



**Annual Report of the  
Independent Monitoring Board at HMP STYAL**

**For reporting year  
1 May 2019 – 30 April 2020**

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# **Introductory sections 1 - 3**

## **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 is situated.

Under the National Monitoring Framework agreed with ministers, the Board is required to:

- 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
- inform promptly the Secretary of State, or any official to whom authority has been delegated as it judges appropriate, any concern it has
- 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.

The Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT) is an international human rights treaty designed to strengthen protection for people deprived of their liberty. The protocol recognises that such people are particularly vulnerable and aims to prevent their ill-treatment through establishing a system of visits or inspections to all places of detention. OPCAT requires that states designate a National Preventive Mechanism to carry out visits to places of detention, to monitor the treatment of and conditions for detainees and to make recommendations for the prevention of ill-treatment. The Independent Monitoring Board (IMB) is part of the United Kingdom's National Preventive Mechanism.

## **2. Description of the establishment**

HMP/YOI Styal is the only female prison in the North West, and when fully operational holds up to 486 female prisoners, aged 18 years and over, who may be on remand, in immigration detention or serving sentences ranging from five days to life. As a local prison, it receives prisoners directly from court and has a large catchment area, covering the North West and North Wales. The establishment has a complex population, consisting of those serving short (80%), and long (20%) sentences, including lifers. It also has a significant number of prisoners who have been recalled, many of whom have issues with substance misuse and mental health.

The prison consists of 14 standalone houses, accommodating approximately 20 prisoners in each. They include a community house (Bollinwood) for up to 25 prisoners on release on temporary licence (ROTL), enabling them to work in the community; a drug recovery house; a mother and baby unit (MBU), which accommodates up to nine prisoners and 10 babies; and a further house which has been adapted to accommodate prisoners with disabilities.

The prison also has a cell block with two wings (Waite wing), used for remand and detoxifying prisoners, and those with discipline issues. New prisoners are now located in the new induction centre on Waite wing, which has very recently replaced the first night centre (FNC). For the duration of the COVID-19 pandemic, this is being operated as a 'reverse cohorting unit'. There is a 10-bed care and separation unit (CSU), used to house prisoners whose behaviour is such that it makes them unsuitable for housing in other areas of the prison. Prisoners can also be held there for their own safety. The Valentina unit (a time out, short-stay unit) accommodates up to 10 prisoners in single rooms.

Spectrum Community Health ('Spectrum'), a community interest company, continues to have the contract for primary healthcare, drug and alcohol reduction (DARS) and social care. Mental healthcare is provided by Greater Manchester West Mental Health NHS Trust (GMW). Psychosocial drug and alcohol services are also provided by Spectrum.

Education services are provided by Novus (The Manchester College). Courses include numeracy, literacy, and information and communications technology (ICT).

The contract for works within the prison is held by Amey. The community rehabilitation company (CRC) working in Styal is Cheshire and Greater Manchester CRC, which subcontracts services to Shelter and Achieve" The MBU is run with a partner agency, Family Action.

The establishment has a number of workshops on site, with opportunities for training and rehabilitation into a working life in the community. These include laundry, catering, and gardens. Outside agencies operate Recycling Lives and the Clink restaurant, and both of these have provided job opportunities for prisoners on release.

The Governor came into post in May 2019, following a period of interim leadership. He has had a long and varied career in the male estate, although this is his first experience in the female estate. He has a clear view of what he wants to achieve, and he is adept at explaining his vision to staff and prisoners alike.

### **3. Executive summary**

#### **3.1 Background to the report**

The COVID-19 outbreak has had a significant impact on the Board's ability to gather information and discuss the contents of this annual report. The Board has therefore tried to cover as much ground as it can in these difficult circumstances but, inevitably, there is less detail and supporting evidence than usual. Ministers are aware of these constraints. Regular information is being collected specifically on the prison's response to the pandemic, and that is being collated nationally.

#### **3.2 Main judgements**

##### **How safe is the prison?**

The new Governor identified the safety of the prisoners and the security of the regime as key priorities. As a consequence, there have been significant changes which have positively affected safety, including reductions in free flow, a higher-

profile staff presence in the prison grounds, increased mandatory drug testing, and an officer presence in the houses. In response to three deaths on the FNC (see last annual report), the FNC was moved from a house to Waite wing, allowing for a 24-hour nursing presence and better monitoring of detoxifying. This change was made close to the end of the reporting period. This facility will now be known as the induction centre. The Board will continue to monitor the new arrangements for new arrivals, including any changes in induction procedures.

### **How fairly and humanely are prisoners treated?**

The prison and its occupants are well served by the staff, who, despite the deteriorating fabric and present testing conditions, continue to maintain a humane regime.

### **How well are prisoners' health and wellbeing needs met?**

Prisoners are well supported on a one-to-one basis by members of the mental health team. Health promotion and disease prevention are good, and prisoners are encouraged and supported to take responsibility for their own physical wellbeing.

However, the mental health needs of prisoners were not fully addressed for the first six months of the reporting year, as therapeutic groups were not being offered. Prisoners have to wait a long time to see a psychiatrist, who attends the prison on only one day per week. This is insufficient support, given the number of prisoners with severe and enduring mental ill-health. There were delays in some prisoners' health needs being met because of incomplete record keeping and poor communication between healthcare and prison staff.

