



HMP/YOI STYAL

**ANNUAL REPORT OF
THE INDEPENDENT MONITORING BOARD**

1ST MAY 2015 TO 30TH APRIL 2016

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:

- I. 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.
- II. inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has.
- III. report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody.

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

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Section 1: DESCRIPTION OF THE PRISON

- I. 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.
- II. The prison consists of 14 stand-alone houses accommodating approximately 20 women in each. 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. There is 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 10 women with a range of complex needs and who would find difficulty if housed in main residence.
- III. In March 2015 Bollinwood, an open house with space for 25 women, was opened outside the prison fence.
- IV. HMP Styal, when fully operational, holds up to 486 female prisoners, who may be on remand, immigration detention or serving sentences ranging from 5 days to life.

Section 2: EXECUTIVE SUMMARY 2015- 2016

Overall, the Board considers that HMP Styal continues to provide for a diverse population of women in a decent and caring environment. However, early impressions of the effects of benchmarking coupled with operational staff shortages give the Board cause for concern (page 10).

a) Previous Year's Concerns

- I. Plans to rebuild the gate area and renovate the houses. The Board was pleased to learn that money has been made available to rebuild the gate area. It is very disappointing that it will still be yet another year, at least, before this happens. The lack of proper maintenance and renovation of the houses is becoming evident. See P 12, Section 10 a) I, II and III
- II. Heating. The ancient heating system continues to be an expensive cause of discomfort within the prison. See P 12, Section 10 a)
- III. Provision for women with mental health needs. The Dove Centre continues to provide help and support for women with severe mental health problems. The Board is pleased to report that all transfers of women requiring in-patient treatment during the reporting year have been completed within specified timeframes.
- IV. The IEP scheme continues to present challenges. At the time of writing it is, yet again, under review, and it is to be hoped that the outcome is an improvement which rewards good behaviour and work as well as imposing sanctions for breaches.
- V. Food. The Board is pleased that, although significant challenges remain, real progress has been made towards improving both quantity and quality of food at Styal See Page 13 Section 10 b)

It is most disappointing that a number of last year's concerns still remain.

Matter requiring the attention of the Minister

The Board has been concerned over the reporting year about a prisoner who, having originally been remanded in custody on a charge which was subsequently dropped, has now been in prison for fifteen years. She is currently held on an imprisonment for public protection (IPP) sentence. The Board has been pleased to learn that the Secretary of State has asked the newly appointed head of the Parole Board to develop a new approach to such prisoners.

Matters requiring a Response from the Prison Service

- I. What plans are in place to address the building issues at Styal, for example the pressing and long-standing need for a replacement for the Gate area, the antiquated and expensive heating system (Page 12, Section 10), and the need for refurbishment of the Healthcare building (See Page 8, Section 5 V)
- II. Will current proposals for increased autonomy for Governors enable the governor of Styal to improve the education programme for women who lack basic home maintenance skills? (page 7 Section 4 IV)
- III. What steps is the prison taking to lessen the negative impact of operational staff shortages on lives of the women at Styal? (page 10,11 Section 7 I and VII, P14 Section 12)

Section 3: EQUALITY AND INCLUSION

- I. Over the reporting year, staff sickness has again meant that much of the formal work in this area has not taken place. Monthly forums for prisoners with protected characteristics have continued.
- II. Discrimination Incident Report Forms (DIRFs) and complaints submitted by women are reviewed monthly. Numbers of DIRFs have increased over the year, but when analysed it seems that a number are better characterised as complaints.
- III. The Board has not been made aware, by staff or prisoners, of any major concerns in this area.

