



Annual Report
of the
Independent Monitoring Board
at

HMP STYAL

for reporting Year

1 May 2018 to 30 April 2019

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Monitoring fairness and respect for people in custody

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1 STATUTORY ROLE OF THE IMB

The Prison Act 1952 requires every prison to be monitored by an independent 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 concern it has.
- (3) **report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody.**

To enable the Board to carry out these duties effectively, its members have right of access to

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Main judgements

Are prisoners treated fairly?

Overall prisoners receive fair treatment at HMP Styal.

Are prisoners treated humanely?

The view of the Board is that prisoners are treated humanely by staff in the prison. However, conditions are adversely affected by the poor state of the buildings. The Board is concerned that there were three deaths in custody on the First Night Centre in the reporting year.

Are prisoners prepared well for their release?

The Board believes that this is one of the strengths of the prison

Main Areas for Development

TO THE MINISTER

- As also reported last year there have been failings in the maintenance of accommodation at the prison. These failings have continued, resulting in further deterioration in the fabric and serious decency issues for the women (7.1).
- Contracts with outside maintenance providers have resulted in manifestly excessive quotations.
- The minister is invited to conduct a review of the maintenance of the prison.

TO THE PRISON SERVICE

- As reported in the Board's last annual report, the prison is challenged by the need to manage many women with severe and enduring mental health problems and complex needs. Too often these women find themselves in long-term segregation within the prison. These women would be more appropriately accommodated in a specialist facility.
- More needs to be done to address the use of illicit substances in the prison (4.9). Increased resources are required to support the governor in tackling this problem.

TO THE GOVERNOR

- There have been significant changes in the personnel filling the Governor and Deputy Governor roles during the reporting year. This has resulted in an unsettled period for prison staff and prisoners alike.
- The closure of the Dove Unit has meant that women with complex needs and enduring mental health conditions are managed within the main prison population. The IMB will

continue to monitor whether these women will be adequately cared for under the new arrangements (8.18).

- The lack of appropriate accommodation for therapeutic group work was noted in the last annual report and has been noted again in this report (8.12). This needs to be addressed. It is part of the IMB's more general concerns about the management of the women's mental health, and the communication between prison staff, healthcare staff and mental health staff (8).
- Gym provision was poor for much of the reporting year (8.13 and 9.5).
- Safety on the first night centre requires careful monitoring. There were three deaths of women on the first night centre in the reporting period (4.8).

Improvements

There were no significant improvements to report on this year.

3 DESCRIPTION OF THE PRISON

HMP/YOI (Her Majesty's Prison and Young Offender Institution) Styal is a closed female establishment. It consists of 14 standalone houses accommodating approximately 20 women in each, including 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 nine women and 10 babies, and a further house which has been adapted to accommodate women with disabilities. In 2015 Bollinwood House, with accommodation for up to 25 women living in open conditions, was opened outside the prison fence. 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. The Valentina unit (a 'time-out' residential unit) accommodates up to 10 women.

HMP Styal, when fully operational, holds up to 486 female prisoners, who may be on remand, immigration detention or serving sentences ranging from five days to life. Approximately 20% of women are serving sentences of less than three months, many only serving a two-week recall sentence.

The provision of healthcare is contracted to Spectrum Community Health community interest company (CIC) , with mental health services provided by Greater Manchester West NHS Mental Health Foundation Trust. Psychosocial drug and alcohol services are also provided by Spectrum. Education services are provided by Novus (Manchester College). The contract for works within the prison is held by Amey. The community rehabilitation companies (CRC) working in Styal are Shelter and Achieve (part of Cheshire and Greater Manchester CRC). The mother and baby unit is run by Family Action.

4 SAFETY

4.1. The reception of women into the prison causes some concern for the IMB. On arrival, women are placed in a holding area. The walls are not floor-to-ceiling and have been climbed over on occasion. There are two adjoining interview rooms, both open-topped and therefore confidential interviews are not possible. There is no phone in either room to access the language line. The language line can be accessed at the main desk but that arrangement does not allow for confidentiality. The IMB notes that paperwork arriving with the women from the courts is often incomplete or unsigned and therefore has to be completed afresh. There is voluminous paperwork which the women complain to the IMB takes a very long time to complete. As a consequence, they sometimes sign a property list that they later report is incorrect, leading to many complaints (“applications”) to the IMB about women’s property (5.8).

