



Annual Report
of the
Independent Monitoring Board
at
HMP & YOI New Hall

for reporting year
1 March 2016 to 29 February 2017

Published
July 2017



Monitoring fairness and respect for people in custody

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

Section	Content	Page No.
1	Summary role of the IMB	1
2	Content	2
3	Description of the prison	3
4	Executive Summary	4
5	Areas that must be reported on	7
6	Other areas on which the Board has issues to report	20
7	Work of the IMB	21
8	Glossary	23

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 following the closure of HMP Holloway. 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 425 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. Rivendell Unit is for residents with Personality Disorders.

Education Supplier:	Novus
Mental Health Service provider:	Care UK
Healthcare provider/ Drug Treatment:	Care UK
Library Services:	Novus

3.2 Refurbishment works have taken place on a number of Wings. Whilst not as extensive as in previous years, the establishment continues to provide a pleasant environment for both residents and staff alike. Budgets have been approved for further work (new windows for Willow, new healthcare suites and upgraded bathrooms) in the next reporting year.

EXECUTIVE SUMMARY

4.1 As in previous reporting years, the Management at New Hall have had to deal with ongoing budgetary and staffing constraints. For example, the education budget was reduced from £1.2m to £820k which had a negative effect on the education provision within the establishment. This led to a rethink in relation to the educational and vocational opportunities provided. Of particular concern to the IMB was the withdrawal of the Art classes for residents located in Holly House. Many of the residents on the wing have complex and challenging mental health issues and the removal of the classes was deemed inappropriate and detrimental to their wellbeing. However, Management through redistribution of the budget have been able to provide a (albeit lesser) level of education and vocational opportunities which the residents are able to access.

Healthcare provision was a constant issue throughout the reporting period. On 1 September Care UK replaced Spectrum/Nottingham Healthcare NHS as the primary and mental healthcare provider. This had an immediate impact as several members of the nursing staff left resulting in a shortage of trained professionals particularly in relation to mental health matters. This issue became more acute due to the number of severely unwell residents being placed in Holly House. The pressure on non-medically trained staff was constant and whilst their hard work and dedication should rightly be acknowledged, the lack of nursing provision was unacceptable. The IMB continues to monitor the healthcare provision within the establishment closely. The number of Applications received during the reporting period with regards to healthcare matters has increased.

Sadly there were three deaths in custody during the reporting period and the IMB wishes to express its sincere condolences to the families and friends of the residents who died. It is not only the families of those residents, but the prison staff involved with their day to day care who are affected by such incidents and the SMT should be commended for their compassion and support provided for those who were affected by the deaths. The PPO has published his findings on all three deaths and the Governor and SMT have acted on the outcomes and recommendations subsequently. Deaths in Custody are regrettable and to have had three in such a short space of time could be interpreted as being the result of an unsettled environment. This is not the case in New Hall. HMIP in their summary report, following an unannounced inspection in June 2015, expressed the view that overall New Hall is a safe and respectful prison and one of the best of its type. That view is shared by the IMB.

Staffing continues to be an issue based on evidence from our Rota Reports and through discussions with staff whilst carrying out our role. Detached duties and constant watch provision has had a significant effect on the number of staff available to manage the regime. Time out of cell is generally good but the need to cancel education classes and Workshops at short notice due to staff shortages has led to residents being frustrated and a fragmented regime. Regime restrictions are, where necessary, done on a rota basis so that no one wing is disadvantaged more than others.

Again, as in previous years the number of residents in New Hall with severe mental health problems is a concern. The lack of secure hospital provision and a shortage of trained mental health practitioners is a drain on the establishment's resources. Operational staff are having to deal with residents with complex psychiatric and psychological needs on a daily basis and this is inappropriate. **This is a national issue and the situation continues to worsen.** The Governor and her staff at New Hall should not be criticised as this is a situation which they continue to manage as best they can under the circumstances.

The closure of HMP Holloway has had a knock-on effect for all the establishments within the female estate. Women are being allocated to prisons many miles away from home, which causes significant difficulties for visits (in terms of cost and travelling time) and release plans. New Hall has received many prisoners from Peterborough in particular who have been moved to accommodate prisoners from Holloway. They have no connection to the Yorkshire area and can feel quite isolated so far from home and families. The importance of maintaining family ties is heralded as something to be encouraged but the Prison Service, in its allocation of prisoners away from home areas undermines this premise. It is an issue which needs to be addressed.