Section 4: EDUCATION AND LEARNING

- I. Offender Learning and Skills Service (OLASS) funded courses in the prison are provided by NOVUS (Manchester College). The range of provision is similar to that of previous years but of special note are the success of the Clink restaurant and the enhancement of Hairdressing and Beauty Therapy courses in a new suite of salons. The money for the salons was a combination of a successful bid for £50k from NHS Gateway and money from the profits generated by the existing salons and a contribution from the Learning and Skills budget. Horticulture yet again entered an exhibit at the RHS Tatton flower show, gaining a Silver Medal on this occasion. To the end of April there had been over 4000 enrolments, with about 10% being Functional Skills

- II. However, there have been issues with funding. In the previous year, Styal was asked to put on additional courses with funding diverted from other prisons in the area which had underspent. Not only was this money not renewed but there was an additional funding cut of 3%. The result was the loss of 9 members of staff and reduced classes although the breadth of curriculum remained the same. For example, the Industrial Cleaning tutor is now shared with another prison which means classes are only held fortnightly. A Saturday Art class only continued running when the tutor volunteered to teach the class in her own time.
- III. Over half the women in the prison attend Education classes on a daily basis which is significantly higher than most prisons. This can be viewed positively but is also an indication of a lack of alternatives. One tutor complained to IMB members that women had been “dumped” into her class because there was nothing else for them to do.
- IV. OLASS funding is criticised in many places for making it difficult to fund non vocational provision. The criticism is often related to the place of Personal and Social Development (PSD) provision. However, many of the women in Styal - even those with a relatively high level of attainment in Literacy and Numeracy - often lack domestic skills which could be important for rehabilitation. For example, domestic family cooking (as opposed to catering), household DIY (as opposed to construction trade skills), make and mend sewing (as opposed to City and Guilds courses), etc. Hopefully it will be easier to develop such provision when more autonomy is given to Governors.
- V. Prison autonomy is only one of several issues causing uncertainty - devolution of certain powers to Greater Manchester, and other authorities, the separate management of the women's estate and the forthcoming renewal of contracts for OLASS providers are among the others.

Section 5: HEALTHCARE AND MENTAL HEALTH

- I. A new seven year healthcare contract began in April 2016. The overall responsibility for the delivery of healthcare including social care continues to be Spectrum Community Health. Under the new contract the main partners have continued in their roles. The clinical role of the Drug and Alcohol Recovery Service. (DARS) has been absorbed within Spectrum itself. Lifeline delivers the psycho-social intervention service to the women. Greater Manchester West Mental Health NHS Foundation Trust (GMW) serves the needs of those prisoners who have acute, severe or chronic mental health problems.
- II. The Board is pleased to report that the delivery of healthcare continues to be good when compared to primary care in the community. Spectrum continues to develop new ways of working with other partners in unifying aspects of care and demonstrably there are appropriate levels of integration particularly between primary care, Lifeline and mental health. Many women are on different caseloads exemplified by DARS who had a caseload of up to 261 at different times during the reporting year. This figure equates to approximately 59% of the prison population. Of that figure 158 were other service users.

- III. All new prisoners to Styal have a health screening within 24 hours of arrival. It is within this context that some good examples of integrated assessment and coordinated care are to be seen, including the use of dual diagnosis tools. 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. 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 time on Waite wing is three days. Additionally there are a small number of daily protected slots, including Saturdays, for emergencies.
- V. The Board continues to be concerned about known problem concerning the dilapidated condition of the healthcare pharmacy. Action on a schedule of improvements is understood to be planned for late Spring of 2016, well over a year since the Care Quality Commission (CQC) commented adversely on it. It is disappointing that the CQC's comments that clinical rooms require refurbishment are not, it seems, to be acted on.
- VI. Spectrum's complaints procedures are well established within Styal but it is unusual for written complaints to be made. When attending healthcare as patients, prisoners are routinely invited to complete satisfaction forms commenting on the quality of care they received. Feedback is invariably good or very good. The bi-monthly Queensland Health & Well Being committee meetings continue to provide a forum for prisoners to voice opinions on the delivery of Healthcare services in general, to both prison and Healthcare staff.
- VII. The overall Healthcare DNA rate (did not attend) for the year ending March 2016 was 16.6% and was within the annual target figure of 18%.
- VIII. 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 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. There can be up to eighteen referrals in any one week from a wide range of sources. The mental health team meets weekly to discuss and programme responses to the assessment of need, arising out of the referral process.
- IX. GMW provides the service of 4 consultant psychiatrists weekly plus a clinical psychologist twice weekly. The psychologist oversees the 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. During the reporting year a new patient support service was established. Its full title is Adapting Different Alternatives for Personality Disorder with Therapy or (ADAPT). With some operational support, the clinicians include a clinical psychologist, a senior clinical nurse specialist and an assistant psychologist. Integration with the mental health team is working well.

