximum amount of time on HDC. 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 2012 – Dec 2012 are 416; again this is nearly the highest in the female estate. The number of women working outside on a daily basis has increased from an average of three per day to 14 per day.

b) The board is pleased to report that the figures for increasing family ties (children) have increased from 3 per month to 15 per month. This is achieved by family visits, ROTL or HDC and allows prisoners to maintain ties with their children.

c) There are still some difficulties in ensuring that all prisoners have a dedicated offender manager, due to staff shortages; this will be reviewed in the coming year.

d) Queensland meetings: The Queensland Committee was set up in August 2012, to replace the monthly meeting Prisoners Working for Prisoners, which was the forum where prisoner representatives from every house/wing in the prison met to discuss and air grievances and problems to prison managers. There was an agenda and they were well run, with action responsibilities etc. However, it was found that items kept being carried over and a lot of time was spent on minutiae of items.

The new system, recognised by the Prison Reform Trust, the Queensland Committee is now in place with bi-monthly meetings attended by the Governor and the deputy Governor and approx. 20 women. Before an item of concern is discussed at the Queensland Committee, e.g. possibility of raising prison wages, concerns about lunchtime sandwiches, wearing of bibs in visits, it is brought to the sub-groups that are chaired by functional heads. Most issues are resolved at the sub-group level. The women like the system and feel they are being heard and they appreciate the active involvement of senior management.

e) Although the OMU has always operated an open door policy, it has now dedicated two managers to answer questions from prisoners. The role of prisoner advocate has also recently been introduced. Two prisoner advocates, whose role is to obtain answers to questions raised by other prisoners, work in the OMU on two afternoons per week. In addition in the coming year an interview room is to be provided.

Section 13: REDUCING REOFFENDING

a) Responsibility for this entire area has recently been taken over by a new Governor who has put much effort into producing a framework based on 9 pathways, each of which will have a Leader and 2 Champions (prisoners). This scheme has great potential but is as yet in its infancy and awaiting concrete results. Its success will be highly dependent on the enthusiasm of the Leaders to carry it forward.

b) At the time of writing there are 14 ROTL prisoners working outside the prison each day and this will shortly be increased. There is an excellent working relationship between OMU and Reducing Reoffending. While the average time it takes to get a ROTL application through the process is 8 weeks, Reducing Reoffending submit paperwork 12 weeks before the due date where possible. Where there are requests from employers with a tight timescale OMU do all they can to help meet this.

c) One example of a recent success story is a prisoner who has been working in a local warehouse of a national company. After only a couple of months she has been awarded employee of the month. She has been offered employment with the company in her home town on release.

Section 14: WAITE WING

a) The reorganisation of wing accommodation allocations on Waite Wing, described as a recent change in our last report, has been successful. It permitted the use of staff from one side of the wing to support staff on the other side, with a concentration of more difficult prisoners, during the day. However, there continue to be staffing issues: the loss of Officer Support Grades (OSGs) on the Wing means that officers have to spend time undertaking tasks which the OSG previously carried out. However it is recognised that this work is carried out by Prison Officers in other areas of the prison. On occasion, staffing levels fall very low (for example, 1 officer on each side of the Wing at night) which can lead to problems.

b) Leadership of the Wing has changed several times in the last year, allowing little stability in an extremely challenging unit.

c) A number of housekeeping issues became evident towards the end of the period: new curtains were put up, then removed when they were found to be insufficiently fire retardant. There are now no curtains on the windows, which, especially on the ground floor, raises issues of decency. Sheets have been in short supply, in part because many women are using them as curtains. At times, there have been no extra sheets in the case of one being soiled. This again is a decency issue. Blankets are very thin and no extra ones are available when the weather is very cold. Some Foreign Nationals in particular suffer from the cold.

d) Waite Wing remains a problematic area to manage, particularly when staffing levels are low. The Wing houses a group of women, many of whom have multiple needs, who require a great deal of time. The need to keep them safe and well is paramount.

Section 15: THE WORK OF THE INDEPENDENT MONITORING BOARD

- a) The Board held a recruitment exercise in 2012, as a result of which 5 candidates suitable for Board membership were identified. In view of the impending loss of members due to the new rules on tenure, the IMB Secretariat agreed that all suitable candidates could be appointed although this left the Board temporarily over complement.
- b) At least 4 or 5 Board members visited the prison each week. A rota visit and a visit to deal with applications were carried out in pairs and one member attended Keller reviews. All Board members have an area of special interest, attending relevant meetings as an observer. The Governor's representative meets with the Board monthly as part of the Board meeting.
- c) As well as attending such mandatory training as security and fire safety many Board members attended Mental Health First Aid training delivered by trained prison staff. Board members visited Pennine House, a residential short term holding facility at Manchester Airport, hosted by North and West IMB. The Board has hosted a meeting of Chairs of IMBs in the North West, and IMB members from HMP East Sutton Park. Three Board members attended the IMB Annual Conference. Board members attended the inquest into a death in custody. The Chair met monthly with the Governor or Deputy Governor.
- d) In view of the large number of new Board members, it was decided not to hold a Team Performance Review in 2012. However one is scheduled for 2013.
- e) The Board very much appreciates the co-operation and good relationships it enjoys with prison staff. In particular, we are most grateful for the efficient support and assistance of our clerk.

BOARD STATISTICS	
Recommended complement of Board Members	17
Number of Board members at the start of the reporting period	16
Number of Board members at the end of the reporting period	19
Number of new members joining within the reporting period	5
Number of members leaving within the reporting period	2
Total number of Board meetings during the reporting period	12
Total number of visits to the establishment	568
Total number of Keller reviews held	51
Total number of Keller reviews attended	48
Date of Annual team Performance Review	Not held

APPLICATIONS TO THE BOARD

Code	Subject	2010/11	2011/12	2012/13
A	Accommodation	7	12	12
B	Adjudications	0	6	5
C	Equality and Diversity (inc religion)	3	2	7
D	Education/employment/ Training (incl IEP)	6	8	28
E1	Family/visits (incl mail and phone)	7	14	15
E2	Finance/pay	13	8	16
F	Food/kitchen related	6	1	13
G	Health related	21	27	26
H1	Property (within current establishment)	11	34	37
H2	Property (during transfer/in another establishment)			2
H3	Canteen, facilities, catalogue shopping, Argos			4
I	Sentence related (inc. HDC, ROTL, parole Release dates, re-cat etc)	8	3	23
J	Staff/prisoner/detainee concerns inc bullying	12	17	12
K	Transfers	7	7	16
L	Miscellaneous	27	50	35
	Total number of IMB Applications	128	199	249
	Total number of Confidential applications			4

Note: It is not possible to fully differentiate the different types of application made in category H for previous years; many applications in category H3 are likely to have been categorised as Miscellaneous, as will have been some applications relating to mail and phone, and to IEP.

It is probable that the increase in the overall number of applications in 2012/13 is, at least in part, attributable to work done by the Board to raise its profile within the prison,