



HMP/YOI STYAL

**ANNUAL REPORT OF
THE INDEPENDENT MONITORING BOARD**

1ST APRIL 2013 TO 31ST MARCH 2014

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 2013/2014	5
Section 3: EQUALITY AND INCLUSION	7
Section 4: EDUCATION AND LEARNING	8
Section 5: HEALTHCARE AND MENTAL HEALTH	9
Section 6: PURPOSEFUL ACTIVITY	11
Section 7: RESETTLEMENT	11
Section 8: SAFER CUSTODY	12
Section 9: SEGREGATION, CARE & SEPARATION , CLOSE SUPERVISION	13
Section 10: RESIDENTIAL SERVICES (accommodation, catering & kitchens)	13
Section 11: INCENTIVES AND EARNED PRIVILEGES	15
Section 12: WORK OF THE INDEPENDENT MONITORING BOARD	16
APPLICATIONS TO THE BOARD	17

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 prison consists of 14 stand-alone houses that can accommodate up to for 20 women. Of these 14 houses there is a community house for women with Release On Temporary Licence (ROTL) enabling them to work in the community, a drug recovery house, a Mother and Baby Unit, which accommodates up to 9 women and 10 babies and a further house which has been adapted to accommodate women with disabilities. The prison also has a cellblock with two wings used for remand, detoxing and women with discipline issues. In the period covered by this report the ten bed Keller Unit has been replaced by a ten bed Care and Separation Unit used to house women whose behaviour is such that it makes them unsuitable for housing in other areas of the prison. Prisoners can also be held here for their own safety. Women are in this unit for relatively short spells only.

The Dove unit houses 9 women with a range of complex needs and who would find difficulty if housed in main residence.

HMP 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 31% of the population are unsentenced, about 19% are serving less than 6 months, about 38% are serving between 6 months and 4 years and about 12% are serving longer than 4 years.

Section 2: EXECUTIVE SUMMARY 2012/13

Overall, the Board considers that HMP Styal continues to provide for a diverse population of women in a decent and caring environment.

The Board commented in its last report on the many changes that had been made over the previous two years. Whilst recognising that change is inevitable, the Board has concerns about the frequency and number of changes that have continued to be made, and has raised these concerns formally with the Governor and Deputy Governor. While many changes have been dictated by external factors, for example, preparation for benchmarking and the decision of North West Regional NOMS to move long-standing senior managers between establishments, the prison has generated others. It has been very noticeable to the Board that managers and staff have not been given the opportunity to settle into a new role before further change, such as a new area of responsibility, has been imposed on them.

In the Board's last report, the positive effects of some changes were noted. However, a combination of the increased emphasis on trust and personal responsibility for prisoners, and staffing reductions resulting both from budget cuts and the preparation for benchmarking, means that the Board has increasing concerns about the safety of women, particularly those living on the houses. Houses no longer have individual house officers, who previously would be able to get to know the women and by understanding the dynamics of the women in the house, could intervene early to manage and defuse potential conflict. It is increasingly easy for women to leave, or be away from, work or education, perhaps with genuine reasons such as a medical appointment. However, this situation is being abused by an increasing number of prisoners who use the opportunity to prolong their absence and enter other houses, which are strictly out of bounds. Reductions in staffing have made this easier for prisoners. Although applications to the Board over the last year have demonstrated little evidence of increased bullying, this is an issue frequently raised informally and non-specifically with Board members as they go round the prison. On a few occasions, the need for the prison to provide escorts and bed-watches has meant that women on the wing have had to remain in their cells for several hours, rather than participating in the regime. The Board would have serious concerns should the frequency of such occasions increase. The effects of staffing changes and cuts are evident throughout this report. See for example, P8, Section 3 viii) and P9, Section 4 vi).