4.2. There are four Listeners trained by the Samaritans at present and a recent recruitment campaign has resulted in four applications. There was a large spike in the number of call outs (290) in June 2018 due to a death in custody (DiC) but since then the number of call outs has settled with a high of 43 in July and none in August and September. During the night a Samaritan phone can be asked for. The Samaritans continue to provide a valuable service.

4.3. There has been a dramatic reduction in the number of self-harm incidents from 282 in August 2018 to 149 in March 2019, although the level still remains a concern. The fall was due to the release of several prolific self-harmers. All women are seen by the mental health team on the day following a self-harm. Self-harm forums are held quarterly for prisoners to share their concerns with staff about suicide and self-harm

4.4. The number of assessment, care in custody and teamwork (ACCT) documents opened for prisoners at risk of suicide or self-harm has remained fairly stable at between 60 and 70 per month. However, in the last month of the reporting period, 22 of these were closed after one day. This is a continuing trend, giving rise to some concern that staff are using these documents as a safety blanket.

4.5. 52.4% of operational staff and 7.5% of non-operational staff had received suicide and self-harm (SASH) training by March this year. The problem is that such training takes a whole day and no more than 12 staff can be trained at one time. Additionally, the training has to be repeated every two years.

4.6 Prisoner-on-prisoner assaults have increased over the reporting year from seven to 16. It would appear that disputes about debt involving vapes are a major cause. A support interventions plan is in place to identify reasons for violence and provide appropriate coping strategies.

4.7. There has been a recent increase in use of force incidents from five in February to 24 in March. This was largely due to three particularly non-compliant individuals who have refused to relocate but the IMB were alerted to a concern that prison officers’ lack of experience contributed.

4.8 Since the last report there have been three deaths in custody; all of the women concerned resided on the first night centre. In each case staff and residents were notified and offered appropriate support. The prison is currently reviewing its premises and practices in order to reduce the likelihood of any further deaths. Many women are at their most vulnerable when entering the prison and the first night centre. There is sometimes uncertainty about what drugs they have already taken and the safety of then administering prescribed drugs. This is one of the issues being addressed as part of the prison’s review.

4.9 Styal has a problem with illicit substances, particularly ‘spice’, although not as severe as many other prisons. Drug finds were slightly down in the reporting year (174 compared with 222). Incidents involving drugs were variable in number and frequency, for example, there were nine occasions in April when drugs were smelled or women were thought to be under

the influence. No staff were affected in any of these. However, in the preceding month there were 22 such incidents, in nine of which at least one member of staff was affected. Five incidents when drugs were smelled or at least one woman was deemed to be under the influence, occurred on one day in March, with other incidents occurring on the previous and following days. This is not untypical; it seems that from time to time, a fairly large quantity of drugs is accessed by prisoners, who then use them over a few days, often at a weekend.

5. EQUALITY AND FAIRNESS

5.1. During the first half of the reporting year there was a lack of strategic oversight, with poor attendance by relevant lead managers at the quarterly equality meetings. One notable exception was in the area of religion and beliefs where the provision was consistently very good and the managing chaplain was proactive and effective. It was also of particular concern to the IMB that available data was not being effectively used to help vulnerable women or groups with protected characteristics. However, with new leadership, there were significant improvements and many of the concerns were addressed. There is now formal scrutiny and effective use of relevant data.

5.2. Monthly consultative meetings now take place at which residents with protected characteristics can voice issues that are important to them. Representatives from these meetings report directly at monthly equalities meetings chaired by the Governor or a member of the senior management team. As a result, women inform the IMB that they have a greater voice. Additionally, residents have been included in the prison's incentives and earned privileges (IEP) policy review and the IMB has noted a reduction in the number of comments about unfair treatment. The Board will continue to monitor the effectiveness of the residents' consultative meetings in improving the trust and confidence of the black, Asian and minority ethnic (BAME) community and that of other groups with protected characteristics.

