



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

**for reporting Year  
1 March 2018 to 28 February 2019**

**Published January 2020**

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## A Sections 1 – 3

### **1. STATUTORY ROLE OF THE IMB**

The Prison Act 1052 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 every prisoner and every part of the prison and also to the prison's records.

## **2. EXECUTIVE SUMMARY**

This report presents the findings of the Independent Monitoring Board at HMP & YOI New Hall for the period 1 March 2018 to 28 February 2019. IMB evidence comes from observations made on visits, scrutiny of records and of data, informal contact prisoners and staff and prisoner Applications.

### **Main Judgements**

#### **Are prisoners treated fairly?**

The view of the Board is that residents are treated fairly in the establishment.

#### **Are prisoners treated humanely?**

The view of the Board is that residents are treated humanely by the prison staff. The board notes however that long periods behind doors affects the experience and treatment of residents. Although not necessarily the prisons fault, the inability to provide an appropriate environment particularly for those with complex mental health needs remains an issue.

#### **Are prisoners prepared well for release?**

The view of the Board is that residents are generally prepared well for release although the lack of housing accommodation still remains a concern.

### **Main Areas for Development**

#### **TO THE MINISTER**

The Prison Service needs to address and introduce a more robust process to ensure prisoners and their property are not separated during prison transfers.

#### **TO THE PRISON SERVICE**

The Prison Service needs to address the issue of residents with severe mental health problems waiting long periods of time in prison before transferring to more appropriate accommodation elsewhere.

### **TO THE GOVERNOR**

That healthcare is consistently delivered and sufficient staffing levels are maintained to ensure the safety and well-being of the staff and residents alike.

### **IMPROVEMENTS**

There have been a number of improvements to the facilities within the establishment including shower upgrades, to the fabric of the buildings, painting refurbishments and other general improvements during the reporting year. It is hoped this will continue during the next reporting period which will hopefully include repairs to the gym floor. The proposed introduction of in cell telephony facilities is also welcomed.

### **3. DESCRIPTION OF THE PRISON**

HMP/YOI New Hall is a closed women's 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 Huddersfield or Wakefield, 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 that we continue to receive residents from further south. Being so far from home areas gives rise to the significant problems faced by families and friends who may be unable to visit as well as for the resettlement of residents at the end of their sentences.

HMP/YOI 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 accommodation is single occupancy cells although there are still some double occupancy cells which raises issues of privacy and health and hygiene matters. There is a dedicated First Night Centre located in Poplar, whilst Larch has semi-open conditions and the residents are low risk, mainly enhanced residents. There is a small Mother and Baby unit in Maple House, which can accommodate up to 9 mothers and their babies. Holly House holds residents who require Care and Assessment whilst Sycamore House is for residents who require Care and Separation. Rivendell Unit is partly used for residents with Personality Disorders.

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

## **B Evidence sections 4 – 11**

### **4. SAFETY**

- 4.1 In the majority of cases women feel reasonably safe within the prison but concerns have been expressed with regard to bullying in the exercise areas. Most of this is in connection with drugs and 'Vapes' (E Liquid). Previous concerns regarding bullying in the Health Care Centre seem to have reduced to almost none since the refurbishment work took place, and the allocation of an officer to supervise the area.
- 4.2 There were no deaths in custody during the reporting period. The number of 'use of force incidents' has increased however. It is felt by senior management which is a view shared by the IMB that this is not actually an increase but has been attributed to a change in the reporting procedure for such incidents. There have been some reports of incidents of violence during the reporting period but these seem to be mainly minor in nature.
- 4.3 The prison conducts regular monthly Safer Custody Meetings to which the IMB is invited. Staff present include, Security, Safer Custody, Healthcare and others. These meetings together with intelligence gathered within the prison assist staff in the early containment of any safety and security issues.
- 4.4 Having sight of previous year's reports, back as far as 2015, it is noted that comments were made on the transportation of women to New Hall being a problem then and this remains so now. A woman can appear in court twenty miles from the prison and then endure a six to seven hour journey to the establishment. Staff in Reception attribute this to the escort service provider having its depot in Wakefield. Women are transported with men and because male prisons have a cut off time for accepting prisoners and because of the convenience for the company of getting back to its base at the end of the day, women frequently arrive in the early evening tired and stressed.
- 4.5 The procedure for booking women in is, in the main good, but if women arrive late then they may not get a kitchen prepared hot meal until the following evening but will be offered a microwave meal if they are hungry. Late arrivals may also have to wait until the following morning for any medical needs. This particularly affects those with substance use issues who need to have medication on a regular basis.
- 4.6 If women arrive at a reasonable time then they are processed and moved from Reception to the First Night Centre. They are given a hot meal and receive

medical intervention from a nurse on duty on that Wing. They may stay on this wing for a number of days until a suitable location is identified for them.

