



ANNUAL REPORT OF THE INDEPENDENT MONITORING BOARD

HMP/YOI New Hall



Inspiring Change - Building Futures

1 MARCH 2015 to 29 FEBRUARY 2016

Section 1

STATUTORY ROLE OF THE IMB

The Prison Act 1952 and the Immigration and Asylum Act 1999 require every prison and IRC to be monitored by an Independent Monitoring Board 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 concerns 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.

Section 2

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Section 3

DESCRIPTION OF THE PRISON

3.1 HMP/YOI New Hall is a closed prison situated between Huddersfield and Wakefield in West Yorkshire. The prison is set in rural surroundings and is one of a cluster with HMP Askham Grange. Whilst close to the M1 and M62 motorways and served by a regular bus service from either Wakefield or Huddersfield, those visiting by public transport face a walk of approximately 1 mile to the prison gates.

Residents are drawn mainly from Derbyshire, Leicestershire, Lincolnshire, Nottinghamshire and Yorkshire, although it is an ongoing issue for the Prison Service that we receive residents from more southerly areas than these. Being so far away from home areas gives rise to the significant problems faced by families and friends who may be unable to visit and also for the resettlement of residents at the end of their sentences.

HMP New Hall can accommodate up to 415 residents from the age of 18 years, including up to 40 life sentenced and IPP/ISP residents. There are four main residential units: Oak, Willow, Poplar and Larch. The majority of the accommodation is single rooms although there are still some double cells which raise issues of privacy and health and hygiene matters. Apple Tree House is a dedicated first night centre, whilst Larch House has semi-open conditions and houses low risk, mainly enhanced residents. Additionally, Maple House is a small Mother and Baby Unit which can accommodate up to nine mothers and their babies. Holly House is for those residents requiring Care and Assessment whilst Sycamore House is for residents requiring Care and Separation.

Education Supplier:	City of Manchester College (NOVUS)
Mental Health Service provider:	Nottingham Healthcare NHS
Healthcare provider:	Spectrum Community Health CIC
Drug Treatment:	Turning Point
Library Services:	Wakefield Council

Following the de-commissioning of the Rivendell Juvenile Unit at New Hall, the building was re-opened 18 months ago and is now used as a Unit for residents with Personality Disorders.

3.2 A continuing programme of work has been carried at New Hall over the reporting period. Refurbishment works have taken place on a number of Wings. Whilst not as extensive as last year, the work has helped create a pleasant environment for both residents and staff alike.

Section 4

EXECUTIVE SUMMARY

4.1 This reporting year has seen New Hall being affected by issues which are ongoing from previous years namely staffing, budgetary constraints and changes to the regime. As mentioned in last year's report, generally it was recognised by staff and management alike that the outcome of the benchmarking exercise could have been worse. However, following implementation of the new regime and the benchmarked core day in October, a number of issues have arisen.

Staff proved to be very flexible, patient and demonstrated a general willingness to work towards the changes introduced. Initially the BDG gave New Hall (and the rest of the female estate) the wrong core day to work to. The main issue was that the regime was only delivering 5.75hrs purposeful activity and needed to deliver 6.25hrs per day. This impacted on meal times, medication, industries and education and as a consequence necessary changes had to be made. The Regime Management Plan, implemented post benchmarking, helped identify the establishment's capability to deliver the rescheduled core day. It identified the aspects of the regime that would be delivered with significantly reduced resources whilst maintaining safe systems of work.

Irrespective of the changes, the staff survey conducted towards the end of the reporting period found that 88% of the 66 staff who completed the survey were interested in the work they do and 80% were sufficiently challenged. One less positive result indicated that 39% felt valued for their work. As a result, an Engagement Strategy was planned and due to be published in 2016. Whilst the above information is only a snapshot of the Survey, it is pleasing to note that despite the major changes imposed by benchmarking both Senior Management and staff should be commended for their efforts in dealing with its implementation.

High sickness levels continue to be a problem and action (i.e return to work interviews and change of duties where appropriate) has been taken by the Governor and Senior Management to address the matter. There are signs of improvement in this area but more needs to be done as high sickness levels impact on the day to day management of the prison. This can lead to residents being locked in their cells for longer and lack of a regular routine around education and industries.