Linked to this matter is the continuing problem of many women waiting in court cells for long periods and then arriving at New Hall late in the evening after everyone else has been transported to other establishments. Partly, this is due to male establishments having a 'cut off' time after which they will not accept prisoners but another factor is that Geo Amey's depot is close by and it is more convenient for them to drop prisoners off last at New Hall and then go straight back to the depot at the end of the day. Reception staff are regularly working beyond their shift hours to accommodate this. The IMB would like to know why women are not transported separately from men in order to resolve this situation.

Drugs are a continuing issue in the establishment. The Head of Security continues to encourage a cohesive and robust approach to those thought to be/found in possession of drugs. Whilst there is a drugs problem at New Hall, it is considered to be reasonably well controlled thanks to an effective system of intelligence reports and appropriate action.

A new initiative based on becoming 'trauma informed' has been introduced to provide staff with a greater knowledge and understanding of the typical behaviours of women and how they react to authority and confinement. The IMB welcomes this initiative. In addition, New Hall underwent a Governance and Organisational Audit and obtained a 'green' score with the Audit Team commenting on the excellent work being carried out in relation to equality, health, safety, fire and performance.

The current Governing Governor, Susan Howard, arrived at New Hall in March 2016 and throughout the reporting period there has generally been a good atmosphere within the establishment. It is the IMB's view that the prison is well-managed. It is hoped that the good working relationship that exists between the IMB and the Governor, SMT and all other staff, together with an understanding of each other's roles and responsibilities, will ensure that future issues and concerns continue to be dealt with promptly and that future successes are similarly recognised and reported.

Section 5

5.1 Equality, Diversity and Inclusion

HMP New Hall maintains a high profile Equality Team led by the Governing Governor. Its structure and meetings demonstrate to staff and residents alike that New Hall is committed to equality, which is embedded in everything that is undertaken. The systems in place are transparent and the opportunity to raise issues is welcomed. The prison is able to demonstrate that it has carried out its legal duty to eliminate unlawful discrimination, harassment and victimisation and is pro-active in advancing equality and opportunity between different groups whilst fostering good relationships, as outlined below.

The quarterly meetings are chaired by the Governor (Equality Lead) or Deputy Governor and are attended by the Equality Officer, diversity representatives and the key worker representatives from the residents. The IMB is also invited and where possible attends. Meetings are purposeful and lively with all contributions valued, respected and robustly discussed. Residents address the Governor directly and it is this direct link which has a positive effect and impact, when information is later shared on the Wings.

Content and suggestions are fed to the Senior Management Team by way of the minutes, action points are taken up and acted upon accordingly. Copies of minutes are also available in the Library for all to peruse. A monthly report is prepared for the SMT by the Equality Officer. Over the year some training and awareness raising events have been severely curtailed seemingly since the introduction of Benchmarking. The subsequent reduction of the Equality Officer's specialist working time was reduced from "profile" to "flexible" initially being reduced by 700 hours, and it is now only 2 days per week in the prison. Nevertheless the Equality Audit which took place in February awarded New Hall a 'Green' rating, a great deal of praise and no faults found.

The Muslim Women In Prison Group continues to flourish and recently received the Butler Award for its ongoing work. The Over 50's Focus Groups along with the Gypsy/Roma/Traveller and BME Groups are now managed by the Custodial Manager for Safeguarding and Equality and meetings are well attended. The UKBA continues to visit regularly and Offender Supervisors have the responsibility for Foreign National work. The new translation service 'Big Word' is in use and there is a paid Mentor for 1 to 1 work with Foreign Nationals to learn English. Courses are due to be developed for learning Arabic and Sign Language. Work is ongoing to involve the new Education provider to create easy to read documents in the first night packs, to include illustrated menus.

Currently there are no residents diagnosed with Dementia or Alzheimers, but all staff have access to the short training package on line. Partnerships have also been developed with outside concerns such as the Alzheimers Society and Wakefield Dementia Alliance who are keen to work within the prison.