- 4.7 It is important that women arrive in good time as many of them are in need of medical intervention and some state that they are depressed and feeling anxious. Particularly those women who are experiencing prison for the first time. It also appears to be the case that Listeners are not always available when they are needed most.
- 4.8 When there are sufficient numbers, the women are given an Induction presentation and handed a booklet on prison facilities and procedures. Some have stated that they have difficulty reading the booklet but find the Power Point presentation useful.
- 4.9 Details given and record checks indicate that ACCT's are correctly used by staff in the main and women seem satisfied with the treatment they obtain through this system to address issues such as self-harm. Indications seem to be that women, if they have a tendency to self-harm, do it when they have nothing to occupy their minds such as when they are locked in and the prison is in patrol state. Trends and patterns are monitored to try and pre-empt any issues. The prison openly admits to being short of Listeners and this is being addressed. There is still difficulties accessing Listeners at night.
- 4.10 As stated earlier, whilst the reported incidents of violence are mainly minor in nature this is not always the case on Holly House. This Wing houses women with complex needs usually centred around mental health issues and some incidents on here are not minor in nature. The Wing had quite a long period with no senior management in place and staff expressed feelings of high stress levels. Whilst the management issues have thankfully been addressed, the levels of stress that staff report to the IMB still appears to be higher than in the rest of the establishment.
- 4.11 As stated earlier Listener numbers are low but are being increased as opportunities arise. PID workers seem to be active around the prison and the residents, in the main, make good comments about the service they provide.
- 4.12 Bullying in a closely confined regime like a prison will always be a problem and year on year this is sometimes reported as being up or sometimes reported as being down. Staff take these issues seriously and seek to address these matters and are fully aware they cannot cure the problem but strive to keep levels as low as possible.
- 4.13 Levels of violence are covered elsewhere but it may be prudent to mention that whilst it would appear to have increased this year, the method of reporting has changed and so it cannot be compared directly with previous years.
- 4.14 The establishment is extremely conscious of security and to that end carries out training exercises to test the regime. On occasions there have been problems identified and the establishment has gone to great lengths to address these issues.

- 4.15 Drugs and substance misuse will always be a problem in any prison. Indeed, it is one of the offences and reasons why some residents find themselves in prison. Full strip searches are not normally conducted unless there is intelligence to suggest that a full search should take place. Drawings using crayon impregnated with drugs has now been effectively stopped with such drawings and letters being photocopied before being passed to the residents. Forged correspondence purporting to be from the residents legal advisors are now checked and opened with the resident so they can be checked and photocopied, if necessary, though not read by the officers. Correspondence is only photocopied when there is an indication of drugs when tested. The prison is constantly proactive and taking action to try and address what is a difficult area of enforcement for prison staff. It should be noted that there is no routine copying of residential mail at any time.
- 4.16 In conclusion, the prison remains a safe place to live. CSIP is being used effectively to manage behavioural problems. The number of open ACCT's has decreased in number during the reporting year and the introduction of 'trigger points', whereby significant dates in the prisoners life are identified, has given added value to the process. The Specialist Intervention Meeting also provides a multi-disciplinary approach to dealing with residents with complex needs.

## **5 EQUALITY AND FAIRNESS**

5:1 Whilst the population and make-up of the prison changes daily, the approach to Equality and Fairness is constant and embedded in all aspects of prison life. Currently (February 2019) there are 398 residents made up as follows:

Under 25 years of age	50
Over 25 and under 50 years of age	282
Over 50 and under 60 years of age	51
Over 60 and under 70 years of age	11
Over 70 years of age	4

5:2 There are no accurate figures regarding ethnicity/culture/religion as this information is voluntary and many residents decline to offer it. Of those who did tender the relevant information (184) the following statistics were gathered:

LGBT	46
Reduced Mobility	111
Visually Impaired	3
Hearing Impaired	2
Gender reassignment	1
Foreign Nationals	21

A monthly list of those residents requiring a Personal Emergency Evacuation Plan (PEEP) is published and circulated to all staff. More accurate ethnicity/race/religion information has been provided subsequently and will be monitored during the next reporting period.

5:3 In respect of spiritual welfare, the Chaplaincy at New Hall is staffed by representatives of the Church of England, the Catholic Church and the Muslim faith. Other religious needs are provided by visiting personnel from the appropriate religious bodies.

5:4 The Kitchens provide options to suit dietary, medical and religious requirements including Vegan and Vegetarian meals. Healthy eating options are available at every meal and menus are produced in English with simple illustrations

depicting the food on offer for those whose reading and/or understanding of English may be limited.