- X. Changes to the evening medication dispensing times in the early part of 2016, arising from the implementation of benchmarking, have proved problematic for a number of patients. Early administration of medication at 4.15 pm on weekdays and 3.15 pm on weekends has meant some patients are ingesting their sedation or anti-psychotic medication at an inappropriate time of day. Board members have received a consistent and constant barrage of oral complaints from patients on this issue.

Section 6: PURPOSEFUL ACTIVITY

- I. The majority of work opportunities lead to a qualification, although other available work includes glove-packing (carried out by more vulnerable women and those with learning difficulties under the auspices of Safer Custody). In addition, orderlies are employed throughout the prison, with duties including cleaning residential areas and serving food at mealtimes. Preparations are in hand for the opening of a workshop in May 2016 by Recycling Lives, where computers will be dismantled prior to recycling. This will employ 25 women. Overall, there are few employment opportunities for women who already have, or do not wish to obtain, educational qualifications.
- II. One recent development has been in the role of peer mentors. There are currently 16 of these. They all hold peer mentoring qualifications and receive training in skills such as the provision of general advice, and in customer service, as well as awareness sessions from internal and external providers of services. Peer mentors work in a variety of jobs across the prison, and their role is still developing, but the intention is to help women to become better informed and supported through the less formal input of their peers.
- III. A number of women are released on temporary licence (ROTL) to work outside the prison. Of these, at the end of the reporting year, 12 worked in the Clink restaurant on the prison site and a further 10 worked in various jobs in the area.
- IV. There is a clear system for allocating work to prisoners, following set stages. Women, except the few sent to CSU or the Dove unit on arrival, go through Stage 1 Basic Screening with an offender supervisor on First Night Centre within 24 hours of admission. Once this is done they complete Stage 2 screening with Shelter, a community resettlement company, and draw up a resettlement plan to identify partner agencies the women wish to work with and identify what support is required while they are in Styal. Women also undertake a diagnostic test in Education, to identify women requiring support in functional skills, and also any existing qualifications. The final stage is to attend a Progress Board to ensure that all necessary support has been identified and to set a plan for employment in custody and on release. This process is particularly applicable to women on sentences longer than six months, for whom there is time to complete qualifications and other interventions. In over 90% of cases this process is completed within a week of admission. Progress Boards are held twice weekly and, as well as new admissions, consider women reaching the end of a stage in their resettlement plan and women who wish to change workplace. Requests to do this will be considered when a woman has been in a workplace for at least 10 weeks.

- V. In addition to opportunities for education and to work, a number of programmes are run by the prison, by Lifeline (who provide psychosocial Drug and Alcohol Recovery Services (DARS) in Styal, by the Chaplaincy, by Action for Children in the Mother and Baby Unit and by Achieve, part of Cheshire and Greater Manchester CRC (Community Rehabilitation Company), working within the prison. Programmes include Thinking Skills Programme, Alcohol-Related Violence, Victim Awareness, Mindfulness, pre-tenancy courses, courses on independent living and retail and warehousing courses delivered by QTT.

The following is an example of one day at the end of the reporting period :-

Unlock figure 455	
237 allocated work	153 allocated education
33 on induction	12 sick/ long term sick/ refusal to work
12 Clink	10 community working
= 457 (The discrepancy is due to women being allocated both work and education on a part time basis.)	