As highlighted elsewhere in the report, prison security remains a problem particularly in relation to drugs. Improved security measures are in place and staff remain vigilant and pro-active in trying to deal with the issue.

Personal property has been a topic repeatedly raised by the residents. There have been many occasions when property has not arrived with the prisoner or items have 'gone missing'. The IMB considers that the issue of loss of property should be dealt with more vigorously both locally and nationally by all concerned to ensure that residents do not 'lose' clothing and personal items whilst being transferred.

Following a HMIP Inspection during the year, it is pleasing to report that New Hall was deemed a solid Level 3 performer. In addition, New Hall is the only closed prison in the country to receive an 'outstanding' outcome as a result of an OFSTED inspection.

Again, under the circumstances, the Governor, Senior Management and all concerned should be commended on these achievements. However, shortly after the report was published, the then Governor was suddenly transferred to another prison. In the interim, prior to a substantive Governor being appointed, two acting Governors managed the establishment.

On a less positive note, the IMB has been concerned about the number of escort details that have been cancelled. This problem is not just a New Hall problem but a problem both regionally and nationally. Whether as a consequence of low staffing levels or other factors, cancelled hospital visits or appointments outside prison does affect the residents' health and well-being. Such delays and cancellations can also impact on day to day management within the prison should residents become distressed or their condition worsen as a result of the cancellation. Missed appointments invariably mean that residents 'go to the bottom of the list' and new appointments may not be offered immediately.

The lack of progress in the completion and opening of the Overnight Stay Centre has been frustrating. Whilst the idea, when first conceived, was admirable in reality it has become an issue that could best be put to rest. The IMB, whilst sympathetic to the position Management finds itself in regarding the facility, feels that its future needs to be resolved as soon as possible. Many thousands of pounds have been spent to date and the facility has yet to be of benefit.

The IMB fully appreciates the issues faced by the Governor and Senior Management in managing the prison. Clearly, the benchmarking exercise has had a major impact on the day to day management and will continue to do so in the months ahead. In carrying out its monitoring role, the IMB's attention has been drawn to staff ratios, staff safety and security concerns as a consequence. The IMB does have an ongoing dialogue with the Governor and her staff and continue to monitor these concerns. There are interesting and challenging times ahead at New Hall with both current and as yet unforeseen issues to be dealt with.

There is some excellent work ongoing within New Hall but there are concerns that some of this work will be undone by continuing budget constraints and associated matters including staffing, security, education, industries and health and well-being.

Generally there is a good atmosphere within the establishment. It is the IMB's view that the prison is well-managed. As ever, it is hoped that the relationship that exists between the IMB and the Governor, together with an understanding of each other's roles and responsibilities, ensures that future issues and concerns that arise are dealt with promptly and that future successes are similarly recognised and reported.

Section 5

5.1 Equality and Inclusion

HMP New Hall has a high profile Equality Team led by the Governing Governor. Its structure and meetings demonstrate to staff and residents alike that HMP/YOI New Hall is committed to equality which is embedded in everything that is achieved. There are systems in place which are transparent and the opportunity to raise issues has been welcomed. The prison has been able to demonstrate that it has carried out its legal duty to eliminate unlawful discrimination, harassment and victimisation, to advance equality of opportunity between different groups and to foster good relations as outlined below.

Meetings have been held quarterly. They have been chaired by the Governor who is the Equality Lead or Deputy Governor and have been attended by the Equality Officer, the Diversity representatives and key worker representatives from the residents.

The IMB has been invited to attend and has done so. The meetings proved purposeful and lively where all contributions were valued and respected. It is a forum where new ideas can be robustly discussed. Residents have had the opportunity to address the Governor directly on a number of issues. This direct link has had a positive impact when information is later shared on the Wings. The content and suggestions of the meetings have been fed directly in to the Senior Management Team who receive the minutes. Action points are then taken up and acted upon accordingly. The Equality Officer has started to chair a meeting of the Diversity representatives in order to raise issues prior to the quarterly meeting so that only the relevant urgent issues are referred on. A monthly report is prepared by the Equality Officer for the Senior Management Team.