- 5:5 To address the needs of the very diverse groups within the resident population at New Hall, quarterly meetings are held for each of the following groups: Rehabilitative Culture; Younger Person (under 25's); LGBT and Prisoners Council; BME; Equality and Diversity: Traveller/Gypsy/Roma; Disabilities; Foreign Nationals and Positive Association (with groups such as 'knit and natter.' Governors are invited to attend and minutes of all the meetings are circulated on NOMIS and posted in the Library. Meetings are advertised on all wing corridors around the prison. Whilst attendance is variable (depending on regime, healthcare and other appointments etc) they are always lively and often produce positive results. For example:
- After some lobbying, the residents won an increase in sick and retirement pay
  - The Governor was persuaded to hold a 'Pride in Prison' day, which was a great success and raised over £700 for charity
  - Black History Week increased cultural awareness throughout the prison by means of a brochure produced by residents plus various cultural activities.
- 5:6 There is a dedicated Equalities Officer who has encouraged representatives from each wing to become 'Equality Champions' and all volunteers undertake training and are issued with information in various languages. Consequently, a basic level of help and advice is readily available to residents in addition to that provided by the Equalities Officer who, in theory has 34 hours per week dedicated for this work, although the reality is that this is often reduced by up to 20 hours by regime requirements. Recently, the average has been 25.1 hours per week due to regime pressures. Big Word is available on all wings but despite the best efforts of the prison staff, Foreign Nationals, new to the prison system and the language, can be very isolated.
- 5:7 Discrimination Incident Reporting Forms (DIRF's) are collected from secure boxes situated on each wing by the Equalities Officer. 51 DIRF's were received during the reporting year, 17 of which were from staff reporting discriminatory behaviour by residents. The DIRF Scrutiny Panel meets quarterly and has looked at ways in which the DIRF form can be made clearer and easier to understand. They also encourage Investigating Officers to provide greater detail and prompt, accurate recording. The Panel also checks a sample of redacted complaints to oversee the fairness of the process. Complainants receive responses or interim replies within the time frames laid down. Minutes of the Scrutiny Panel meetings are circulated on NOMIS.

The DIRF Figures are as follows:

27 resident complaints against other residents

1 resident complaint against other resident and staff

6 resident complaints against officers.

Gender and Issues:

Staff	16 White British
	1 Asian
Residents	11 White British
	7 White Other
	7 BAME
	8 Asians (7 by the same complainant)
	1 Mixed Race
Issues	3 Disability
	40 Race
	1 Race/Gender
	1 Gender
	1 Race/Sexual Orientation
	1 Religion
	4 Race/Religion

- 5:8 The Governor and staff strive to maintain a high standard of equality and fairness throughout the establishment, however, the attendance of Governor Grades at the various meetings has been poor and the residents miss the opportunity to speak directly to a Governor about issues they feel to be important. Lack of attendance by Governors may be interpreted as disinterest and thus promote a feeling amongst the residents that they and their views are unimportant. Overall however, residents feel that they are treated fairly.

## **6. SEGREGATION/CARE AND SEPARATION UNIT**

- 6:1 The Segregation Unit (Sycamore House) hold up to 12 women at any one time and is staffed by both male and female officers. It had been a concern for the IMB that the unit has been staffed by only male officers on some shifts and those concerns were expressed in several rota reports and the situation has now been rectified.
- 6:2 Residents are placed on Sycamore usually following adjudications, although some are placed there for their own safety. Those suspected of coming into the prison with drugs about their person will be segregated until such time as Security are satisfied that they do not pose a risk of dealing on the wings. The IMB is notified promptly of any new arrival on the unit and everyone will be seen and spoken with by the IMB member on duty within the first 72 hours of their stay on the unit. The IMB satisfies itself that the resident is aware of why they have been segregated and that the relevant paperwork has been completed and a copy given to the resident.
- 6:3 The duty IMB member will attend the weekly Segregation reviews on a Wednesday but cannot guarantee to attend those reviews held at other times. Residents are always invited to attend their reviews and the majority do so. Whenever residents are held on the unit for significant periods of time, the appropriate permission has always been obtained from the DDC. Reviews are conducted by the Duty Governor and will also be attended by a member of the Mental Health Team.
- 6:4 For those in Segregation, conditions are reasonable. Cells are furnished with the basics (a bed and a locker) and all have a wc and washbasin. There is one shower on the unit and an outside area for exercise. The women are visited daily by the Duty Governor and a member of the Chaplaincy as well as healthcare staff for those requiring medication or treatment. Generally, the duty IMB members will visit residents in Segregation at least twice per week to check on their wellbeing. The weekly Segregation Reviews are conducted by the Governor of the unit to allow continuity rather than the Duty Governor.
- 6:5 Figures indicate that there were 206 residents placed in Segregation during the reporting period for the following periods of time:
- |              |  |
|--------------|--|
| 1 – 28 days  | 186 (of which 134 were for 7 days or less) |
| 29 – 90 days | 18   |
| 91 + days    | 2  |
- 6:6 There were 6 YO's segregated during the reporting period.

In terms of Ethnicity, 145 residents identified as White British (W1)

1 as White/Irish (W2)

5 as White/Gypsy or Irish Traveller (W3)

4 as White/Black Caribbean (M1)

2 as White/Black African (M2)

2 as White/Asian (M3)

13 as Any Other Mixed Background (M9)

1 as Any Other Asian Background (A9)

Ethnicity information was missing for 13 women.

6 women were classified with a disability.