5.3. The Board notes the significant contribution of the chaplaincy team who perform a dedicated service to women of all faiths and beliefs.

5.4. Residents who are foreign nationals may face deportation. The documents they have to handle in prison as part of that process are challenging, particularly if there are language barriers. The language line provides a translation service but is not adequately used. Immigration solicitors are not available to these women. The UK Border Agency (UKBA) provides an advice service once a month. On admission non-English-speaking women access English as a second language (ESOL) classes. This is a short, part time programme and the IMB notes that some women complete the course without being able to speak English.

5.6. The prison has a well-administered complaints process that provides the Board with useful data from which the Board has been able to monitor how many women got a response within the agreed time frame. During the reporting year there were 848 complaints. Ninety-one percent were replied to on time, 9% were overdue. It was noted that over several months, a few women generated a large number of complaints. Even so, these multiple complaints were dealt with fairly, often by different members of staff depending on the subject of the complaint. A small number of women would put an application into the Board at the same time as putting in their complaint form; we advised them to wait for the reply and if they were still not satisfied, to contact us again.

5.7. The Board decided to monitor replies over three months to see if they were fair and reasonable. Each month a 10% sample (21 complaints/replies in total) was looked at. The Board found that the fairness of the process depended too heavily on the identity of the

member of staff who dealt with the complaint. There was too much variation in the quality of the investigation and replies. Basic good practice, such as legibility and plain, clear English was not always found. Some replies were handwritten, one was illegible, and there was over-use of official sounding language, which was inappropriate given the literacy levels of some of the complainants. There were some very good replies which reflected the thorough investigation that had been done. These were written by staff who had tried to resolve the issue through talking to the women and others involved, and had then set out their findings in a clear reply. The best replies (fair and reasonable) should set the standard and could be used to help improve the process.

5.8. The largest number of complaints concern the loss of property within and between prisons. As a snapshot, in April 2019, 19 out of a total of 84 complaints were about property. In May 2019, 22 out of 78 concerned property.

6. SEGREGATION/CARE AND SEPARATION UNIT

6.1. Average numbers on the care and separation unit (CSU) over the reporting year have been stable. The IMB has some concerns about the length of time that women can spend on the unit. One woman spent over 260 days in segregation before finally being relocated to a secure psychiatric hospital. The IMB recognises that the staff on the CSU sometimes work with extremely challenging individuals but the unit was not intended for the purpose of providing accommodation for this length of time.

6.2. The Board is informed within 24 hours of new arrivals on to the unit. Reviews must take place within 72 hours. Recent changes in review days now make this possible without involving weekends. There are concerns about reviews being done when representatives from healthcare are not in attendance as required.

6.3. Staffing on the CSU has been an issue for the first half of the reporting year, with little continuity of regular staff. In addition, the number of staff needed to unlock is a minimum of two (sometimes as many as four) and often this was impossible so IMB members were only able to speak to women through the cell door rather than out of their cell and in a private room provided. However, staffing levels are now up which should improve the situation.

6.4. Conditions on the CSU are acceptable. The poor state of the shower and ventilation has been addressed and mould has gone but the fan is still inadequate. The exercise yard is full of weeds and is uninviting.

6.5. Staff dealt well with a long 'dirty protest' which could have impacted on other women not least because it was a drain on staff resources.

6.6. Board members speak freely with women on a weekly basis, albeit usually through the door. The women generally seem aware of what paperwork, clothing and personal effects they should have. Documents (daily log, segregation history, ACCT forms) are completed, signed and up to date.

6.7. Segregation monitoring and review group (SMARG) meetings are quarterly and are usually attended by segregation unit staff, chaplain, healthcare/ mental health, safer custody and a representative from the IMB.