Section 7: RESETTLEMENT

- I. Last year the Board reported on the difficulties experienced by the Offender Management Unit (OMU). While the Unit has worked hard to improve the situation, significant challenges remain. Although the backlog in completion of OASyS records had reduced, by early 2016, to an average of 15, it had increased by the end of the reporting year to about 45. This is because, since the introduction of benchmarking, when there is pressure on staffing, such as unplanned escorts or bedwatches, OMU is one of the sources called on to provide cover, inevitably causing disruption. In fact, in the two months from the start of benchmarking to the end of April, of the 937 working hours allocated to OMU, more than 260 were lost. This does not take account of the time and work lost when staff are called away part way through a task and have to attempt to pick it up again later. At the same time, in recent months the increased movement of women between prisons as a result of the planned closure of HMP Holloway has increased pressure in this area. Staff are looking at possible solutions to increase capacity.
- II. As noted in last year's report, it was intended that all women would be given the name of their offender supervisor, together with details of their sentence and release date, within their first few days in prison. This has not proved possible. However, priority is given to women with the most complex needs, regardless of sentence length. For reasons which are currently unclear, there has been an increase in the number of women deemed to be high risk.
- III. Almost all women are now given decisions on release on Home Detention Curfew (HDC) by the due date, the main exceptions being women on very short sentences, since a period of ten weeks is normally required to complete the process. 85-90% of women are approved for HDC, the exceptions, in the main, being those whose behaviour has been poor or who have no suitable address to go to.
- IV. The Women's Centre continues to provide a wide range of services, with a number

of external agencies providing regular 'clinics'. Most of these are the agencies which will continue to support women on release.

- V. The Open House, Bollinwood, opened in January 2015. It can accommodate 25 women. Currently, most residents work in the Clink restaurant, which is housed in the former chapel on the prison site but outside the fence. The Clink opened in April 2015 and has received great critical acclaim. It provides training in professional cookery and food and beverage service.
- VI. In addition to the women working in the Clink a small number of women, (10 at the end of the reporting period), some of them housed within the main prison, have been released on temporary licence to work in local towns. The Board has voiced its concerns that these women, particularly those who use public transport, should have access to mobile phones when outside the prison, for their own safety and in order to inform the prison if their return is delayed for a reason outside their control. It is disappointing that, despite repeated requests over several months, this had still not occurred at the end of the reporting period.
- VII. Should changes in the relevant rules mean that a higher proportion of women are assessed as suitable for ROTL to work, there is a potential issue in that there is now no dedicated officer with the role of carrying out physical assessments of potential workplaces. Instead any one of a number of staff can be rostered to carry out this role, with a consequent loss of continuity and experience. Furthermore, at times of unexpected staff shortage, such as unplanned escorts and bedwatches, this officer is usually one of the first to be called on, giving rise to further disruption and loss of capacity to carry out work which is essential if women are to work in the community safely.

Section 8: SAFER CUSTODY

- I. Safer Regimes continues to be a crucial hub for the care of all women in the prison. This said, it is proving more difficult as a result of the cutbacks in 2015, resulting in fewer officers, and benchmarking introduced at the end of February 2016.
- II. Glove packing continues to be an important form of work for the less able women. A Positive View Course (one hour per week for ten weeks) has been held regularly throughout the year and Life Coaching Training continues with 25 clients on the list at March 2016. Every Monday the Together Women Project is run for people with personality disorders. It is run by an ex-officer and women are referred by the Safer Regimes Team. As part of their work, the Orderlies on the unit have put together a Self help pack for vulnerable women and are planning to offer some self esteem mentoring. Unfortunately, even though there are 12 trained listeners, with potentially 3 more, a training course cannot be run with less than 6 volunteers. It has been a constant struggle to maintain funding for existing courses, let alone any potential future courses. As last year, the level of self-harm, bullying, bad behaviour and violence are all up. Substance misuse continues to be a massive problem. It appears that Mandatory Drugs Testing is not being used effectively due to the limited hours it is available.