The Governor and Deputy Governor have acknowledged the Board's concerns. During the course of the year, amongst other actions to address identified issues, they commissioned an Appreciative Enquiry which considered the prison's strengths and weaknesses. At the time of writing, some of the recommendations for action which came out of this exercise are in the process of being implemented

On a positive note, the Board welcomed the Government's announcement, following the report of the review of the women's custodial estate, in October 2013, that HMP Styal would remain open, not least because this ended a period of considerable uncertainty for the prison.

2 a) Previous Year's Concerns

- i. Plans for rebuilding the gate area and renovation of houses. After further delay, the Board welcomes the news that plans are proceeding for the gate area to be replaced. The Board trusts that these will at last come to fruition, following a number of failed attempts.
- ii. Provision for women with mental health needs. The Board has repeatedly expressed concerns that provision for women with severe mental health problems was inappropriate and inadequate. The Dove Centre, for women needing a high level of psychological therapies and intensity of care, opened in May 2013. It provides a therapeutic environment, with clinical support, for these women, during their crisis, especially where there are complex, frequent, intense and enduring needs and behaviours that cannot be managed in the main prison.
- iii. IEP Scheme. A new national Incentives and Earned Privileges (IEP) scheme was introduced in November 2013. Its introduction gave rise to a number of difficulties and concerns that have still to be fully resolved. See P14, Section 11.
- iv. National contracts for the supply of meat. Despite assurances given to the Board on this subject last year, the Board continues to have real concern that the quality of meat supplied to HMP Styal is poor, having, in particular, a high percentage of fat, much of which has to be discarded, and cannot represent good value for money.

2 b) Particular Issues requiring a response

i) Questions for the Minister

What consideration is given to the particular requirements of women prisoners when changes such as the recent revision of the national IEP Scheme are planned? What research was carried out prior to the introduction of the national IEP scheme for the women's estate? (see P15, Section 11) What steps were taken to ensure that its implementation would be practical? Will the Minister reconsider the scheme in the light of the practical difficulties it imposes specifically to women?

ii) Other matters requiring the attention of the Minister

The Board wishes to draw the attention of the Minister to the difficulties experienced throughout the prison arising from the continual changes in prison management and staffing (both by prison service staff and external organisations) arising from national policy. The Board considers that a period of stability is essential to allow changes to date to become embedded.

iii) Matters requiring a response from the prison service

The Board has concerns, based on experience at HMP 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 14, Section 10 b I)) What arrangements are in place for the review of this and other similar national contracts?

What plans are in place to update the prison's heating system, bearing in mind the considerable cost savings that are a probable result of such work? (see Page 13, Section 10a ii))

The prison's video-link room is adequate for most purposes, such as consultations with legal representatives and links to court hearings. However, real problems arise when applications for accommodation in the Mother and Baby Unit are heard, due to the number of professionals involved in the decision-making process. The Board recommends that consideration is given to improving the facilities available for such hearings.

Section 3: EQUALITY AND INCLUSION

- i. Diversity issues in the prison are well provided for, despite the changes in staffing and merging the department with Safer Custody. There are now clearly defined roles, with one appointed officer and an Equalities Manager.
- ii. There are regular Equalities meetings attended by a member of the Board. The format of these meetings has been changed from monthly to bi monthly. The meetings are better attended with key people present.
- iii. Discrimination Incident Report Forms (DIRFs) and complaints submitted by women are reviewed monthly. The problem with some women being unable to understand the language on these forms has been addressed and more help is now available for women who have experienced this problem due to either an issue with literacy or English not being their first language. Women are able to attend drop in sessions in the evenings, where the use of DIRFs are promoted and help given to women to complete them.