7. ACCOMMODATION (including communication)

7.1. The contract for maintenance is with Amey. In the Board's 2018 Report, numerous failings were listed. Unfortunately, there has been little overall improvement. It seems inappropriate to repeat the list of issues. A site manager appointed in the summer of 2018 initially appeared to make progress, but she left after a short time and there have been two

more holders of that post since then. Accommodation is in a number of 19th century houses and a more modern cell block and the condition of the houses is an ongoing issue. Lack of maintenance means that the quality of accommodation is getting worse, resulting in serious decency issues for women and on occasions safety issues as well., such as in March 2018 when a ceiling in the education building collapsed, fortunately without injuring anyone,

7.2. Maintenance is slow and when outside contractors are required the estimates for work considerably exceed the estimates one would expect in the local area. One minor example is a quote of £850 to replace a small domestic battery-operated bell push with one wired into the mains. There are also issues over the perception of what Amey is contracted to do. For example, a bath in one of the houses was in a very poor state with chipped enamel, meaning that women had to bathe in rusty water. However, this was not regarded as a maintenance issue as taps and waste were working.

7.3. In March 2019, Amey failed to fully meet the requirements of a compliance audit and have had to develop a remedial action plan.

7.4. The catering meetings have been well attended. Overall, the women have few complaints, and these have been heard and taken on board by staff. The innovation of bagged lunches is appreciated, and delivery is easier and quicker, promoting better hygiene and fewer complaints.

7.5. Special diets are catered for, including those for religious observance. However, some women are not happy about their allocation of food on health grounds being met e.g. some diabetics need extra supplies of food to be available.

7.6. Women are moved around the prison, often without notice, sometimes resulting in food going to the wrong location, but this can generally be sorted out without difficulty, although if this involves residents on the houses, it means a further trip to the kitchen.

7.7. Self-catering accommodation is, on the whole, a satisfactory or positive experience for the women and unfavourable comments are more about equipment and facilities than food.

7.8. The mother and baby unit (MBU) can accommodate nine mothers and 10 babies, but it is not often at full capacity. Also, pregnant women are supported with their ante-natal care. The children's areas indoors and outdoors are bright, cheerful and well equipped. The mothers occupy individual bedrooms with their babies. The mothers cook for themselves and their children in a newly-fitted, well-equipped kitchen. Food supplied by the kitchen is ample.

7.9. The unit has professional staff employed by Family Action since late 2017. Previously this service was provided by Action for Children. The change and a high turnover of staff created some problems of continuity and during this time, the MBU lost its Ofsted accreditation which meant that nursery status was temporarily withdrawn and was substituted by playgroup status. Consequently, mothers needed to stay with their children, resulting in limited access to education and work opportunities for a time. Happily, this situation has been resolved and the nursery is now fully staffed, resulting in Ofsted approval, so enabling the mothers to return to work and education while leaving their children in the care of qualified staff.

8. HEALTHCARE (including mental health and social care)

8.1. Spectrum Community Health continues to take the lead for healthcare within the prison, including the drugs and alcohol reduction service (DARS). Mental health services are provided by Greater Manchester West Mental Health NHS Foundation Trust (GMW). Applications to the IMB indicate that better communication between prison staff and health staff would improve outcomes for women. For example, the acting head of Healthcare told the Board that on one occasion she was unaware that prisoners would not be able to attend appointments because of a planned shut down. The GP, dentist and nurses were all present but no prisoners were brought to see them.

8.2. Healthcare, including mental health, has a complaints system and women tell the IMB that they use it. The internal post and the shortage of healthcare staff sometimes lead to delays in response to complaints. The IMB does not have sufficient access to be able to monitor individual healthcare complaints/replies in the way it does prison complaints. However, on one occasion, Board members tracked a complaint from a woman who was not satisfied with the initial reply from the head of healthcare, observing how it was then sent to a senior person at Spectrum's head office as well as noting that the detailed records of all interactions with the woman were securely kept. The Board was satisfied that the complaint had been taken seriously and that the prisoner's concerns had been addressed. The Board informed the prisoner accordingly.

8.3. Spectrum has a system for collecting women's views on healthcare and results are prominently displayed in the health centre. Eighty-seven percent of women said they were listened to. 27% said that healthcare could do better.