Over the reporting period training opportunities and awareness raising events have been severely restricted by the introduction of benchmarking which has resulted in a reduction of 700 hours in less than a year of the Equality Officer's specialist working time as her post is now designated 'flexible' rather than 'profile'. Due to minimum resources, the key work has carried on but events are much less frequent as it is difficult to plan in advance as time availability cannot be predicted with any certainty.

The Muslim Women in Prison Project has continued and the Library and the Education Department have had some displays and run competitions in relation to LGBT issues. The Equality Officer has run an Over 50's Group for residents but since the introduction of benchmarking this has no longer been able to meet and continue to operate. The Equality Officer has made a proposal that the Focus Groups for the Over 50's, Gypsy/Roma/Traveller and Black and Ethnic Minority Groups are in future to be managed by the Custodial Manager for Safeguarding and Equality. The UKBA have continued to visit the prison on a regular basis but responsibility for foreign national work has been referred to Offender Supervisors.

The idea of having equality staff champions on each Wing has been working well. The PID (Prison Information Desk) workers continue to provide a vital service and are visited by the Equality Officer whenever she is able to do so. Their commitment to the role is admired, although we have one who abused her trusted position and has

subsequently been removed from that post. A resident's guide to the prison was completed during the reporting period and the IMB now has its own page detailing the work it undertakes and its role within the prison. Programmes for alcohol/drug abuse have been held upstairs on one particular Wing which unfortunately prevents access to wheelchair users and residents with mobility issues. This problem has been referred to the relevant Governor and Turning Point who provide this service, but the difficulty in providing an alternative venue is acknowledged.

To conclude, the Equality Team and in particular the Equality Officer have continued to work hard on the equality and inclusion agenda. The Equality Officer's enthusiasm, knowledge and expertise are highly regarded. However, it is very disappointing and dispiriting from the IMB's viewpoint that a lot of the excellent, trailblazing work that has been accomplished over the last few years has now significantly reduced and with no obvious benefit to residents and staff alike. Indeed, staff moral seems to be at a low ebb. Despite the above comments, the IMB again highly commends the Governor and the Team for their caring and committed work over the past year but sincerely hopes that over the next reporting period opportunities to continue the innovative work of the past will be maximised to the benefit of all those involved.

STATISTICS – as of February 2016

Prison Population

88% White British and 12% BME.

66 residents have disclosed a disability and all have care plans.

5 residents are on a PEEP

AGE BANDS

26 prisoners between 18 and 21 years.

90 prisoners between 22 and 29 years.

133 prisoners between 30 and 39 years.

80 prisoners between 40 and 49 years.

26 prisoners between 50 and 59 years.

6 prisoners between 60 and 69 years.

1 prisoner over 70 years.

9% of prisoners are identified as LGBT and 3 as gender re-assignment.

5.2 Education, Learning and Skills and Kitchens

The Education Department at New Hall is managed by Manchester City College. The College has been awarded the contract to deliver the education provision in a number of prisons around the country and therefore it has changed the name of the provision in the prison sector to NOVUS. Any qualifications residents have achieved will still be awarded under the original College name.

The Education Department continues to assess every resident who arrives at New Hall and this year they have completed over 2,000 Inductions. This in itself has caused problems as many women are attending Inductions before they have been issued with their EDR. The Department can only deal with 24 Inductions per week and these are 'wasted' if women are then informed they are leaving the following day/week. The issue has been raised with the Senior Management Team. Those not achieving Level 1 are invited to attend Basic Literacy and Numeracy classes. Many residents are keen to attend these classes.

Other women are able to attend classes relating to their work placements. For example, those women who are cleaners are able to access classes on industrial cleaning and COSHH. Other women who attend the hairdressing salon are able to gain qualifications on the subject.

One of the concerns of the Department this year has been the Benchmarking process. There was concern amongst staff that the OSG's who monitored the Department whilst residents were present would be removed and no longer be available to provide support. The concern has not been an issue as two Prison Officers now supervise residents whilst in Education.