- iv. Monthly forums for sub groups (Black and Ethnic Minority (BAME), Foreign Nationals, Disabilities, Lesbian, Gay, Bisexual, Transgender (LGBT), Young Women are held.
- v. Events to promote cultural awareness and positive race relations are held, these are often directed using role play as there is a low level of literacy amongst many prisoners.
- vi. Literacy and language problems are adequately addressed. Induction is conducted in different languages where appropriate and non English speakers have access to the phone translator. English for speakers of other languages (ESOL) courses are oversubscribed, and Manchester College has been approached to see if it would be possible to increase the number of places and tutors. Toe by Toe, a reading and writing scheme, is now available to all women - until recently it was only available to enhanced prisoners.
- vii. Women with disabilities are well catered for. For example, Mellanby House provides showers for disabled women, women with hearing problems can get free batteries from Healthcare, and a loop system operates in Reception, the meeting room and Visitor Centre. On a more personal level, a terminally ill prisoner received payment for her job, which she became unable to do, to allow her to buy items for her memory box.
- viii. While the Equalities team is operating effectively, staffing reductions have inevitably increased the workload. Diversity has a high profile within the prison.

Section 4: EDUCATION AND LEARNING

- i. All prisoners are assessed for Literacy and Numeracy Skills and appropriately based in groups. However, since the Moser Report in 1999 highlighted national deficiencies in what was then known as Basic Skills, institutions and organisations at both national and local level have struggled to find the most effective way of delivering these – especially to those reluctant to learn. The 2013 National Institute of Adult Continuing Education (NIACE) Report “Intensive English and Maths Provision in Prisons.” highlighted many of the issues. One of the pilot sites was HMP Styal and the report found that women prisoners tend not to respond as well to the intensive delivery of these skills.
- ii. The prison offers a good range of vocational courses including; ICT, Horticulture, Hairdressing and Beauty Therapy, Business Administration, Customer Service, Media(Radio), Painting and Decorating and Industrial Cleaning. Innovative courses in Business Enterprise and Barista Skills have also been offered. Horticulture

students will be exhibiting for the third successive year at the RHS Tatton Park flower show. Last year's students are to be congratulated on being awarded a Silver Medal for their display.

- iii. Women seem to be happy with the courses they attend. Despite the range of provision, there often seems to be criticism (often uninformed) of what is on offer.
- iv. Courses are planned at the start of each academic funding year and reviewed at regular intervals. However, there is no longer more advanced planning, for example, a 3 year strategic plan.
- v. As reported in previous years, achievement rates are affected by the high proportion of women on remand who are released or transferred after their trial. Many may complete their course elsewhere in the prison estate. The large number of women on short sentences also does not help the achievement rate which is currently just under 60%.
- vi. The changing regime in the prison allowing women to have more freedom of movement has impacted adversely on attendance. There has also been a problem with women leaving classes for appointments taking an inordinate time to return. This has been further exacerbated by the lack of an officer on education reception; when there was one it was possible to monitor the prisoners' movements. The IMB has raised this issue with Governors on several occasions.

Section 5: HEALTHCARE AND MENTAL HEALTH

- i. Spectrum Community Health became the new healthcare provider in April 2013 in partnership with Smart Dental and Greater Manchester West Mental Health NHS Trust (GMW). Spectrum brought with them, from their other prison settings, a collaborative and an inclusive way of working, with all partners, which has clearly been a success in both operational and service development. IMB members attend the monthly Integrated Clinical Governance meetings, chaired by Spectrum, which requires all partners in the delivery of healthcare at Styal to report on their processes of governance, development and improvement of service.
- ii. The healthcare physical environment is striving to enable the healthcare department to be compliant to Care Quality Commission standards. Most of the objectives, within a plan of action for the completion of work to achieve compliance, have been achieved.
- iii. 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 need 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.