- III. During the year 671 ACCT documents were opened compared with 628 the previous year. Acts of self harm have risen to 950 from 705 the previous year. The worrying trend continues to go up. There were no deaths in custody in the year.

Section 9: CARE & SEPARATION

- I. Women are placed for a short spell on the Care and Separation Unit (CSU) for their own safety or for behavioural issues. They are reviewed weekly by a multi disciplinary team with the emphasis placed on developing strategies to help them return to the normal regime.
- II. On entering the unit, the women receive an initial mental health assessment but only rarely are any interventions provided by the Mental Health Team as a result of this.
- III. The women are given time each day on the exercise yard which is clean but can only be described as depressing.

One prisoner, with an Imprisonment for Public Protection (IPP) sentence, has caused the Board particular concern over the year. Efforts to house her in the main prison have been unsuccessful, so most of her time in the prison has been spent on CSU. However, this gives rise to a number of problems. The Board hopes that the current review by the Head of the Parole Board of the handling of IPP cases will lead to a more positive outlook for her.

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

a) Accommodation.

- I. For the third year of reporting, heating is still a major issue. The survey of the heating, claimed by NOMS to be planned 2 years ago, did not take place and in this time the situation at Styal has considerably worsened. In the summer of 2015 the boiler on First Night Centre failed. It took two months for repairs to be completed finally, over which period staff, already hard-pressed, had to escort women to the gym for showers. More recently the bottom fell out of two boilers which had to be replaced immediately. The whole system is antiquated, inefficient and horrendously expensive to run. This coupled with the appalling state of the window frames in the houses means that an almost perfect money pit has been created - money which could be much better employed in the rehabilitation of the women at Styal.
- II. In early December 2015 women living on Willow House had to take action in the middle of the night when it was realised that heavy rain was flooding the laundry room and spreading to other parts of the ground floor. It was entering through the roof and wall. It took more than a week to make the building waterproof. At the time of writing, some six months later, clearly rotten window frames remain in place and walls still require plastering and decoration.

Replacement of the window frames (in all houses) and heating system is urgently required.

- III. Plans to replace the gate at Styal have been "stop, go" for more years than the Board can remember. Patience and understanding have long expired and replacement is long overdue.
- IV. Bollinwood, the open house, continues to progress. There have been teething problems along the way but these are addressed by staff and the women living there are involved in the development of the facility.
- V. Plans have been in place for some time to increase the number of self catering houses in the prison. Progress has been made in this area with orders being placed for the necessary equipment. Further plans are being made to enable the women in the self catering houses to have control of their own budgets and collectively plan their menus and the necessary food purchasing. This is an excellent initiative assisting to prepare the women for the challenges of life on the outside. Regrettably, one of the existing self-catering houses, the drug-recovery house, had to revert to being catered for a number of months when the oven failed, although it was only a couple of years old. Months passed while efforts were made to source a replacement door before, eventually, commonsense prevailed and a new oven was installed.
- VI. The Board is strongly supportive of the type of accommodation provided at Styal, considering that it contributes to women's rehabilitation in a way that traditional wings cannot match. However, repairs and refurbishment, as described above, and also in relation to the kitchens (see below), are essential for Styal to continue to be a decent place for women to live.

b) Food, Catering and Kitchens

- I. In its last Annual Report, the Board expressed concern at the quality, quantity and variety of food provided in the prison. It has to be acknowledged, however, that having 21 points of service throughout the prison does not make life easy for the kitchen staff. Nonetheless, the Board is now pleased to report that considerable improvement has been achieved.
- II. A Catering Committee, meeting monthly, has been set up and is attended by prisoner representatives and appropriate staff from the kitchens. Under the leadership of a Governor, this is the group driving the improvements already made and making and implementing plans for further improvement.