Several residents continue with their gender reassignment whilst at New Hall and staff have noticed an increase in the number of younger people questioning their sexual identity and being willing to discuss it. Bisexuals in New Hall have a much higher rate of disclosure than those in the community, which indicates that residents feel the prison has provided a safe environment for them to do so, and this must be applauded. The Reception area now also carries transgender stock.

The Gym continues to offer sessions for the over 50's, remedial classes for those with a disability, injury or weight problems, sessions to include Muslim women led by a female instructor and with bandanna style headwear to replace the more cumbersome and restrictive hijab. New classes are proposed that will include Zumba, Yoga and Belly dancing.

At last, the product list for all residents has been expanded to include BME make up and toiletries.

Many of the buildings at New Hall are fairly old and consequently not all parts of it are DDA compliant. This is particularly true for some of the showering arrangements, although funding is secured for refurbishing the shower facilities throughout the establishment. Whilst it is true that 'grab rails' can be used as ligature points, the IMB have pointed out that one amputee in particular is especially disadvantaged by their omission. It is therefore pleasing to note that in the case put forward for funding in the Disability Plan, provision is to be made for new moulded plastic grab rails. These are DDA compliant and should be a feature in all future refurbishments.

Residents at New Hall have complained that wages compare poorly with other female establishments. Some 2/3 years ago, one of our members did some investigation into this subject and found that there was truth in the assertion that residents at New Hall were paid significantly less than other establishments. Although those results were made known to the previous Governor, matters did not improve. However, ongoing pressure from residents at New Hall has resulted in a 'scoping exercise' being undertaken. The residents case was proved and the current Governor has said that £50,000 will be made available to address this.

Since the reduction in the Equality Officer's specialist time, great efforts have been made to try to maintain the previously excellent standards. This has been achieved by delegating some of the administrative tasks to civilian staff and more responsibility has been cascaded to the staff champions on the Wings. The Governor has assured the IMB that there are no current plans to allow the Equality Officer hours to diminish further.

The Governor and SMT remain committed to promoting equality and celebrating diversity throughout the establishment and for this the IMB commends them.

Statistics

Current population figures are as follows:

82% British White.

18% BME.

104 residents have disclosed a disability, all have Care Plans.

5 residents are on a PEEP

Ages range between 18 – 70 with the majority of residents being in the 25 – 39 range.

5.2 Education, Learning and Skills and Kitchen

In the last year, many changes have taken place within the Education Department (now known as Novus). The Education Manager who had served the Department for many years retired and from 1 August a new Senior Management Team was appointed. This coincided with a revision to the budget. The curriculum was reviewed and changes made to reflect the specific needs of the residents, especially for those being released who will need the skills and qualifications awarded by the Department.

All the women who arrive at New Hall attend a full day of Induction by the Novus Team and if appropriate, are then assigned to various classes. All residents attend a mandatory employability session.

Full time courses include:-

Entry Skills Level 1 and 2, Intensive Functional Skills, IT Level 1 and 2, Hairdressing and Beauty and NVQ Catering (Kitchens) including Basic Food Hygiene.

Part Time courses include:-

Functional Skills including underpinning skills, Cleaning Services, Business Administration/Customer Service, Employability Course, Setting Up and Running a Small Business and ESOL. Recently, residents have been offered the opportunity to attend the Healthy Living Activity in the Gym. This has led to a nationally accredited award and is very popular.

Residents on the Healthcare Unit, Holly House are provided with the opportunity to attend Education sessions four afternoons weekly.

A new development is that some residents who attend Education are being recruited to be Mentors for other women and they will be able to work towards a Peer Mentor qualification.

The provision of the library service has now been transferred from Wakefield MDC to Novus although the staff remain the same. A number of changes are under discussion, including moving the location of the library which, it is hoped, will make it more user friendly as well as offering an improved and more relaxed facility.

In the next few months the Prison Information Communication Technology Academy (PICTA) will also be available for use by the residents. Here they will be able to work on their CV's, word processing skills, Open University and distance learning courses. Staff will be available at all times to assist the residents.

At present, the Education Department is undertaking another review of the curriculum with the aim of ensuring that the courses offered to the women are tailored to meet their needs and the needs of the communities they will be released into. A learner survey is planned also.