- iv. There is a daily access, nurse triage clinic on both healthcare and on Waite Wing and patients are seen in a timely manner in the GP clinic with emergency appointments slots available daily. The service has had to depend on locum GPs throughout the year. That said it is a small group of regular locums. The management of the GP rota will be made easier by the arrival of two substantive GPs following appointment. Patients are asked to complete questionnaires following treatment in clinics generally. Responses are collated and reported on at the monthly Clinical Governance meetings. Patient response continues to be very favourable.
- v. The mental health team from GMW continue to provide a quality service in meeting the needs of residents, some with acute, severe or chronic mental health problems. The screening process for treatment begins when new admissions to the prison are seen on the First Night Centre. Prisoners often self refer to be seen by a mental health nurse, at twice weekly clinics. Operational staff play their part in the referral process. The mental health team meets weekly to discuss and programme responses to the assessment of need, arising out of the referral process. GMW provides the service of 3 forensic consultant psychiatrists weekly coupled with a forensic clinical psychologist twice weekly. The psychologist oversees the new provision of assistant clinical psychology support for a range of self help groups. The operational day-to-day work of this service is very effective in meeting the needs of so many residents at Styal.
- vi. The dental service works very effectively as a partner in the prison with positive feedback from prisoners. The service offers triage clinics beyond the healthcare block to patients in outlying areas of the prison. There are only waiting periods for oral surgery and these are reducing.

Dove Unit (Complex Needs Centre)

- vii. The new unit was established in May 2013 in a dedicated 9 cell block, which is attached to the Health Centre. Prisoners highlighted as needing more psychological therapies and a higher intensity of care due to the risk of harm to themselves or others, are assessed by a multi-disciplinary board for a move to the Unit. The unit provides a therapeutic environment, with clinical support, to those women during their crisis, especially where there are complex, frequent, intense and enduring needs and behaviours that cannot be managed in the main prison.
- viii. Because the Unit has only been in operation for 10 months, comparative figures are not available for incidents of self harm, ligaturing etc. In the reporting period 64 incidents of self harm occurred on Dove. 16 of these were in March 2014 due to one individual, a prolific self-harmer ligaturing regularly. During November, December and January there were no incidents of self-harm on Dove, testament to the hard work that the very professional staff on the Unit put in on a daily basis.

Board members attend weekly multi-disciplinary Review meetings each Thursday, at which all prisoners on the Unit are case-reviewed, and pathways agreed.

Section 6: PURPOSEFUL ACTIVITY

- i. At HMP Styal there is a large range of activities on offer. This includes employment, training, education, attendance at TSP (Thinking Skills Programme), working with offender supervisors and ROTL (Release on Temporary Licence). The majority of the work is Olass (Offenders Learning and Skills Service) run but in addition the prison provides Farms and Gardens, Laundry and Kitchens.
- ii. All prisoners are expected to be in work or education, even remand prisoners, and to date the figure achieved is 96-98% employment.
- iii. On entry to the prison, all prisoners attend a Progression Board where their literacy and numeracy skills are assessed and any qualifications are determined. This allows allocation to employment or education appropriate to their level of ability as well as to their needs/interests. Part time education is also offered.
- iv. Courses are provided up to level 3 (Hair and Beauty) and ROTL prisoners go to work or to higher education outside the prison. There is also the facility for Open University courses.
- v. Part time education courses are provided for some women on the Dove Unit who may be too ill to partake of full time employment.
- vi. While accepting that a working day from 9am until 5pm is an excellent preparation for life on the outside, it can create problems for the women in accessing other available services such as the Drop In, Residential Hub, Safer Custody, collecting mail and Crafts to name but a few. The women have time between 8am and 9am to attend to these matters but this time slot clashes with the administration of medications making it almost impossible for them to attend to their other needs. In order for the women to benefit from everything on offer during their imprisonment, this issue needs to be addressed.

Section 7: RESETTLEMENT

- i. Due to multiple changes of staff roles within the prison, Resettlement is more or less in the same position it was a year ago.
- ii. The new team has produced a Strategy and Action Plan again focussing on the nine Pathways. Each Pathway has a new Lead, Champions are being appointed and time limited targets have been set.