8.4. On the whole, the receipt of medication is in line with the recently revised national prescribing guidelines. The pharmacy is in the process of appointing two pharmacy technicians to work out on location alongside nurse prescribers, so the women should benefit from a quicker, simpler process. Between May 2018 and April 2019, the IMB received 12 applications about medicine administration, covering issues such as the delay in a GP replying to the prison's request for health records and women not being given, for clinical reasons, certain medication they had been using on the outside.

8.5. The number of women (all risk assessed) able to have 'in possession medication' has increased and will continue to increase with more safes being installed in rooms on the houses. The move from weekly to monthly prescribing will also encourage women to take responsibility for their health and better prepare them for release. The IMB will monitor the planned introduction on the Waite wing.

8.6. Women on the first night centre (FNC) are assessed for physical health at the time of arrival, and for mental health usually within 24 hours, although this can be on Monday should women arrive on Saturday night. The IMB have been told that when fully staffed (currently there are two nurse vacancies) the GMW team will offer a seven-day service, so all women will have a mental health assessment within 24 hours. In April 2019, 131 women had an initial mental health assessment.

8.7. Nursing staff carry out reviews later when prisoners are unable to engage with assessments on the FNC and they then meet with them in their new location to do the assessment and to ensure consistency of treatment. This is better or as good as provision in the community.

8.8. Prison officers generally speak positively of the work done by the nursing teams, particularly on the FNC, and record keeping seen by the IMB evidenced clear procedures around treatment which are complied with by all staff. Discussions at meetings such as safer

intervention management (SIM) demonstrate considered, caring and informed knowledge of complex women leading to an individual care plan; the health services are well represented at these meetings but some officers told the IMB that they felt they should be there as well.

8.9. Delays in unlock, particularly on Waite wing, are still causing problems for women seeking medical appointments, repeat prescriptions and access to clinics.

8.10. The wait for optometrist and dental appointments is approximately four weeks. All women requesting a GP appointment are seen by a triage nurse either the same day or the next day, then there is a five-week wait for a GP appointment. There are two emergency slots each day.

8.11. National NHS campaigns, preventative procedures and health promotion remained strong, although written information in other languages was not readily available; the telephone interpreting service was used especially on the FNC. New systems are in place to impact on health and wellbeing, and whilst there is still a reliance on agency staff, relationships with women appear largely positive.

8.12 The IMB is concerned that no resolution has yet been found to the issue of the lack of appropriate accommodation for therapeutic group work; prior to August 2017 there was a dedicated building in which five groups, including a first custody group and a learning needs group were run weekly, but now only one anxiety group runs on alternate weeks in a room without a door in the Safer Custody area. The previous accommodation also acted as an ad-hoc drop-in facility where a woman's concern could be quickly dealt with. The alternative provision offered by the prison has not been thought suitable by the mental health team. Prisoners and mental health staff feel that the lack of group work is detrimental to the overall wellbeing of the women.

8.13 The Board has also expressed concern over the limited access to the gym, caused by problems appointing staff, as activity and exercise can have a positive effect on women's physical and emotional wellbeing. Between 26 May and 8 June 2019, the gym was only open for 16 out of a possible 42 sessions.

8.14. The existing policy (Oct.2017) for managing women with complex needs has been replaced with a new system of support through enhanced management (STEM). This allows a case formulation, followed by a care plan with indicators of instability and a strategy as to how these may be better managed. It is envisaged that only a small number of the most complex women will be engaged with this initiative and that it will need to work closely with the adapting different alternatives for personality disorder with therapy (ADAPT) team as there could be overlap with their work.

8.15. Between April 2018 and April 2019 there were 18 women transferred to high and medium secure psychiatric units including psychiatric intensive care units (PICUs) in general mental health hospitals. There is sometimes a delay in transferring a woman as demand for such places is high. The IMB is aware that an individual's mental health can deteriorate in segregation units so monitor this closely.

8.16. On average 130 women, at any one time, are using the mental health provision (approx. 30% of the prison population). There are women with mental health problems who do not engage with the service and are not included in these figures.