## **7 ACCOMMODATION (including communication)**

- 7:1 Accommodation within the establishment is generally good. Most women are housed in single occupancy cells which have a washbasin and toilet. 'Modesty curtains' help residents to maintain a level of dignity when using the facilities although there have been concerns during the reporting period about the quality and condition of some of the curtains on certain wings. There is a lack of dignity for those residents who share a cell and must use the toilet whilst their cell mate is in the room. It is pleasing to report that some of the shower units have been refurbished and the previously 'open' showers in the gym have been made into cubicles, thereby offering improved privacy and dignity.
- 7:2 Generally, the cleanliness throughout the establishment is good and the grounds are well maintained due to the excellent work of the Gardens Unit. Unfortunately, there has been a significant problem with rats throughout the establishment and the Works Department has been trying to resolve the issue over many months. The problem is exacerbated by residents throwing rubbish out of their cell windows, although this is generally quickly cleared up by the Gardens team.
- 7:3 Menus are distributed to residents and are based on a 4 week cycle. Dietary information is provided on all menus and all dietary requirements are catered for. Special dietary needs are catered for appropriately as directed by Healthcare and religious requirements. In relation to the kitchen itself, improvements to the changing and toilet facilities are still required.
- 7:4 Residents are allowed to wear their own clothing and a shop (supplied by a Charity shop in Wakefield) allows residents to order and purchase specific items of clothing. The shop continues to be a great success.
- 7:5 One area of concern is that out of cell activity is reduced on occasion due to staff shortages. Staff sickness, bed watches and detached duties can all have a significant impact on the regime at times. The women may become more vulnerable during such periods of inactivity and this can lead to increased incidents of self-harm. When out of cell activity is curtailed, the regime operates a rota system whereby all residents are meant to receive at least some time on association. Staff training can also lead to staff shortages on occasion.
- 7:6 There has been an increase in the number of assaults on staff during the reporting period, as confirmed by the increase in Use of Force incidents being reported. This however, can be misleading as the criteria for recording Use of Force incidents has changed. Despite the increased incidents reported, overall the relationship between residents and staff is good.

7:7 Communication is good throughout the establishment. Noticeboards provide accurate and current information on a number of subjects and topics. This has been highlighted in several Rota Reports during the reporting period. Residents receive responses to their complaints in a timely manner. The Prisoner Information Desk (PID) whose workers distribute applications, support new arrivals and deal with prisoners queries provides a consistent level of service also.

## **8 HEALTHCARE**

8:1 Healthcare within the establishment is provided by CARE UK and residents have access to a full range of health services both within the prison and, for more specialist services and in-patient treatment, the outside health service. As previously, the main concerns expressed by residents are the length of time it takes to get an appointment; medication; cancellation of outside hospital appointments often due to insufficient escort staff and complaints not being answered in a timely fashion.

8:2 CARE UK has a complaints/concerns procedure, whereby residents place their written complaints/concerns in a box on the wings which are collected daily by the nurses on duty. They are then recorded by the Healthcare Complaints Clerk and passed back to nursing staff to deal with. It is the expectation of staff that most matters will be dealt with by way of face to face contact with only a limited number of issues being escalated to the status of a complaint. The IMB continue to get applications from residents concerned about healthcare matters, usually medication. Often it is the case that women coming into prison will have to wait for confirmation of their usual prescriptions coming through from the GP before the pharmacy at New Hall will issue the relevant drugs. Also, women who are deemed to be under the influence of illicit drugs may have their medication stopped as a safety measure, as nursing staff may not know exactly what has been taken or how it may react with their prescribed medication.

8:3 The IMB have been provided with some figures relating to the nature of the complaints/concerns expressed by residents in respect of the healthcare they receive. The services who have received the most complaints/concerns during the period April 2018 to February 2019 are as follows:

<b>Pharmacy</b>	<b>112</b>
<b>GP</b>	<b>53</b>
<b>Nursing</b>	<b>49</b>
<b>Mental Health</b>	<b>27</b>

8:4 Those residents who present with complex and challenging mental health issues are located on Holly House, which is situated above the Healthcare unit. Holly is staffed by a group of dedicated officers who have no medical training but who deal with some of the most difficult behaviour daily. Their compassion and care for those in their charge is exemplary and most commendable.

8:5 The IMB continue to monitor how Healthcare deal with complaints/concerns and how residents feel that they are treated. There remain issues to be addressed (for example: Mental Health Team is currently understaffed; the dispensing of medication, which is often late thus causing delays to the daily regime) and these will continue to be monitored by the IMB.

## **9 EDUCATION AND OTHER ACTIVITIES**

9:1 **Education Training** is provided by NOVUS. Basic skills of Maths and English are offered from entry level to level 2. Residents are involved in shaping the curriculum through the Student Council. The allocation of places for education has to be sequenced in prisoner's plans due to the limits on places but 29 hours of classes are offered per week. There are bespoke supportive plans for individuals with complex needs and reflective practice is carried out regularly for all students, to record progress and to highlight further needs. All qualifications are recognised nationally and there are currently 36 residents undertaking distance learning programmes. Residents with short sentences find it difficult to complete study programmes.