Recently the introduction of an Awards morning has given the residents the opportunity to celebrate their achievements and this is now a regular date in the calendar. For many residents, this has been the first opportunity they have had of receiving a qualification and they are proud of their achievements.

Future developments include a shop, managed by Wakefield Hospice where women can buy a variety of nearly new clothes at reasonable prices and the continued development of the Hairdressing and Beauty training salon.

Despite all the changes in the Department including staffing and environmental, Novus is able to offer women opportunities to improve their lifestyle. The Department offers personalised learning programmes for all residents should they wish to take advantage of the opportunities available. All courses offer a level of accreditation which is valued and celebrated by staff and students alike. Hopefully, it will help students gain meaningful employment on release.

The Kitchen continues to supply a wide and nutritious range of food which takes into account the ethnic mix of the population. Occasionally, members of the Board will eat with the residents as part of their rota duties and food quality is considered to be of a high standard, which is demonstrated by the very few complaints received by the Board. The working environment has on occasions lead to concerns being raised with the Board but on the whole the catering staff provide a good service. Dietary requirements are dealt with as appropriate and the Catering Staff are generally quick to resolve any specific issues that arise. As mentioned above, both staff and the residents continue to work towards qualifications in catering and other associated subjects. The IMB have voiced their concerns about the lack of facilities for the kitchen workers to shower and change before returning to their wings but to date nothing has been done.

5.3 Mental Health and Health Care

During the first part of the reporting period, health care and the integrated drug service was provided by Spectrum Community Health CIC. From September 2016 onwards the contract transferred to Care UK.

All statistics quoted in the report are supplied by Care UK and cover the period from September 2016 to February 2017 inclusive.

5.3.1 Primary Care

The residents continue to have access to a comprehensive primary health care service. At the time of writing, Primary Health Care is operating with a full complement of staff. This has not always been the case during the reporting period. Appointments to see a GP are made by application and the residents have access to both male and female GP's. Clinics are held daily and appointment waiting times are at least on a par with the timescales operated within the wider community in general, if not shorter.

From September 2016 to February 2017

Number of available GP appointments	699
Number of available NMP appointments	628
Number of GP appointments missed due to staff shortages	0

There is 24 hour nursing cover throughout the prison.

Access to the Pharmacy is provided from Monday to Friday 9.00 am to 5.00 pm and out of hours access is via the community service. On Bank Holidays the prison is without in-house pharmacy provision for an extended period.

Extra funding for additional pharmacy technicians to dispense medication on the Wings has released valuable nursing hours for other duties. A new initiative has been introduced in relation to the amount of fluids that has to be consumed when taking medication thereby preventing residents retaining medication in their mouth and later trading it on to other residents.

Unfortunately, New Hall still has a worryingly high rate of drug misuse. Drug Strategy Meetings are held on the second Thursday of each month and the IMB were invited to the Drug Strategy relaunch in February of this year. Although the Board was in attendance, there was only a small number of prison staff in attendance, possibly due to staff shortages and other duties at the time.

The Substance Misuse Team have been running classes and providing support to the residents in the run up to the cessation of smoking in prison this coming September. Some residents have seen the upcoming ban as a way of stopping smoking and are working towards that aim. New Hall will introduce the ban on the Wings in stages working toward a complete ban by the September deadline. It is commendable to see the prison working in a supportive manner with the residents on this issue.

5.3.2 Integrated Mental Health Team

Care UK was also awarded the contract for Mental Health provision in September 2016 replacing Spectrum once again as the provider. The transitional period proved challenging for the new provider as the majority of Mental Health nurses chose to resign or seek employment elsewhere. All Mental Health Nursing Care from December 2016 to the end of the reporting period and beyond (until March 2017) was provided by Agency staff. This was not ideal as the continuity of care was lost during that period. Many residents who were quite ill at the time lost the familiar faces and staff they knew and trusted. As staff left, so did a wealth of experience and personal knowledge of the individual residents (often very poorly women) they had left behind.

At the moment, Psychology sessions alternate with two days on a particular week and one day the following week. The waiting times for psychological assessments and therapy are as follows:-

Immediately for urgent cases and then ranging from two weeks to thirty two weeks. The current waiting time is nineteen weeks. The waiting time for Improved Access to Psychological Services (IAPT Stage 3) is thirty two weeks.