The Kitchen staff continue to provide food of a good quality and variety. The IMB have received reports of personal conflicts between staff members and residents. These have been investigated and largely resolved. Residents continue to work towards qualifications in catering and associated subjects including barista training.

Vocational training plus national accreditation hopefully enhances the women's chances of gaining purposeful employment on discharge.

In the recent Inspection by HMIP and OFSTED in June 2015, the Education Department at New Hall was deemed to be Outstanding. The report stated that the leadership and management of learning and skills were outstanding overall. This resulted in outstanding teaching and learning and excellent achievements. Partnership working proved highly effective. The range and take up of activity spaces was good, which prepared women well for work and study on their release. Teachers and vocational trainers used a wide range of engagement and interactive teaching and learning strategies. The quality of individual support for those in learning, skills and work was very good and helped women progress well. Library facilities were satisfactory although data was not effectively collected or analysed to ensure it was being used effectively. This will be addressed in the coming months. The gym was described as good in the report and provided a wide range of recreational and structured activities, including good accreditation opportunities.

In addition, OfSTED made the following assessment about the learning and skills and work provision:-

Overall effectiveness of learning and skills work – Outstanding.

Achievement of prisoners engaged in learning and skills and work – Outstanding.

Quality of learning and skills and work provision – Outstanding.

Leadership and management of learning and skills and work – Outstanding.

The resultant Action Plan following the Inspection has identified the issue of the Library data, as outlined above, and in April 2016 the Library staff will be transferred under TUPE arrangements to work for NOVUS.

5.3 Mental Health and Health Care

Since our last report, a joint unannounced inspection of New Hall was undertaken by HMIP in partnership with the Care Quality Commission. Overall, health services were found to be particularly strong with excellent mental health provision. Also access to services, and the quality of care was found to be good. A suitable range of primary care services were available and women were able to see a female general practitioner. Maternity care was also highlighted and the level of service was deemed as good.

5.3.1 Primary Care

Over the past year, primary health care and the integrated drugs service has been provided by Spectrum Community Health CIC. The following clinics are provided:- general practice, lead nurse, optician, dentist, midwife, wing-based clinics, asthma, diabetes, cytology, vaccinations, well-being, phlebotomy, spirometry, smoke cessation, weight loss health promotion, tissue viability and wound care, blood borne virus, podiatry, hepatitis C, risk assessment and triage assessment, chlamydia screening, release clinics, recovery clinic, detox clinic and integrated drugs treatment service in-reach clinics.

Two trained nurses are on duty at night and are based on the First Night Centre. Appointments to see a GP are made by application and are held twice a day on weekdays with an evening GP service provided for new receptions. Dental clinics are held Monday to Thursday and are accessed by applications. Emergencies are prioritised. Clinical governance meetings between Primary Care and Mental Health are now held every month. It is pleasing to note that the Health and Well-being Team, which was formed last year has seen an increased uptake from residents seeking help and advice on a number of health issues.

5.3.2 Integrated Mental Health Team

Over the past year, provision has been provided by the Offender Health Directorate of Nottinghamshire Healthcare NHS Foundation Trust. The team consists of a Head of Mental Health, a clinical matron, two senior mental health practitioners, one primary mental health nurse lead and four mental health practitioners. The team is presently recruiting for a cognitive behavioural therapist to provide psychological interventions.

Four psychiatric sessions are held per week facilitated by a substantive psychiatrist. A forensic psychologist also provided two sessions per week. Over the past year, the service has been focussing on embedding quality standards within care, such as a care planning audit and policy as well as standard operating procedure implementation. Continued efforts are being made to engage residents in service development through user forums and ongoing feedback on services received.

Engagement in the Mother and Baby Unit by members of the IMHT recommenced this year with one of the team visiting monthly to address common mental health issues experienced by the mothers, such as postnatal depression and anxiety. Residents appear to value this input.

The IMHT also began delivering mental health well-being groups during the reporting period. Mental Health problems such as anxiety and low moods were covered. These were well received by the resident. The team is also to embark on an extensive training programme delivering mental health awareness sessions to Senior Prison Managers, prior to rolling this out to officer and partner agency colleagues, and adding them to the staff induction programmes.