9:2 Attendance at classes averages above 80%. There is a cancellation rate of 1.9% but NOVUS has taken steps to recruit more staff to avoid cancellations. Vulnerable residents have the same support as other residents. Cell study/homework is encouraged but this work has to adhere to strict deadlines. Residents feedback is positive and they report feeling supported to develop their potential, which increases self-confidence and self-belief.

9:3 **Rowan House Day Centre:** has been running to full capacity since the beginning of 2018 and was established to work with some of the prison's complex needs residents and those who have self-harm, suicide and trauma issues. Currently, the centre works with around 40 residents in groups of 5 – 8 at any one time. Activities are based around a therapeutic, creative environment where the women can feel relaxed and not under pressure. This enables them to produce work which is displayed around the prison and some of which has been entered for the Koestler awards.

9:4 The residents are involved in projects linked to outside charities, for which they have raised a lot of money. This work gives the residents a sense of achievement and pride by giving something back to the community and, in doing so, helping to change the perception of women in prison and what they can achieve. Outside agencies visit to provide activities such as drama, singing and meditation. The centre staff make up distraction/activity packs for residents who do not attend Rowan House and these are distributed throughout the prison.

9:5 **Library:** All residents may attend the library, where there is a coffee shop, The Hive. This is well used and enjoyed by residents, staff and IMB members. The library is staffed by two librarians and three residents and staff visit the

Segregation Unit twice a week to distribute books. Average daily attendance at the library is 56 residents. There is a good range of books as well as newspapers and magazines. All residents have access to books on the wings which are stored in specific areas and restocked on a regular basis.

- 9:6 The library provides an impressive range of activities and services and these are advertised in an attractive and comprehensive leaflet which is distributed to all residents. Particularly inspiring is the opportunity to record a Storybook Mums DVD and feedback from residents who have taken part in this includes:

*"Thanks to Storybook Mums, I have been able to retain links with my beautiful grand-daughter who loves to hear me read to her just as I used to on the outside. It's a wonderful service and so grateful so A BIG THANK YOU"*

*"I really enjoy doing Storybook Mums because it enables me to continue with my parenting. I thank you and appreciate this opportunity."*

Celebration events are hosted by the library for various occasions. In December 2018, a fund raising event was held for Storybook Mums which raised £928. On most Mondays there are presentation events for Educational achievements, completion of Reading Ahead and reward and recognition awards.

- 9:7 **Cultural Activities:** The prison provides a range of cultural activities which present opportunities for residents to engage:

Visits from authors, poets, actors and local newspaper editors

Dance United Yorkshire delivered a contemporary dance project in November 2018 and February 2019

The Warehouse Theatre Company with links to the York St John University Prison Partnership Project has delivered a theatre workshop through which the residents who took part, developed greater self esteem and confidence. This was evident in their written work as part of the project and in thought provoking discussions, which were observed by an IMB member.

- 9:8 Activities on the Education Enrichment Calendar have included:

Prisoner led activities about Ramadan and Eid

Pride in Prison event

Being Yorkshire event, focussing on local history, events and knowledge

Activities for Remembrance Day which involved presentations by British Legion members with World War 1 artefacts from the battlefields. The residents organised a Remembrance Service.

- 9:9 **Gym:** The gym provides a comprehensive range of activities which residents can access. The gym officers impress as positive and forward looking. Officer shortages within the prison can restrict attendance at the gym and this can be

unpredictable (for example, having officers on constant watches) although a recent increase in staffing should alleviate this problem. Another issue has been the timing of attendance. It is not appropriate for residents to have their only cooked meal of the day between 5 - 5:30 pm and then immediately attend the gym. The option of providing a packed meal was considered and is now in place.

- 9:10 The gym rightly concerns itself with a whole range of resident health and wellbeing issues, from implementing the non-smoking policy, being overweight, substance misuse, mental health issues, cardiac rehabilitation and pre and post-natal health. There are good working relationships with Education and Healthcare to enable these services to be provided, and referrals made to the relevant people E.g. GPs. Vulnerable residents can access gym activities twice a week as part of their re-integration plans.
- 9:11 Long term residents can study for qualifications to become gym instructors so that, in open conditions and/or upon release they will be able to obtain employment. One issue at present is that it is proving very difficult to obtain suitable ROTL placements with outside gyms to provide work experience.
- 9:12 The main gym area was closed at the beginning of February in order to replace the floor and was due to be finished mid-March 2019. The lack of a gym budget means that repairs and replacement of equipment cannot always be managed in an efficient way and results in equipment being out of order for lengthy periods of time. It should be noted however that £8,000 of new equipment was authorised and purchased during the reporting period. The gym has started to provide Cross Fit Training to replicate what is happening in gyms outside the prison and has requested the purchase of some of the necessary equipment.
- 9:13 Feedback about gym provision is by survey and the next one is due in April 2019. Past feedback reflects the positive relationship between the staff and residents and the strong partnership between prison departments which emphasises the safety of and support for the residents.