Psychiatry input is provided on two days a week on a Monday and Tuesday. Whilst there is no dedicated Health Wing in New Hall, residents with severe and complex mental health needs are located on Holly Wing. It is a twelve bedded unit and a Mental Health Nurse visits both Holly and Sycamore, which is the Segregation Unit, on week days.

Of concern is the number of women sentenced to imprisonment who are increasingly presenting with mental health issues. Statistics from **September 2016 to February 2017 inclusive** are as follows

New Receptions	529
New residents triaged by the Mental Health Team	60%
Residents triaged within the first week	316
Number of new referrals to Mental Health	316
Number of newly convicted declared mentally ill held more than fourteen days before transferring to hospital	2

The average wait time for prisoners diagnosed with severe mental health problems to be transferred to a secure hospital was three to five weeks. No residents went over the eight week period. There is however no mechanism in place to collect statistics which show how many residents, identified as requiring a placement in a secure or community bed, are awaiting assessment. The Board considers this to be an area which needs addressing to give an accurate overview of the need.

The Board are greatly concerned about the number of residents with severe and enduring mental health issues that are located in New Hall due to the national shortage of both secure hospital beds and community psychiatric beds. Holly Wing is often full to capacity with very ill residents. The staff on the Wing are to be commended for the sensitivity and understanding that is provided for this group of residents. Furthermore, it has to be mentioned that since September 2016 there has been a more proactive approach to securing appropriate accommodation for those in urgent need.

5.4 Purposeful activity

In addition to the Education Department, there are several workshops in operation at New Hall. In addition, the Max Speilman Academy still continues to provide training for residents and often, employment on release.

The Call Centre gives residents the chance to develop their communication skills whilst carrying out market research. Again, for those residents who are suitable, employment on release is possible.

Family Days have been organised throughout the year which are usually well attended and enjoyed by residents and their families alike.

Recently a Residents Recognition Awards Ceremony has been introduced whereby residents are nominated by staff for their good work and an 'Oscar's' type event takes place where the residents receive their awards for their achievements. It is very uplifting for residents and staff alike.

5.5 Resettlement and Programmes

In order to reduce offending and prepare women adequately for release, New Hall provides a number of courses based on changing behaviours and thinking. The Prison Programmes Team consists of the Treatment Manager, a Programmes Manager and three facilitators. Ideally the unit would like another facilitator. A new male facilitator is due to take up post shortly to make up the current complement of three. This is a positive move. The team are an enthusiastic, skilled and committed group who run several programmes which form part of the women's Sentence Plan.

The Thinking Skills Programme is accredited and up until 1 March 2017, women who committed acquisitive crimes were not eligible to participate, as research on male offenders had shown that the Programme didn't work. However, further research has shown that it would work for women and now five groups of ten residents are planned for the coming year and perpetrators of acquisitive crime will be included. There is currently a list of 150 referrals.

There are future plans to roll out a thinking skills programme called 'New Me Strengths' for low functioning women and this is proposed for 2018. The Programmes Team have worked hard to raise their profile in the prison, for example, by attending Staff Briefings and SMT meetings and providing evidential feedback from the residents. Staff can now see the benefits of the Thinking Skills Programme for residents who are using the skills they have acquired to ensure they are involved in fewer adjudications, and that they are moving positively through their Sentence Plan, for example, by going on to open conditions or moving to Larch Wing, where residents who are enhanced have a greater degree of autonomy.

The team run an Anger Management Course three times a year which forms part of the Sentence Plan and is fully subscribed every time. The Restorative Justice Programme has not taken off despite initial enthusiasm due to a lack of staffing resources but Victim Awareness is provided on a 1:1 basis.

Power to Change is a programme that is run for victims of domestic violence. It is intended to empower the women and assist in reducing offending. The experience of being victims themselves gives them an insight into their own behaviour and the behaviour of those they may have victimised.