Service provision for healthcare by Spectrum will end in August 2016. The contract for both Primary and Mental Healthcare has now been awarded to CARE UK. The remainder of this year will therefore be challenging given the change in provider and the disruption this may cause. Therefore, IMB members will need to monitor this carefully.

5.4 Purposeful activity

In addition to the Education Department, there are a number of workshops operating at New Hall, two of which are sewing workshops producing goods for contractors. A third and much larger workshop is involved in assembling and packing items for various businesses and retail stores. In addition, the Max Speilmann Academy continues to provide training for residents and, in many cases, employment on release.

The Call Centre is now in operation and provides residents with the opportunity to enhance their communication skills whilst carrying out market research.

Throughout the year, Family Days have been organised which are always well attended and well received by residents and their families alike. The library continues to promote literacy throughout the establishment.

As mentioned previously, cancellations do occur due to a number of factors including staff shortages, lack of contract work, late deliveries for the assembly workshop or lock downs. Such occasions are kept to a minimum whenever and wherever possible but due to changes introduced since benchmarking these tend to happen more frequently than hoped. The IMB continues to monitor the situation.

5.5 Resettlement and Programmes

New Hall is a closed prison and residents do not have the opportunity to work outside of the establishment. Whilst there are a number of courses and training opportunities

available within the prison they do not necessarily reflect the job prospects available to women on release. Timpson's, who are responsible for the Max Spielmann Academy have been able to offer jobs to a number of residents on release and this is a very positive step and seen as a flagship programme by the prison.

In order to reduce re-offending the prison offers a number of courses based on changing behaviours and thinking. The prison's Programmes Team consists of a Treatment Manager and four facilitators who impress as a committed and enthusiastic group of staff. This Department runs several courses which form part of a resident's sentence plan. The Thinking Skills Programme is accredited and can also be a licence condition upon release. The team run an Anger Management Course which is also accredited and a Fire Setter Course. Power to Change is a course for victims of domestic violence and staff report that at the end of this course the residents feel empowered to make the necessary changes in their life and attitude.

The IMB have been invited to go along to the review meeting held at the end of each programme attended by both staff and residents, but to date this has not happened. This team also run a victim awareness programme which is done on a 1:1 basis. On the same theme, the team are making strides in restorative justice which has reached the letter writing stage. There have been no face to face conferences as yet. Finally the team run an a-z programme which is a short motivational programme for those residents not adhering to prison rules/regime.

Work with sex offenders is done on a 1:1 basis by staff in OMU.

Turning Point, a partner agency, run courses for those residents for whom substance misuse is an issue. They run an Introduction to Change course which lasts six weeks and aims to motivate residents into making positive changes in their substance misuse. The staff also run one-off workshops which are very popular and offer peer mentoring which can lead to a Level 1 qualification. A further course lasting over several weeks is Mindfulness which works towards relapse prevention. Turning Point link in with the resettlement agency St Giles Trust and through them ensure that the residents have access to support on their release. Unfortunately the staff in Turning Point are in a period of uncertainty as the agency has lost the contract with the prison. The staff seemed to have very little information about who has won the contract. All they were able to say was that the new contract which begins on 1 September 2016 will involve 'a new, integrated model with healthcare'.

5.6 Safer Custody

Safer Custody meetings continue to be held regularly and are attended by representatives from all residential units, Chaplaincy, Psychology, Education, Catering, Workshops, Resettlement and the IMB. Listeners and PID Workers also attend part of the meeting and the minutes are circulated within the establishment.

In relation to ACCT's the procedures are followed properly and staff maintain records, as required. Care Plans are reviewed regularly.

New Hall has an effective Listener Scheme and the First Night Centre is seen as vital in ensuring old and new residents alike are dealt with sensitively and with respect on their arrival into prison. A zero tolerance approach to bullying is in place also.

5.7 Segregation, Care and Separation, Close Supervision

Sycamore House is the Segregation Unit at New Hall. It is staffed by a group of officers who deal sensitively with often very complex residents held in the Unit. Records are properly maintained and the IMB has no concerns in this regard. The duty IMB member is informed of new residents admitted to the Unit, usually within the first 24 hours and every effort is made to see the resident within that time frame. If not, then certainly within 72 hours.