- iii. Work is in hand to form links with external agencies to provide resettlement to enhance the reduction of reoffending. This is a substantial issue for Styal as prisoners are drawn from a huge geographical area.
- iv. Efforts continue to be made to increase the number of external links willing to provide employment for prisoners and the development of a Clink restaurant outside the prison is an exciting opportunity for the women on ROTL.

Section 8: SAFER CUSTODY

- i. Over the last year this unit has developed into a “deal with everything” unit within the prison. The range of daily activities is diverse and well managed by a small group of staff who deal with situations often at short notice and not entirely within their remit. There is a monthly Safer Prisons Meeting to overview Safer Custody in general. A weekly 'Safer Regimes' Meeting covers a review and update by name of all “difficult” prisoners. It is followed by a rigorous cell-share assessment session, often a painstaking process in view of high numbers in the prison and the crucial importance of keeping all women safe.
- ii. During the first half of the year the effectiveness of the weekly meetings was often hampered by failure of representatives from essential areas of the prison to attend. This has led in part to the change of meeting to a Safer Regimes Meeting under the chairmanship of a new Governor. Attendance has greatly improved as regular feedback from across the prison is required during the meeting and further immediate actions decided at each meeting.
- iii. Safer Custody manages employment in glove packing, and in assembly of activity/distraction packs for prisoners confined to their cells, for women who are not in work or education. A number of courses and classes are run each week by third parties for women across the prison.
- iv. There was one death in custody during the year. The prisoner passed away in a local hospital. Due to the difficult circumstances of her detention, members of staff were the regular visitors to the hospital and liaison with the family was handled with great empathy and sensitivity.
- v. During the year, 546 ACCT documents were opened. There were 411 reported incidents of self harm or violence, a reduction of 17% on 2012/13, and an almost 50% reduction over the last 2 years.

Section 9: CARE & SEPARATION

- i. Over a number of years the Board has reported its disquiet regarding the use of the Keller Unit for housing vulnerable prisoners, often with serious mental problems, who frequently attempted to self-harm and or tried to commit suicide. In the Board's view the Unit was not fit for purpose.
- ii. On 21 May 2013 the Keller Unit ceased to function as before, and became a Care and Separation Unit (CSU), operating in accordance with PSO 1700. The unit aims to provide a safe, secure and supportive environment for prisoners who cannot be accommodated or managed temporarily within the main prison population. Prisoners with complex needs, previously the main occupiers of Keller, would in future be accommodated in the Dove Centre.
- iii. Since the introduction of the CSU incidents of self-harm and attempted suicides within the Keller Unit have dropped dramatically year on year. During 2012/2013 there were 302 incidents of self-harm on the Keller Unit. In 2013/2014 there were 34 incidents on CSU. The combined CSU and Dove figure for self-harm for the year was 98, down 67% against 2012/2013. A total of 273 women were detained in the CSU during the year, including 96 under GOOD Rule 45, and 90 under Rule 53 awaiting Adjudications.
- iv. The CSU is included on all rota visits to monitor that paper work, logs, health screens and ACCT forms are up to date and signed. Reviews of prisoners held under Rule 45 are held weekly and are attended by a Board member. A Board member attends the quarterly SMARG meetings Board members are notified by phone details of all prisoners moved to the unit.

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

a) Accommodation.

- i. At the end of the last reporting period an issue arose, referred to in the Board's last report, regarding the lack of curtains on the ground floor of the wing. Curtains meeting the relevant fire standards are now in place.
- ii. An issue which arises regularly throughout the prison whenever the outside temperature changes suddenly and significantly is that of heating. There is one system for the whole prison; it is either on or off. There are no thermostatic controls on radiators, which are of an extremely old-fashioned type. In addition to radiators, many rooms also have large heating pipes running around them. Consequently, most areas of the prison are frequently either too hot or too cold. It is not uncommon to find rooms, particularly in the houses, where radiators are very hot

and all the windows are open in an effort to bring the temperature to an acceptable level. In contrast, women who are detoxing, and some foreign nationals, in particular, can suffer from the cold, particularly when the temperature drops suddenly and the heating is not on. This was raised as a particular issue by some women on the wing, who were cold in bed with the standard issue of two thin blankets, but were experiencing difficulties in obtaining more. Following intervention by the Board, all women are now issued with a duvet as standard and complaints about being cold in bed have reduced.