8.17. In cases of self-harm, a nurse will attend to give treatment if needed. GMW staff carry out a review within 24 hours; this includes a risk assessment and drawing up an individual care plan that determines the interventions. Looking at the number of self-harm incidents

recorded each month, there appears to have been a decrease; in September 2018 there were 265 recorded incidents carried out by 31 women and in April 2019 there were 175 incidents carried out by 40 women. However, these figures do not show how many times an individual woman self-harms. For example, in September 2018 one woman accounted for 40% of the recorded incidents of self-harm. The mental health team cannot provide a support group for women who self-harm because of the lack of suitable accommodation.

8.18. A review of the Dove Unit was carried out by Her Majesty's Prisons and Probation Service (HMPPS) women's estate psychological services, at the request of the then Governor, in September 2018. A number of key themes and issues emerged which to some extent reflected the general concerns raised in recent reports from Her Majesty's Inspectorate of Prisons and the Care Quality Commission. These concerns included a lack of clarity around purpose; an inconsistent understanding of the term "complex needs"; the use of the unit as an overspill area for those women who were difficult to place or manage in mainstream accommodation; ambiguity about referral criteria; and a general breakdown in communication around roles and responsibilities and evaluation.

8.19. The interim governor instigated a repurposing of the facility, now known as the Valentina Unit, which was launched on 8 April 2019 as a 'time-out' residential unit, rather than a mental health unit, with ten single cells, including one fully accessible cell. The purpose of the unit has been defined so that it is not a permanent residence, with a twelve weeks maximum stay. A new referral system that can be accessed by any member of staff or by a prisoner has been established and all referrals are assessed at the weekly safer intervention management (SIM) meeting for a decision on placement. Referrals outside of the SIM meeting can only be actioned by the person in charge of the establishment.

8.20. Although it is still early days, the IMB has noted that staff are unclear as to the unit's role and the referral process. The IMB is concerned that it is still being used as somewhere to house hard-to-place prisoners. At the time of writing, a number of women are on the unit who have not been through the referral process, including those awaiting transfer or because of overcrowding in other areas of the prison. As the unit is no longer for women with complex needs and/or enduring mental health problems, the Board will now be monitoring the management of such women within the main prison.

9. EDUCATION AND OTHER ACTIVITIES

9.1. Novus were again awarded the contract for education provision when it was re-tendered under the new prison education framework (PEF); it came into effect on 1 April 2019.

9. The PEF requires that emphasis is given to the teaching of functional skills (literacy and numeracy) and that initial screening of these skills, and for learning difficulties and disabilities, is undertaken within the first few days of women's admission. Screening results show that almost 54% of women come into Styal with literacy levels below Level 1 and almost 75% of women are below Level 1 in numeracy. These figures will underestimate women's true levels however many will not perform to their true abilities so soon after admission and, in some cases, while detoxing. Furthermore, more detailed diagnostic tests carried out immediately after screening indicate higher levels than the screening tests.

9.2. Novus' statistics show that success rates (percentages of women starting a functional skills qualification who successfully completed it) are reduced by 23% overall for prison-related reasons, for example, release, transfer out, medical reasons etc. However, courses taken by the majority of women are designed so that if a woman leaves Styal but is later re-

admitted she can re-join where she left off. A successful course, Engagement to Learning, works with learners severely lacking in self-confidence to help them return to the classroom prior to their enrolment on the functional skills programme at an appropriate level. There are no dropouts from this or functional skills for non-prison related reasons; without exception the women the Board has spoken to have been very enthusiastic about both courses and tutors.

9.3. Several vocational qualifications are no longer provided by Novus under the new contract, but where a continuing need has been identified, this is being addressed. For example, efforts are being made to find a Level 1 Floristry Course. The Clink are hoping to be given permission to facilitate the production of fruit, vegetables and eggs at Styal for use in the restaurants and this would include tuition for relevant qualifications. Nevertheless, there will be a loss of some 40 activity places, although it is hoped to cover some of these through industries and contracts with the New Futures Network, a government initiative to connect ex-offenders with potential employers.