Finally, the team run an A-Z Programme which is a short motivational programme for those women not adhering to the prison regime/rules. It can be delivered on a 1:1 basis or in small groups, if appropriate. It forms part of the Sentence Plan and the Resettlement Team provide assistance where appropriate. Goal setting is an important component of the course, as is positive feedback in recognising the hard work and effort the residents have to put in whilst undertaking the course. It is a programme which looks to 'the future me' and can be used as a precursor to attending further programmes.

The team have evidence that their work has a positive impact on the whole establishment and on the women once they are released. Written evidence has been provided by the women both pre and post release who have taken the trouble to send cards to the Team. The contents of the cards indicate more than thanks and demonstrate that the women are using methods/techniques taught in the programmes to assist them in their lives. A DVD has been produced with powerful testimonies of women who have been on the programmes and the resultant positive impact on their lives. It shows how it has enabled them to think before they act. Their feedback also has a positive impact on the Programmes Team and validates their work in a highly visual way. The DVD will be shown to staff.

A third sector organisation, Together Women won the contract last year to deliver a Domestic Violence Programme and Sex Worker support. They have an active caseload of 62 women but are only funded for 29. Their Domestic Violence Programme called Freedom, started recently. The course runs for six weeks. Its aim is to educate and empower women to make healthier choices about their futures and those of their children, to recognise different types of abuse and varying tactics of perpetrators and to understand how this abuse has impacted upon their lives. There is an opportunity here to reach and support many women regardless of the length of their sentences. Together Women also links into sentence planning and has a contractual obligation to link in with CRC's upon a woman's release.

The only criticism to make at this point, is that there needs to be clearer and more positive guidance to staff as to the content and purpose of the two Domestic Violence Programmes so that appropriate referrals can be made. Some prison staff were not aware what was on offer and whether the two programmes should be seen as separate entities or indeed sequential. Both schemes are run by dedicated passionate professionals who should be offered the opportunity to complement each other's work and work together if appropriate.

There is a Framework for assessing and working with women who are sexual offenders and four staff in the Offender Management Unit are trained to deliver this work. The work is sensitive, intense and challenging and tailored to each individual woman and the length of her sentence. The Framework can continue after their release, under the guidance of appropriately trained Offender Managers. The Unit can be actively working with 2/3 women at any one time but there are restraints due to staff shortages and high workloads. The Offender Management Unit also co-ordinates the running of a Fire Setters course which is not accredited. This course is usually delivered in a group setting or on a 1:1 basis. It is delivered by the West Yorkshire Fire Service and is a brief educative intervention looking at the danger of fire, human behaviour in fire and the human and financial costs of arson. Powerful videos are shown and the women learn about the impact of their behaviour and why they have received their sentences. It is not suitable for those women whose behaviour needs long-term psychological input but about 75% of women who have committed arson have the opportunity to go on the programme which is run usually twice a year.

INCLUSION (part of the NHS) now run an integrated model for CARE UK which includes courses for those women for whom substance misuse is an issue and aims to empower them to make informed choices. There is a Team Manager and nine workers who between them manage a caseload of around 280 women, many of whom are in crisis. The Team offer a variety of programmes which includes motivational work, work with women who want to make changes, relapse prevention and how to put things into practice. Workshops are organised around NPS and alcohol awareness together with groups on mindfulness and how to manage emotions. Representatives of AA, NA and Mutual Aid come into the prison and ex-service users come in and tell their stories which are extremely empowering for the women. The Team see every woman who comes through the gate whether convicted or on remand.

Contributions are made to risk management, sentence planning and the ACCT process. INCLUSION is an impressive service and a very busy unit but as a team they feel it is too early to determine whether or not the programmes they provide will have the desired impact. However, staff have received positive feedback so far from the women in the form of feedback sheets completed by each woman upon release.

Our role as an IMB is to monitor the range and adequacy of programmes preparing prisoners for their release. From observation and discussion, it is clear that there is a comprehensive range of programmes on offer delivered by expert, committed staff. The feedback that is available shows that valuable work is being done with a positive and empowering impact. Future development and practice can only consolidate this work.

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 (Assessment Care and Custody Teamwork) the procedures are followed properly and staff maintain records, as required. Care Plans are reviewed regularly. The IMB regularly checks ACCT documentation and any discrepancies are brought to the attention of staff.