Improvements include:

- general improvement in the quantity and quality of food,
- condiment bottles at all points of service instead of sachets,
- rolls for lunch sandwiches now baked on premises,
- Saturday 'brunch' provided once per fortnight
- pasta and rice provided as staples on self catering houses

- III. The efforts of the kitchen staff, however, are being seriously hampered by the lack of investment over the years, in kitchen equipment. This has now reached a very serious level with much of the industrial equipment unable to be used. Storage in the kitchen area is also inadequate.
- IV. The Governor would like to increase the number of self catering houses and is investigating sources of finance to enable this - approximately £5000 per house. Self catering helps the prisoners to improve their cooking skills, to plan meals and to work as part of a community.
- V. Steps are being taken to provide a fridge/freezer for the Mother and Baby unit. This would allow the women to be given a weekly house budget to buy food appropriate to their needs and to the needs of their babies.
- VI. While the Board is pleased at the progress being made, it sympathises with the frustration the Governor experiences negotiating the red tape to bring about change. More financial autonomy would give the Governor the ability to use the prison's finances to greater effect by addressing the issues pertinent to HMP Styal.

Section 11: MOTHER AND BABY UNIT

- I. The Mother and Baby Unit (MBU) can accommodate 9 mothers and 10 babies. Generally, the occupancy is around 4 mothers and 5 babies but it has been as few as 2 mothers and babies. Also pregnant women are supported with their anti-natal care.
- II. The unit has professional nursery staff employed by Action for Children during the day and an OSG at night. The unit is bright, cheerful and well equipped.
- III. Mothers attend an MBU board meeting before admission to the unit and again prior to release. This has an independent chair and representatives of social services, probation and other interested parties. MBU staff are very effective in helping mothers to develop the necessary skills to care for and nurture their children thus preparing them for family life in the community.
- IV. Within the Unit the safety and welfare of the child is paramount. The focus is on the child not the prison regime. That said mothers have to come to the realisation that they still have to meet the prisons requirements and this can cause tension.
- V. There have been ongoing issues with the administration of medication, availability and quality of food and problems with kitchen equipment but some of these have been, if not resolved, improved or scheduled for repair or replacement.
- VI. **A recent OFSTED report confirmed the value of the MBU describing it as outstanding in all areas and "at the forefront of innovative practice which benefits both the children and their families."**

Section 12: REGIME

- I. The new Core Day was introduced in February 2016. Styal was one of the last prisons to introduce benchmarking, at the end of February 2016. The combination of the two has led to a number of situations which have worsened the prisoner experience for women to attend appointments, the Gym etc.
- II. Where previously the period between 8.00 and 9.00am was available, work/education now begins at 8.15 am. Women are locked up over lunch and it is common for association to end at 5.30 pm, work having ended at 4.15 pm, because there are insufficient staff available to supervise association after this time. When this occurs it is usually possible for women to be unlocked within Waite Wing and within the houses, thus allowing them to have showers, use phones and associate with other women. However, they have to be escorted to other activities such as the gym and the library. Use of these facilities has fallen as a result. Women experience increasing difficulty in accessing the Womens Centre for assistance with various issues.
- III. The Board understands that the reasons for the loss of association include an increase, under benchmarking, in the number of staff required to supervise association. When combined with an unusually high proportion of operational staff unavailable for full duties (due, for example, to sickness, maternity leave, compacts etc) and the drain on staffing of unplanned escorts and bedwatches, this can mean that the only way to meet minimum staffing levels is to take operational staff from work on, for example, OMU, the ROTL officer etc, to provide necessary cover, with a consequent reduction in resource for these important aspects of the prison's work.
- IV. At the end of the working day, 4.15 pm, methadone and evening medications are dispensed. At around 5.15 pm the evening meal is served. Observation of the queuing behaviour of the women on Waite Wing during this period could be described, at times, as worryingly chaotic. Some patients may be switching between two medication queues from 4.15 pm. whilst striving to join the main queue for the evening meal. The Board understands that consideration is being given to changing the time of methadone administration to 8.00am, which would help to relieve the atmosphere as well as the time pressure felt by women.
- V. Women complain that officers are not getting back to them regarding completion of investigations or the relevant paperwork for their HDC. (page 10). Operational staff frequently state that they struggle to address prisoner issues for a range of reasons, which include patterns whereby their duties may be switched from one area of the prison to another at short notice. They identify their shift scheduling can mean an officer can have up to six changes within a twelve hour shift and have little or no time to get to follow things through to resolve prisoner issues in a timely manner. Officers on OMU who are taken away from their set duties to cover other areas in the prison exemplify the pattern of case files or pending release documentation not being completed in a timely manner.