9.5. As mentioned in 8.13 above, gym provision has been very poor for most of the reporting year, and has not, it seems, been a high priority for the prison. One instructor left early in 2018 and another in autumn that year, leaving just one in post. Despite repeated efforts, it proved impossible to fill the vacancies, resulting in a reduction of over 50% in the number of sessions available in the latter part of the reporting period. Some attempt to mitigate this was made with the purchase of outdoor equipment but this seems rarely, if ever, to be used. This is apparently because induction is required but not forthcoming. The prison considered exploring potential short-term sources of instruction, such as local gyms, but nothing came of this. An experienced instructor has now been recruited together with a trainee; hopefully this will result in a significant improvement in provision.

9.6. As reported last year, the contract with Cheshire East Council for the provision of some library services, including a librarian, ended in February 2018. For the rest of 2018, access to the library was very limited. Arrangements were made for women to use it during working hours, but it was a very underused resource. The appointment of a literacy facilitator in January 2019 has led to significant improvements, and there are now timetabled sessions for different education and employment groups, as well as for mothers and babies. There is a weekly trolley service for Waite wing, the Valentina unit, FNC and CSU, which will take requests for particular books or types of books. There is free access for women living in houses on Friday afternoons and Saturday mornings. The library is well-stocked, not only with books but also with DVDs and newspapers and magazines and has become one of the most welcoming areas of the prison.

10. WORK, VOCATIONAL TRAINING and EMPLOYMENT

10.1. As reported in section 9 above, there is less funding for education under the new contract, which came into effect on 1 April 2019. Priority is given to functional skills (literacy and numeracy), meaning that some vocational training provision has been reduced or discontinued altogether. Thus, industrial cleaning and horticulture qualifications are no longer available, and there is reduced provision in hair and beauty. Laundry qualifications have been discontinued, as the prison reported that employers prefer evidence of relevant experience, and to train employees themselves. The prison continues to look for an accredited Level 1 course in floristry to replace one which has been discontinued.

10.2. Once the new education contract is fully implemented, there will be a need for approximately 40 more placements to cover the overall reduction in education places. Work is

in hand to address this and, in particular, to attract more workshops; work of this type prior to release is proven to reduce reoffending. However, there is a lack of suitable workshop accommodation within the prison; the jewellery remaking employer which had operated within Styal for about eighteen months withdrew altogether when it was not possible to provide space for expansion. Furthermore, the high churn of prisoners, due to short sentences and removal on overcrowding drafts, coupled with the time it can take for women who may not have worked previously to learn the requirements of work and of the job, make it hard to establish a stable workforce. Smart Sewing, which handles a variety of contracts for machine and hand-sewing and Recycling Lives both currently provide work within the prison and opportunities for employment on release.

10.3. Two staff members left the garden team in the year and proved very hard to replace. This made it impossible to continue to provide formal horticulture qualifications, and the prison was unable to exhibit a garden at RHS Tatton Flower Show in 2018. The Clink (the charity which runs a restaurant outside the prison) are hoping to gain agreement to their providing tuition and polytunnels within Styal to facilitate the production of fruit, vegetables and eggs for use within the restaurant. A small garden and florists' shop has been established at the entrance to the prison, selling plants grown and flower arrangements and small gift items made by prisoners.

10.4. As reported in previous years, the high proportion of relatively short-term prisoners at Styal and current rules on eligibility for release on temporary licence (ROTL) and open categorisation mean that the prison has access to more workplaces in the community than it is able to fill. Similarly, although there are up to 40 employment places available in the Clink restaurant, in recent times it has only been possible to fill about 12 of these. It is very disappointing that these opportunities cannot be taken up.

11. RESETTLEMENT PREPARATION

11.1. Following a very positive HMIP Report in April/May 2018, the offender management unit (OMU) has continued to develop current practices.

11.2. The national initiative to provide all prisoners with a key worker is now being developed within Styal using the offender management in custody model. Senior leaders are working to implement an appropriate model which is based on an example of good practice from another prison. The proposed systems will bring the working of the reducing reoffending team and the OMU closer together. Whilst important work is being done, there are issues surrounding compatibility with other prisons' schemes and the transferability of information, timing of the implementation of various facets of the scheme and finally the fact that the female model has not been agreed with the Prison Officers' Association.