Always accompanied by a uniformed officer, the duty IMB member will see every resident at least once a week. Generally it is more than once a week and we have the opportunity to speak with the residents alone if required.

Reviews are generally held on a Wednesday and the duty IMB member will attend these. There has been a concern when reviews have been held on other days and dialogue has been held with the Governor regarding this matter. Reviews are chaired by a Governor Grade and are usually attended by uniformed staff, a member of the MHT and the IMB. Others may attend as required including Wing staff, OMU, Medical staff and Turning Point. It is of some concern that a member of the Chaplaincy no longer attends reviews as a matter of course.

There is an ongoing issue of residents with mental health problems being placed in segregation. The IMB and the Chaplaincy have expressed their concerns previously, but often very little can be done without better provision elsewhere. We will continue to monitor the situation.

The major concern has been the lack of female staff on the Unit. On many occasions, particularly since benchmarking has been introduced, all male staff have been managing the Unit which the IMB considers inappropriate and unacceptable. The situation continues to be monitored and the Governor informed when all male staff are working in there.

Holly House provides Care and Assessment and is visited by the IMB at least once a week. The residents often have complex needs and the work can prove testing at times. Generally, it is a welcoming environment and is well managed.

The Rivendell Service continues to provide an innovative treatment service for women with personality disorders. The unit forms part of the National Offending Personality Disorder Strategy. Staff development is a key part of the strategy and the KUF underpins how the whole team works together with the women in their care. The staff are extremely dedicated and CARE is the only accredited behaviour programme designed specifically for female offenders.

Rivendell is a service for women in the north of England and North Wales aged over 18 years. Referrals are prioritised on the basis of psychological needs and public protection. Up to sixteen women can take part in the programme. They attend work or education in the main prison and 1:1 therapy sessions daily. Each resident has an

individual programme designed to their needs. The IMB monitors progress on a regular basis.

Maple House is the mother and baby unit at New Hall and works in partnership with the charity, Action for Children. It provides a service to meet the needs of the mothers and their babies. The aim is to help residents maintain family relationships, develop self-esteem, improve parenting skills and encourage women to take responsibility for their own behaviour. The Unit is well run in a caring manner.

5.8 Residential Services

Many units within the establishment have continued to benefit from re-decoration and refurbishments. Overall the food provided is good. Menus continue to be distributed in advance and residents choose from a variety of dishes. There have been issues regarding waste and portion size and this continues to be monitored. The kitchen and the serveries throughout the establishment are regularly visited by the IMB and Comments Books are located on each server for residents to use although the IMB have found that these aren't always available for the residents to write in. Comments are checked and acted upon by the Catering Manager. IMB members will often eat with residents when on the Wings at meal times.

5.9 Security

During the reporting period, we have had a change of Governor in charge of Security and the excellent work done by the previous Head of Security has been carried on and some new initiatives have been introduced. Shortly after taking up post, the new Head of Security introduced a series of 'Back to Basics' notices, which have served to remind all staff within the establishment that security is everyone's responsibility and that complacency may put the security of the prison, including the people therein, at risk. As a result of this initiative, the number of Incident Reports has risen, leading to valuable intelligence and, where appropriate, action being taken. All searches for example, may only be undertaken when there is intelligence to support such action.

Of considerable concern to the Governing Governor, the SMT and the members of the IMB at New Hall is the increased incidence of women coming into prison with drugs secreted about their person. The former Head of Security and a member of the IMB here at New Hall have both previously petitioned the Minister for a body scanner as a means of preventing drugs reaching other residents at New Hall, but this did not meet with any degree of success.

Currently, the major concern centres on the NPS, also known as legal highs or Spice, which, although it is now illegal to have in possession in prison, appears to be a problem that is not going away. Should the authorities be unable to stop the flow of drugs into the prison, then it is surely only a matter of time before we have a fatality. Policy regarding secreted items is linked with the Support and Sanctions Policy as a means of effectively managing those who return to prison with drugs secreted internally and reducing the likelihood of those drugs reaching the wider population in New Hall. Of course, this is not a fool proof method of dealing with the problem as there will be those coming into prison about whom there is no prior knowledge or intelligence upon which to act. However, it is a start in tackling the issue and the

Security Department will continue to act on reliable intelligence to keep our residents as safe as possible.