*"The gym course raised my self-esteem and I have carried on going to the gym since leaving"*

*"I've got myself a Passport to Leisure and go to the gym twice a week"*

## **10. WORK, VOCATIONAL TRAINING AND EMPLOYMENT**

- 10.1 There is a regular supply of work in the Workshops and the attendance is generally good. However, lateness can often be an issue due to delays in residents receiving their morning medication. In addition, residents are often delayed after healthcare appointments as they are only allowed to move around the establishment at specific times.
- 10.2 Excellent opportunities exist for residents working in the Max Spielmann Workshop. Residents are provided with ROTL opportunities and a sixteen week trial work experience is offered for suitable candidates who have been fully trained in all aspects of the work.
- 10.3 Residents are able to gain hairdressing qualifications and the salon is a very busy and popular environment. Novus, as education providers, offer a range of qualification and vocational classes and are well attended. The working week runs between Monday and Friday mornings. The residents are assessed as part of the induction programme to ascertain their educational needs.
- 10.4 Within New Hall there are many residents who have complex needs and many classes are held to provide support including handicraft skills, knitting, art classes, and making greeting cards. Some of the work produced is excellent. As a consequence, residents are able to lift their confidence and self-esteem with the support of staff.
- 10.5 On a less positive note, attendance at work and training could be improved as often residents remained on the Wing during the working day. This is mainly due to regime restrictions and is a major frustration for residents. The Regime Management Plan will hopefully address this issue. It should be noted that on occasion delays in allocating work places was also a factor.
- 10.6 As mentioned elsewhere in the Annual Report, the Library (or Hive, as it is known) continues to be well run and many residents, 70% approximately, are members. It is well stocked with books, DVD's, and is very much a 'hub' for the residents.
- 10.7 Again, as mentioned elsewhere, Gym sessions are available during the day, in the evening and at weekends. It is pleasing to note that during the reporting period, the showers have been refurbished and the gym floor will hopefully be replaced in the coming months. Residents continue to receive good advice about health, diet, and nutrition and individual programmes are provided by the gym staff working closely with healthcare staff.

- 10.8 The prison continues to develop relationships with a range of organisations to try and increase the number of prisoners on ROTL.
- 10.9 The quality of teaching and instruction is good and both Management and education staff are pro-active in trying to ensure work, training, vocational and education opportunities are provided for residents.

## **11 RESETTLEMENT PREPARATION**

- 11.1 Offender management is felt to be consistent and of good quality. On arrival, a Basic Custody Screening is completed and women are questioned more thoroughly in an interview based on *The Nine Pathways to Reducing Reoffending*. Shortly after arrival, a resident is assigned to an Offender Supervisor and meets with them to make a plan of action for their sentence period. Through weekly IDRMT (Inter-department Risk Management) meetings, a variety of representatives including police officers and security staff are invited to attend and contribute. These contributions are effectively made and OMU feel the process works well.

Life skills programmes that develop resident's awareness and insight into relationships and emotions are a key part of sentence planning. Such programmes prepare residents to cope with situations that might previously have led them into difficulties.

Various programmes are on offer, but only one (the Thinking Skills Programme, or TSP) is accredited. Far more accredited programmes are available in the male estate. More could be done to enable New Hall staff to deliver a variety of accredited programmes, particularly those designed especially for women (the current TSP is adapted from a version written for men). However, the programme work that is done with the prisoners is exceptional.

When questioned on the importance of programmes, New Hall prisoners made comments such as:

- "I use the skills every day, and I will keep using them."
- "I was advised to do TSP as part of my sentence planning. I didn't want to do it but I did, and I got there. I had time to talk and had an amazing journey."

There is a waiting list for programmes and these tend to be offered close to a prisoners release date. A lifer might be offered them twice. However there is no doubt that more course places would provide prisoners with a greater opportunity to make changes.

- 11.2 Pathways work is very good. Advice and assistance available to prisoners prior to release is good to excellent. Monthly Resettlement Days where local representatives (such as family solicitors, banking advisors, housing and employment specialists) are invited into the Visits Hall are held. Residents can wait to be seen individually by these experts who can answer their questions and offer advice on post-release issues that concern them. For example, one resident reported that she had made good progress opening a bank account – something that she didn't feel was possible for her prior to the Resettlement Day.
- 11.3 In terms of a resident's personal development, short sentences give only limited time for embedding significant change. However, each resident is allocated an Offender Supervisor soon after arriving at New Hall and plans are made and actioned to secure as much progress as possible.
- 11.4 Prior to the reporting year, a gap was identified in the system regarding post-release education, training or employment. Novus Works now contact prisoners 8-10 weeks before their release date and offer help with looking for employment or further education, ideally using their training or experience gained prior to or during their time in prison. A prisoner meets with a Novus team member to discuss their hopes, ideas and opportunities. The service covers all kinds of training, college and university placements and voluntary placements for work experience as well as full and part-time work.
- 11.5 Meetings with Novus Work's advisers in local community facilities can also be arranged once the prisoner has left New Hall to offer ex-offenders help with key competences; these might include preparing CVs, college or job applications and interview skills.
- 11.6 In the reporting year, this service placed eleven women in paid jobs ranging from entry level cleaning to construction work and bus driving.
- 11.7 When staff were interviewed they said that while the pathways through education and work at New Hall were good, they felt more could be done to raise the resident's self-esteem and self-belief but a lack of funding prevented this.
- 11.8 The relationship between the Probation Services and the prison is good. Internally and externally, their support is invaluable in working to prepare high-risk residents for their successful resettlement in the community.
- 11.9 The relationship is less positive between some community rehabilitation companies and the prison. The companies call centres can make it very hard to get in touch, and prison staff are often left waiting on hold. Progress is also hindered by the call centres irregular working hours and lack of ready information when prison staff finally get through.
- 11.10 The exception here is the work done by St Giles Trust, based within New Hall, where work is of a very high standard. The OMU believes this is because they are based within the prison and are therefore always available. They also have access to the residents, who can in turn contact them directly.