11.3. As identified in last year's IMB report, the key performance target of 84% of women released into secure accommodation on release was not being met and may be impacted upon by the introduction on 1 October 2018 of the Homelessness Reduction Act 2017. It is currently too early to assess the true impact of this legislation.

11.4. Total jobs and education placements available are around 350-370 for average unlock figures of 458 (over the last six months – according to the prison's weekly stability reports). The number of education placements has reduced by 40 per session in response to reductions in budgets and the recently agreed new contract. This will require further employment opportunities to be sought by the prison.

11.5. Board members' visits to the Virgin Trains employability courses and graduation leave no doubt as to the success of such ventures and the positive mindset they engender for all the participants. The women recognise that the skills they are developing are transferable to other types of employment. This type of model is far and away the most successful within Styal. Other organisations such as Recycling Lives, the Clink, Timpsons, and more recently a pilot project with the civil service – 'Going Forward into Employment' are providing women with employment opportunities and also with the belief they can be successful in future employment outside prison.

11.6. As identified in the HMIP report "there is a huge array of other interventions to support women and meet needs". Bi-monthly meetings bring together around 22 representatives from various supporting partners. This is an opportunity to share progress made by the women and to explain new initiatives and developments to this forum. The minutes of the meetings support this. However, there are numerous initiatives and outside agencies involved so that it takes considerable time for both the women and prison staff to become aware of them, often resulting in their under-utilisation. Currently the Styal intervention guide is being reformulated and this should be an important route for new interventions to be effectively communicated and increase relevant referrals.

B Section – Work of Board

- 1.** The Board consists of 18 members who monitor all aspects of life within the prison. Higher risk areas of the prison (first night centre, Waite Wing and the CSU) are visited at least weekly and rota visits cover all other areas of the prison on a rolling basis.
- 2.** CSU reviews are attended whenever possible and a sample of both independent adjudications are observed.
- 3.** During rota visits, Board members respond to both oral and written applications made by prisoners. Applications to the Board have continued to fall year-on-year.
- 4.** In addition to rota visits, Board members are responsible for monitoring areas of special interest. This allows the Board to focus on particular aspects of prison life and further an understanding of women’s experience. This aspect of monitoring includes attending, as observers, a range of prison meetings. This allows the Board to keep abreast of events and changes and informs this report. At the monthly meeting, the Board monitors the prison’s performance statistics.
- 5.** The Chair meets monthly with the Governor or Deputy Governor to discuss concerns raised by members. The Governor or Deputy Governor attends the monthly Board meeting to give a report and answer questions.
- 6.** Two Board members attended the IMB Annual Conference.
- 7.** One member resigned during the reporting period. A successful recruitment campaign resulted in three new appointments in April 2019.

BOARD STATISTICS

| | |
|--|-----|
| Recommended Complement of Board Members | 18 |
| Number of Board members at the start of the reporting period | 15 |
| Number of Board members at the end of the reporting period | 17 |
| Total number of visits to the Establishment | 640 |

D Section - Applications

| Code | Subject | Current reporting year | Previous reporting year |
|-------------|--|-------------------------------|--------------------------------|
| A | Accommodation including laundry, clothing, ablutions | 20 | 30 |
| B | Discipline including adjudications, IEP, sanctions | 3 | 5 |
| C | Equality | 2 | 7 |
| D | Purposeful activity including education, work, training, library, regime, time out of cell | 7 | 16 |
| E 1 | Letters, visits, phones, public protection restrictions | 5 | 10 |
| E 2 | Finance including pay, private monies, spends | 4 | 13 |
| F | Food and kitchens | 3 | 7 |
| G | Health including physical, mental, social care | 22 | 39 |
| H 1 | Property within this establishment | 21 | 31 |
| H 2 | Property during transfer or in another establishment or location | 1 | 7 |
| H 3 | Canteen, facility list, catalogue(s) | 1 | 3 |
| I | Sentence management including HDC, ROTL, parole, release dates, re-categorisation | 16 | 13 |
| J | Staff/prisoner concerns including bullying | 19 | 12 |
| K | Transfers | 2 | 3 |
| | Total number of IMB applications | 144 | 188 |