- iii. At the end of the reporting period plans were advanced for the conversion of Bollinwood, a building in the prison grounds but outside the fence, to an open house which will accommodate 25 women. This follows the recommendations of the review of the female custodial estate.
- iv. In last year's report the Board commented on the benefits it perceives for women who are judged to be suitable to live in one of the twenty houses in the prison. Not least among these is the provision, so far only available in some houses, for women to cater for themselves, thus, in many cases, developing a new skill.

b) Food, Catering and Kitchens

- i. The quantity and quality of the food served to the prisoners has been an ongoing issue within Styal prison, and was referred to in the Board's last report. Catering staff are continuing to make efforts to improve the quality, variety and quantity of the food on offer, but the Board continues to receive complaints about it. In particular the quality of meat supplied under the national contract remains a cause for concern, having a high proportion of fat and gristle. The Board also received a number of complaints that the quantity of food provided makes it essential for those women who can afford to do so to supplement it through their weekly canteen order. The Board is pleased that it has been possible to make arrangements for women to buy fresh produce in season from the gardens but, again, this facility is only available to women who can afford it. It is concerning that women are finding it not just desirable, but necessary, to supplement the food provided. The Board is continuing to monitor the quantity and quality of food closely.
- ii. The self catering houses within the Styal estate are an important part of the process to enable prisoners to become more responsible and self reliant individuals. Women being moved onto these houses are supposed to have received prior training in food safety and hygiene. The system for ensuring that this is delivered in a timely fashion appears to have broken down, with a consequent increase in risk to all the women living in these houses. Similarly, to ensure that women can benefit fully from the opportunity to prepare their own food, they need basic cookery skills. Many women lack these and were, at the end of the reporting period, reliant on fellow prisoners to help them. The Board is pursuing this issue.

- iii. The Board's attention has been drawn to a few instances of poor food handling practices in some serveries. This issue has been addressed.

Section 11: INCENTIVES AND EARNED PRIVILEGES

- i. Reference was made in the Board's last report to the fact that the prison's Incentives and Earned Privileges (IEP) Scheme had been revised several times over the last 2 years. In November 2013 the Ministry of Justice introduced a new scheme, to apply across the prison estate, with less scope than previously for the application of discretion by individual establishments. This scheme has caused a number of problems at HMP Styal.
- ii. New restrictions meant that parcels of clothes could not be sent or brought into the prison by prisoners' families and friends. There were almost no catalogue purchasing schemes in operation at HMP Styal. Enquiries with suppliers offering reasonably-priced clothing indicated that they no longer use a catalogue system, but are completely internet-based. The prison is therefore, at some cost, both financial and in staff time, in the process of setting up a system which will allow prisoners off-line access to catalogues. Ordering will then be handled by prison staff. It seems likely that this system will be considerably more costly than the previous system, with little or no discernible benefit. The prison has made interim arrangements pending the full introduction of the new system, which, due to its complexity, has taken longer than the two months allowed.
- iii. It is evident from the detail of the new scheme that it was designed to apply to male establishments with little thought for its application to women, or to the very different physical layout of different establishments. The security considerations for male and female prisons are different in many respects, and it is unclear to the Board that the wearing of black trousers by female prisoners constitutes a significant security risk. Little consideration appears to have been given, in drawing up the Scheme, to the availability of reasonably priced garments for women which fit the stated requirements. A casual glance around any women's clothing store reveals that the great majority of legwear is black or other dark colours. Similarly, it is quite difficult to find outerwear which is not padded, quilted, hooded and/or black or dark coloured. Furthermore, the nature of the HMP Styal site, where prisoners are required to move around largely in the outdoors whatever the weather, means that all the women need a warm coat, with provision for keeping their heads dry. The Board is disappointed that so little thought or consultation was apparently given to the implementation of what is clearly a male-oriented policy in female prisons, or to the nature of the sites of some establishments, leading to a very significant amount of additional work for staff of the prison.
- iv. Another regrettable feature of the new IEP Scheme, again with no discernible benefit, is the ban on prisoners receiving flowers sent to them from outside the