Recently, a mobile phone was known to be in the hands of the prisoners at New Hall and was being passed from one accommodation block to another. Staff were initially unable to locate it and this begs the question of how it came to be in the prison. Searches are conducted regularly and thoroughly on staff, residents and visitors alike, but, as with most prison establishments, people find ways to get 'contraband' into the prison. It is an issue that is never likely to be entirely resolved but this Board is assured that our Security department and staff are actively engaged in trying to stop such actions.

Overall, New Hall feels a relatively safe environment for those we keep in custody and for staff working at the prison. The Security Department (in conjunction with other staff) work hard at trying to keep one step ahead of those who threaten that sense of the prison being a 'safe place' and we are fortunate to have such a dedicated team.

Section 6

6.1 Complaints Procedure

The number of Applications received by the IMB in this reporting period has decreased. The amount of Applications received by the IMB can prove time-consuming and restricts the amount of time available to monitor effectively. The IMB endeavours to investigate and find a resolution to Applications them but accepts that it is not always possible to do so.

We receive details of the number of requests and complaints received by Corporate Services on a monthly basis and the subject matter to which they refer. This allows us to focus on specific issues when carrying out our monitoring role.

Section 7

THE WORK OF THE INDEPENDENT MONITORING BOARD

BOARD STATISTICS

Recommended Compliment of Board Members	11
Number of Board Members at the start of the reporting period	11
Number of Board Members at the end of the reporting period	10
Number of new Members joining within the reporting period	0
Number of Members leaving during the reporting period	1
Total number of Board Meetings held during the reporting period	12
Total number of visits to the Establishment	382
Total number of Segregation Reviews held	52 minimum
Total number of Segregation Reviews attended	52 minimum
Date of Annual Performance Review	Aug 2015

Applications Received

Code	Subject	2015/16	2014/15	2013/14	2012/13
A	Accommodation	11	23	8	12
B	Adjudications	4	13	1	2
C	Equality & Diversity (including Religion)	5	1	1	1
D	Education, employment, training (IEP)	17	19	3	6
E1	Family visits, mail and phone	34	34	14	3
E2	Finance and Pay	20	14	0	0
F	Food/kitchen related	22	10	5	2
G	Health related	26	28	17	10
H1	Property within current establishment	28	24		
H2	Property during transfer in/other establishment	5	9		
H3	Canteen facilities, catalogue shopping, Argos	2	4		
I	Sentence related (including HDC, ROTL, parole, release dates etc)	13	23		
J	Staff/prisoner concerns including bullying	25	29	10	14
K	Transfers	6	2	5	0
L	Miscellaneous	19	20	83	72
	Total number of IMB Applications	236	253	219	147
	Of total: number of IMB Confidential Access was	0	0	0	0

GLOSSARY

ACCT	Assessment Care in Custody Teamwork
BDG	Business Development Group
BME	Black and Minority Ethnic
CARE	Choices, Actions, Relationships, Emotions
CIC	Community Interest Company
COSSH	Control of Substances Hazardous to Health
GP	General Practitioner
HMP	Her Majesty's Prison
HMIP	Her Majesty's Inspectorate of Prisons
IRC	Immigration Removal Centre
IMB	Independent Monitoring Board
IPP/ISP	Indeterminate Sentence for Public Protection
IMHT	Integrated Mental Health Team
KUF	Knowledge and Understanding Framework
LGBT	Lesbian, Gay, Bisexual and Transgender
NHS	National Health Service
NOVUS	formerly Manchester College
NPS	New Psychoactive Substances
OFSTED	Office for Standards in Education
OMU	Offender Management Unit
OSG	Operations Support Group
PEEP	Personal Emergency Evacuation Plan
PID	Prisoners Information Desk
SMT	Senior Management Team
TUPE	Transfer of Undertakings (Protection of Employment) Regulations
UKBA	United Kingdom Border Agency
YOI	Young Offender Institution