- 11.11 In the next reporting year a greater emphasis on working together as a team and as one department is being trialed, and it is hoped that the challenges mentioned above will ease. All areas will then fall under the Rehabilitation Department and it is hoped that this will help improve both the efficiency and speed of communication.
- 11.12 New Hall currently are unable to accommodate as many ROTLs as they would like. As a result, prisoners considered to be low risk (and therefore possible ROTL candidates) are regularly transferred to Askham Grange. Whilst it is recognised that many residents are sent to Askham Grange and can access ROTL from there, New Hall's own processes have not been in place/utilised effectively enough to ensure residents are allowed out on ROTL. New Hall are aware of this and work is underway to put more candidates forward for ROTL.
- 11.13 For some women, particularly those with children, Home Detention Curfews are very successful and can prevent women from losing their accommodation and children. Women offered Nacro BASS accommodation can also find the support they need before getting their own 'move on' housing.
- 11.14 There are concerns that the desire for release can push some residents to accept unsuitable accommodation, with the inherent risk that they may then breach their HDC and return into custody. Once breached, the HDC offer cannot be repeated.
- 11.15 Visits are available to all residents and are never taken away as part of a disciplinary procedure. Currently, sentenced residents on the Basic level of the Incentive and Earned Privileges Scheme are entitled to two visits per month, three per month for Standard or Entry levels and four per month for Enhanced level.
- 11.16 Staff have analysed the use of the Visits Hall and identified scope for increased visits. However, New Hall notes that in order to encourage positive behaviour the differences between the levels must be clearly distinguished.
- 11.17 Feedback from questionnaires issued within the reporting year suggests that the reasons preventing family members from visiting residents are largely financial. To help address this problem, New Hall issued more information on the Assisted Prison Visits Scheme.
- 11.18 Family Days are regularly arranged by the prison to support residents and maintain the family contact that is so vital in resettlement. In the reporting year, seven Family Days were run. Because of complex statutory safeguarding requirements, preparing for and holding a Family Day is an almost continuous process. It would therefore be difficult to run any additional Family Days at New Hall without extra staff.
- 11.19 Residents are invited to apply to attend Family Days as often as they wish, without restriction. Indeed, they are encouraged to get involved on Family Days. Photographs of the events are taken for prisoners to keep throughout their stay and as a crucial element in the Life Family Albums of any of their children who are living in care. Prisoners can also take photos using the on-site Max Spielmann facility. These photos must be purchased and families can take them home. Children in care are often particularly upset when Family Days come to an

end, not least because they tend to make fewer visits, and therefore endure longer intervals in between visits.

- 11.20 Family Support Workers report that schools refusal to allow children time off to visit their mothers is a major issue. Furthermore, school holiday times vary significantly, so it's hard for New Hall to make sure that Family Days fall in holiday periods. Missing Family Day opportunities has a huge negative impact both on children and mother-child relationships.
- 11.21 If a child identified as nervous or anxious is visiting New Hall for the first time, a DVD is sent to the child showing the prison and the route they'll take when they arrive. This goes some way to reduce a child's stress.
- 11.22 Any resident with a baby under 18 months of age who is not housed within the Mother and Baby Unit can apply to have a fortnightly mother and baby visits. These are held in a well-equipped Extended Family Visits room, which is styled as a domestic lounge. Photos are taken during visits for the mother to keep in prison. Social Services have previously recommended that new mothers need contact with their baby at least three times per week to maintain a strong bond. Unfortunately, because New Hall has only one Family Support Worker, it is impossible to meet this recommendation and such visits are only fortnightly.
- 11.23 Family Days are held in the Visits Centre. New Hall also has a fully equipped gymnasium which is used for sports activities and games on Family Days. Since the astro-turfed area was designated out of bounds, New Hall has no an outdoor area suitable for Family Days. Family Days are evaluated via two sets of questionnaires - one for the children and one for residents. The feedback is very positive from both mother and children. The only improvement requested is the need for more Family Days.
- 11.24 Overall the Visits Hall facilities are good and well equipped for children of all ages. A survey conducted during the reporting year resulted in a number of proposals:
- a visitors' smoking shelter by the gate
  - screens offering visitors information from outside agencies
  - general redecoration
  - outdoor seating for summer visits
  - new furniture in the Visits Hall.