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 male and female officers who deal with often very complex residents held in the Unit. Records are maintained and inspected by the IMB on a regular basis. One area of concern during the reporting period has been when only male staff are on duty on the Wing. Whilst this may be unavoidable at times, the IMB feel that wherever possible both male and female staff should be on duty. This issue continues to be monitored by the IMB and the Governor, the SMT and the unit managers are all aware of our concerns. Reviews are generally held on a Wednesday afternoon and the duty IMB member will attend these along with others including Wing staff, OMU and Healthcare staff. All residents on Sycamore are seen and spoken to by the duty IMB member at least once per week. Segregation reviews are monitored weekly by the IMB.

Holly House, as mentioned elsewhere in the report, provides Care and Assessment and is visited by the IMB at least once a week. The majority of the residents located there during the reporting period are suffering from complex and significant mental health problems and consequently the work can be very challenging at times. Generally, it is a welcoming environment and is managed in a caring and sympathetic manner.

Rivendell provides a service for women in the north of England and North Wales aged over 18 years and referrals are prioritised on the basis of psychological needs and public protection. Up to sixteen women can take part in each programme. They regularly attend work or education in the main prison and participate in 1:1 therapy sessions. Group sessions also take place and each resident has an individual programme designed to their needs. The IMB monitors progress on the Unit on a regular basis and the staff are genuinely interested in the wellbeing of the residents on the programme.

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

Maple House is the mother and baby unit at New Hall and continues to work in partnership with the Action for Children charity. It provides a service to meet the needs of the mothers and the babies with the aim of helping them develop a close relationship with each other, encourage self-esteem, improve their parenting skills and ensure the women take responsibility for their own behaviour. The Unit is well equipped and well run and provides a caring and supportive environment.

5.8 Residential Services

Some units within the establishment have been re-decorated during the reporting period. As mentioned earlier, generally the food provided is good. Menus are distributed in advance and residents choose from a variety of dishes. There continue to be issues occasionally regarding waste and portion size but overall there are few complaints. The kitchen and the serveries throughout the establishment are constantly visited and monitored and Comments Books are located on each servery for residents to use. Comments are responded to by the Catering Manager in a timely fashion and the IMB monitors this on a regular basis. The main hot meal of the day is provided in the evening.

On a general note, the gardens and grassed areas within the establishment are well maintained throughout the year by a dedicated Garden's Team thereby providing a pleasant and welcoming environment within the establishment.

5.9 Security

Security underpins all aspects of the regime at HMP/YOI New Hall and the publication of regular 'Back to Basics' bulletins serves to inform, advise and instruct all staff that they have an important role in maintaining the security of the establishment. It is easy to become complacent in a familiar working environment, so these bulletins, which cover a wide range of topics, serve to remind staff, both operational and non-operational, that there is a need for vigilance and awareness.

Drugs remain a concern within the establishment with ever more creative ways being found to get drugs in (children's drawings made using wax crayons has been one of the more recent methods of getting drugs into the prison). MDT's are conducted on 10% of the population (when less than 400) within New Hall. Anything above 400 residents and testing is 5%. These are random tests with little opportunity for targeted testing and there is a level of frustration at the restrictions that the KPT imposes. Ideally, reducing the percentage of random testing to 5% whatever the population of New Hall may be, would allow a more effective response to received intelligence concerning drugs. Those residents currently 'known' to Security and who they would choose for frequent testing **no longer expect a proactive approach...they assume that targeted tests will not be completed and this assumption is largely correct. In servicing random testing targets, the prison are unable to target users, regardless of intelligence, for fear of KPT failures'**. The IMB believes that consideration should be given to the proposal that random testing should be 5% of the population regardless of whether it is above or below 400, thus leaving greater opportunity for targeted testing based on intelligence.

The use of NPS appears to be reducing and the drugs of choice are now Subutex and Crack, followed by the misuse of prescribed medication.

Drones have not been an issue at New Hall thus far (one recent incident turned out to be a child playing with a drone in nearby housing). Equally, parcels and packages being thrown over the security fencing is not an issue currently.

Controlled movement was introduced in October 2016 and appears to be working well. All women are escorted to and from wherever they need to be at set times and there is no movement otherwise. This limits the opportunities for substance trading whilst protecting the more vulnerable residents and ensuring those who pose a risk to the security of the establishment are always supervised.