prison by friends or family. Prior to the changes, the morale-boosting effect on women who received such gifts was very evident. The security risk posed by a gift of flowers sent via Interflora or other similar organisation remains unclear and there seems little benefit in imposing a ban on such gifts. The prison is however considering the feasibility of addressing this loss to prisoners by working with the gardens department to permit friends and family outside the prison to place orders for flowers to be sent to prisoners.

Section 12: THE WORK OF THE INDEPENDENT MONITORING BOARD

- i. At least 4 or 5 Board members visited the prison each week. The creation of the CSU required that the IMB were present at reviews whenever possible. In addition an IMB member attends the weekly Dove reviews in view of the particular vulnerability of the women in the Dove unit and the relatively frequent movement of women between CSU and the Dove Unit.
- ii. From February 2014, following changes to the induction programme, Board members have given a brief introduction to the work of the IMB twice a week. Usually, rota visits and visits to deal with applications were carried out in pairs and reviews and induction sessions were attended by one Board member.
- iii. 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.
- iv. Board members have attended such mandatory training as security and fire safety. Most Board members visited HMP Manchester, hosted by the IMB. The Board has hosted a meeting of Chairs of IMBs in the North West, and IMB members from HMP Manchester.
- v. Two Board members attended the IMB Annual Conference. The Vice-Chair and a past Chair met with the then Prisons Minister and also with the team carrying out the review of the women's estate. The Board was grateful for the opportunity to be involved in these visits. The Chair met monthly with the Governor or Deputy Governor.
- vi. A Team Performance Review was held on 19 September 2013.
- vii. The Board very much appreciates the co-operation and good relationships it enjoys with prison staff. In particular, it is most grateful for the support and assistance of those individuals who have provided a clerking service over the year. The numerous changes within the prison have affected the stability and consistency of the service, but the Board hopes that this will return in the coming year.

BOARD STATISTICS	
Recommended complement of Board Members	17
Number of Board members at the start of the reporting period	19
Number of Board members at the end of the reporting period	17
Number of new members joining within the reporting period	0
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	695
Total number of CSU reviews held	37
Date of Team Performance Review	19.09.13

APPLICATIONS TO THE BOARD

Code	Subject	2010/1 1	2011/1 2	2012/1 3	2013/14
A	Accommodation	7	12	12	24
B	Adjudications	0	6	5	14
C	Equality and Diversity (inc religion)	3	2	7	7
D	Education/employment/ Training (incl IEP)	6	8	28	15
E1	Family/visits (incl mail and phone)	7	14	15	20
E2	Finance/pay	13	8	16	18
F	Food/kitchen related	6	1	13	14
G	Health related	21	27	26	62
H1	Property (within current establishment)	11	34	37	35
H2	Property (during transfer/in another establishment)			2	7
H3	Canteen, facilities, catalogue shopping, Argos			4	9
I	Sentence related (inc. HDC, ROTL, parole Release dates, re-cat etc)	8	3	23	11
J	Staff/prisoner/detainee concerns inc bullying	12	17	12	31
K	Transfers	7	7	16	13
L	Miscellaneous	27	50	35	29
	Total number of IMB Applications	128	199	249	293
	Total number of Confidential applications			4	8

Note: It is not possible to fully differentiate the different types of application made in category H for 2010/11 and 2011/12; 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.