At present only the new furniture in the Visits Hall has been actioned.

- 11.25 A Family Support Worker with a mind-set that 'nothing is impossible' gives the residents excellent service. This support worker approaches the residents complex and challenging problems with the same 'can do' approach as the simplest of requests.
- 11.26 The introduction of phones in cells should dramatically increase contact with family members. At present, there are long queues for telephones on the wings and association time runs out before some residents can make their call.

- 11.27 The OMU has confirmed that effectiveness of progression for Immigration Warrants would depend on a resident's country of origin. Some countries can prove very difficult and this often slows down the process. Sometimes, incentives are offered to encourage prisoners to return home of their own accord, a strategy which can simplify the process and lead to better outcomes.
- 11.28 Transfers are managed quite well. Once the details of a Movement Order have been arranged, the transfer usually goes as planned. Transfers are handled with care. Initially the prison consults a list to check for any volunteers for transfer, as a resident's willingness to move generally eases the process in the first instance. Staff also consider important factors such as a residents home area, whether they have completed their education programme or currently receive regular visits from their children, for example. If there are valid reasons why a prisoner should not be moved, they remain at New Hall unless a particular security risk prevents this.
- 11.29 Only 67% (approximately) of prisoners are released to suitable and sustainable accommodation. Accommodation is limited and often hard to find, particularly if the resident is a repeat offender and has previously been offered accommodation which they later lost. A resident set for release without accommodation is always given a letter to present as required, and is signposted to external agencies for support. However, the process is largely offender-led and unfortunately for repeat offenders, the options are either limited or non-existent.
- 11.30 Prisoners will only have a bank account upon release if they have an existing account or have asked to set one up. Jobcentre Plus gives effective support with organising bank accounts, ID and Universal Credit applications. During our monthly Resettlement Days, prisoners can get help from representatives from other organisations who can help with this important task along with applying for official and lifelong ID.

## **C SECTION – WORK OF THE BOARD**

During the reporting period, it is pleasing to note that the number of applications received by the Board has decreased again. Board Members visit the establishment to undertake rota duties, attend and monitor meetings and residents forums and deal with applications. They also attend the weekly Segregation Reviews and monitor adjudications on a monthly basis.

Board Meetings are held monthly at which the Governor, or her Deputy, attends to update the Board on ongoing issues and respond to Members issues and concerns. The number of complaints and the subject matter to which they refer, are also presented and discussed at the meeting. A matrix rota system is in operation to ensure all areas of the establishment are monitored.

The Chair also gave a presentation to a Full Staff Meeting on the role and purpose of the IMB during the reporting period.

The Board complement is 11 and there are currently 9 active members. Two members are reaching the end of their probationary year and 3 new members are currently undertaking mentor training and will hopefully be placed on the rota in the near future. The recently appointed Board Members have also attended national training courses.

<b>Board Statistics</b>	
Recommended Complement of the Board	<b>11</b>
Number of Members at the start of the reporting year	<b>6</b>

Number of Board Members at the end of the reporting year	<b>9</b>
Total number of visits to the Establishment	<b>327</b>
Total number of Segregation Reviews attended	<b>52</b>

## **D SECTION APPLICATIONS**

<b>Code</b>	<b>Subject</b>	<b>2018/19</b>	<b>2017/18</b>
<b>A</b>	Accommodation	<b>16</b>	<b>8</b>
<b>B</b>	Discipline, including Adjudications, IEP, sanctions	<b>8</b>	<b>14</b>
<b>C</b>	Equality	<b>1</b>	<b>4</b>
<b>D</b>	Purposeful activity, including education, work, training, library, regime, time out of cell	<b>9</b>	<b>7</b>
<b>E1</b>	Letters, visits, phones, public protection restrictions	<b>13</b>	<b>19</b>
<b>E2</b>	Finance and pay, private monies, spends	<b>9</b>	<b>9</b>
<b>F</b>	Food/kitchen related	<b>14</b>	<b>9</b>
<b>G</b>	Health, physical, mental, social care	<b>30</b>	<b>51</b>

<b>H1</b>	Property within current establishment	<b>11</b>	<b>7</b>
<b>H2</b>	Property during transfer in or another establishment	<b>12</b>	<b>13</b>
<b>H3</b>	Canteen facilities list, catalogue	<b>1</b>	<b>5</b>
<b>I</b>	Sentence management, including HDC, ROTL, parole, release dates etc	<b>6</b>	<b>17</b>
<b>J</b>	Staff/prisoner concerns including bullying	<b>22</b>	<b>32</b>
<b>K</b>	Transfers	<b>6</b>	<b>3</b>
<b>L</b>	Miscellaneous	<b>3</b>	<b>0</b>
	<b>Total Number of IMB Applications</b>	<b>161</b>	<b>198</b>