Extremism is controlled and information regarding Nominals is displayed for staff to see by means of a notice board at the staff side of the gatehouse. The approach at New Hall has been deemed 'Best Practice' and has subsequently been implemented widely across the region.

Whilst the number of adjudications, ACCT's, Intelligence Reports and incidents of drugs misuse have all risen, the level of awards given at adjudications has fallen. The Head of Security would like to see consistency and a robust approach particularly in relation to drugs offences, He is concerned that zero tolerance to drugs is not always illustrated. The apparent anomalies in the awarding of punishments send out mixed messages to residents and do not discourage behaviours that lead to adjudications. This is an issue that has been raised and training has been proposed for all adjudicating Governors in order that consistency may be achieved.

Overall, the Security Department are doing excellent work within the confines of staffing levels and KPT's. The IMB would like to see the KPT for drugs testing at 5% thus allowing for more intelligence led, targeted testing.

Section 6

6.1 Complaints Procedure

It is pleasing to note that the number of Applications received by the IMB during the reporting period has decreased again albeit only slightly. As ever the amount of Applications received by the IMB can prove time-consuming and restricts the amount of time available to monitor effectively. However, dealing with Applications does provide the Board with the opportunity to investigate matters and learn more about prison rules and regulations in the process. The IMB works hard to ensure that the correct procedures have been followed by both residents and staff in respect of residents' concerns or complaints and that issues raised have been resolved appropriately by the right people.

We receive monthly details of the number of requests and complaints submitted to the Complaints Clerk and the subject matter to which they refer. These are discussed at the monthly Board Meeting and 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 Complement of Board Members	11
Number of Board Members at the start of the Reporting Period	10
Number of Board Members at the end of the Reporting Period	9
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	319
Total number of Segregation Reviews held	52 +
Total number of Segregation Reviews attended	52+
Date of Annual Team Performance Review	January 2017

APPLICATIONS RECEIVED

Code	Subject	2016/17	2015/16	2014/15	2013/14
A	Accommodation	19	11	23	8
B	Adjudications	8	4	13	1
C	Equality and Diversity (including religion)	8	5	1	1
D	Education, Employment, Training (IEP)	5	17	19	3
E1	Family visits, mail and phone	20	34	34	14
E2	Finance and Pay	21	20	14	0
F	Food/Kitchen related	7	22	10	5
G	Health Related	41	26	28	17
H1	Property within current establishment	15	24	24	
H2	Property during transfer in/other establishment	30	5	9	
H3	Canteen facilities, Catalogue shopping. Argos	2	2	4	
I	Sentence Related (including HDC, ROTL, Parole, Release dates etc)	15	13	23	
J	Staff/prisoner concerns including bullying	23	25	29	10
K	Transfers	4	6	2	5
L	Miscellaneous	12	19	20	83
	Total Number of IMB Applications	230	236	253	219
	Total Number of Confidential Access	0	0	0	0

GLOSSARY

AA	Alcoholics Anonymous
ACCT	Assessment Care in Custody Team
BME	Black and Minority Ethnic
CARE	Care, Actions, Relationships, Emotions
CRC	Community Rehabilitation Company
DDA	Disability Discrimination Act
ESOL	English for Speakers of Other Languages
GP	General Practitioner
HMP	Her Majesty's Prison
HMIP	Her Majesty's Inspectorate of Prisons
APT	Improving Access to Psychological Therapies
IMB	Independent Monitoring Board
IPP/ISP	Indeterminate Sentence for Public Protection
KPT	Key Performance Target
KUF	Knowledge and Understanding Framework
MDC	Metropolitan District Council
MDT	Mandatory Drugs Testing
NA	Narcotics Anonymous
NMP	Non-Medical Prescribing
NOVUS	formerly Manchester College
NPS	New Psychoactive Substances
NVQ	Non-Vocational Qualification
OMU	Offender Management Unit
PEEP	Personal Emergency Evacuation Plan
PICTA	Prison Information Communication Technology Academy
PID	Prisoners Information Desk
PPO	Prisons and Probation Ombudsman
SMT	Senior Management Team
UKBA	United Kingdom Border Agency
YOI	Young Offender Institution