Section 13: SUBSTANCE MISUSE

- I. Illegal substances have been a major concern at Styal over the year. On a few occasions, New Psychoactive Substances (NPS) have come into the prison in significant amounts, but for the most part opiates and opiate-substitutes and cannabis are the substances most usually identified following finds and drug-testing. The main routes into the prison are women on admission and visitors. The prison's prime security objective for 2016-17 is to reduce substance use, demand and supply within the prison. Prison security, Spectrum (who, from 1 April, have had responsibility for clinical aspects of substance misuse) and Lifeline (who provide Drug and Alcohol Recovery Service (DARS) psychosocial interventions in Styal) work closely together to achieve this.
- II. The prison uses good intelligence and observation of women in the first days of their sentence to identify women bringing illegal substances into the prison. Since intimate body searches cannot be carried out, women believed to be 'packed' are sent to the Care and Separation Unit for a few days, until observation suggests that the risk to other women has been minimised. In some cases drugs are found by staff, in others they are believed to have been destroyed or used by the woman herself.

Section 14: THE WORK OF THE INDEPENDENT MONITORING BOARD

- I. At least 4 or 5 Board members visit the prison each week, carrying out rota visits and attending CSU 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. Rota visits and visits to deal with applications are usually carried out in pairs and reviews are attended by one Board member.
- III. The Chair meets monthly with the Governor or Deputy Governor. The Governor or Deputy Governor attends the monthly Board meeting.
- IV. Board members have attended such mandatory training as security and fire safety. The Board has hosted IMB members from HMP/YOI Kirkham and HMP/YOI Low Newton. Many of the Board visited Drake Hall.
- V. Two Board members attended the IMB Annual Conference.
- VI. A Team Performance Review was held on 21 March 2016.
- VII. The Board successfully recruited 5 new members in May 2015.
- VIII. The Board very much appreciates the co-operation and good relationships it enjoys with the majority of prison staff. In particular, it is most grateful for the support and assistance of its clerk.

BOARD STATISTICS

Recommended complement of Board Members	18
Number of Board members at the start of the reporting period	17
Number of Board members at the end of the reporting period	18
Number of new members joining within the reporting period	5
Number of members leaving within the reporting period	4
Total number of Board meetings during the reporting period	12
Total number of visits to the establishment	670
Total number of CSU reviews held	178
Date of Team Performance Review	21/03/16

APPLICATIONS TO THE BOARD

Code	Subject	2012/13	2013/14	2014/15	2015/16
A	Accommodation	12	24	26	15
B	Adjudications	5	14	5	7
C	Equality and Diversity (inc religion)	7	7	5	2
D	Education/employment/ Training (incl IEP)	28	15	14	18
E1	Family/visits (incl mail and phone)	15	20	18	10
E2	Finance/pay	16	18	19	20
F	Food/kitchen related	13	14	24	13
G	Health related	26	62	45	39
H1	Property (within current establishment)	27	35	33	29
H2	Property (during transfer/in another establishment)	2	7	2	5
H3	Canteen, facilities, catalogue shopping, Argos	4	7	5	11
I	Sentence related (inc. HDC, ROTL, parole Release dates, re-cat etc)	23	11	12	17
J	Staff/prisoner/detainee concerns inc bullying	12	31	23	10
K	Transfers	16	13	7	3
L	Miscellaneous	35	29	14	19
	Total number of IMB Applications	251	309	252	215
	Total number of Confidential applications	4	8	7	9