### **How well are prisoners progressed towards successful resettlement?**

The number of released prisoners gaining secure accommodation failed to meet the key performance target.

While there are a number of helpful services available to prisoners, there is a mismatch between the wide range of resettlement services available and what some prisoners say they have received.

## **3.3 Main areas for development**

### **TO THE MINISTER**

3.3.1 As also reported last year, there continue to be significant failings in the maintenance of the accommodation at the prison. These failings are resulting in further deterioration in the fabric and serious decency issues for the prisoners.

3.3.2 The safety and security of the prison are also compromised by the inadequacy of the perimeter security fencing, the reception and gatehouse areas and the visitor processing area.

3.3.3. Over the year, there has been a significant reduction in the time spent by more complex prisoners in long-term segregation within the prison. The repurposing of the Valentina unit has provided temporary respite in a number of cases but there is still a pressing need for more specialist facilities, nationally, that can be easily accessed

3.3.4. Contracts with outside maintenance providers continue to result in manifestly excessive quotations and long delays in repairs and refurbishment, including health and safety-related matters. Some areas of the estate are unusable because of the debris and waste left by Amey and contractors.

## **TO THE PRISON SERVICE**

3.3.5 As reported in the Board's last annual report, the prison is challenged by the need to manage many prisoners with severe and enduring mental health problems and complex needs. The prison is having to contend with an increasing number of high-risk prisoners in low-risk accommodation, which has an impact on safety and security.

3.3.6 There has been an increase in drug use and trade during the year, and this causes intimidation and bullying. In particular, the increase in throw-over packages highlights the deficiencies in the perimeter fencing and security. More needs to be done to address the use of illicit substances in the prison, and increased resources are required to support the Governor in tackling this problem.

## **TO THE GOVERNOR**

3.3.7 There remains a need to embed and evaluate the new initiatives that have been put in place.

3.3.8 Previous concerns about safety on the FNC have been addressed with its move to Waite wing and the recent creation of the induction centre. The effectiveness of this initiative and other changes to the induction arrangements for new arrivals will be monitored.

3.3.9 Attendance at work and education has been an issue over the year. Although there are authorised absences from work – for example, visits or appointments – many absences are unauthorised. Over the year, Board members visiting houses have observed a large number of prisoners not at work or education, even taking into account sickness and rest days.

## **3.4 Progress since the last report**

3.4.1 There has been a significant improvement in the use of, and access to, the gym. New staff have been proactive in visiting prisoners and assessing their physical health and fitness. Provision has been customised to the needs of the prisoners, including personal training sessions for those in isolation, and for those residing on the MBU and Valentina unit. Prisoners have been very positive about the extent and nature of this provision. A small number of prisoners have also been able to use their existing qualifications and experience to lead classes and thereby expand the options on offer. Exercise sessions and activities have also been provided in the grounds.

3.4.2 Recruitment to health services personnel over the year has been more successful, and the reintroduction of group therapeutic sessions in the last six months has had a positive impact on prisoners.

3.4.3 There has been a significant reduction in the numbers of segregated or self-isolating prisoners, and the rebranding and repurposing of the Valentina unit has been successful. Staff in both of these facilities now demonstrate a level of care and professionalism that is commendable.

## **Evidence sections 4 – 7**

### **4. Safety**

Safety issues have been consolidated under the leadership of the head of safer prisons and equality. The remit includes the induction centre, the CSU, the Valentina unit, the MBU and the work of the suicide and self-harm team. This structural change has resulted in more consistent and comprehensive coverage of the safety concerns.

#### **4.1 Reception and induction**

4.1.1 The reception of prisoners into the prison continues to cause some concern. The conditions in the reception area are poor, with a lack of access to decent toilet and hygiene facilities. Some of the reception staff are not always helpful to newly arrived prisoners and the paperwork is voluminous. The prisoners complain to the Board that this takes a very long time to complete, and does not always provide an accurate record of property and medication. Concerns were also raised by the Prisons and Probation Ombudsman (PPO)'s independent investigation of March 2019 regarding effective risk assessment by reception officers for self-harm and suicides.

4.1.2 The safety of prisoners in the induction centre remains a serious issue, particularly with regard to the provision of full-time medical support. Many prisoners are at their most vulnerable when entering the prison. The March 2019 PPO report suggested that the FNC, as it then was, was a potentially unsafe environment for prisoners who are detoxifying.

4.1.3 The same PPO report also identified a lack of appropriate management of drug withdrawal, a lack of overnight clinical observations and monitoring for withdrawal, and a lack of specialist training in drug withdrawal for officers based in the FNC. The prison has responded to these concerns by moving the FNC to Waite wing, where it is now known as the induction centre and where all new prisoners will access a 28-day induction programme, with increased medical resource and support, including a nurse specifically designated to cover detoxification arrangements. A training package has also been prescribed for all staff working in this area, including suicide and self-harm prevention and 'Becoming Trauma Informed' training.

#### **4.2 Suicide and self-harm, deaths in custody**

4.2.1 There were 2,362 incidents of self-harm in the year to 31 March 2020, with an increase in the second half of the reporting period. The number of prolific self-harmers (five or more incidents per month) averaged nine to 12 prisoners, of whom three to six self-harmed 10 or more times a month. Prolific self-harmers accounted for between 64% and 85% of all self-harm each month.

4.2.2 The procedures for opening and closing assessment, care in custody and teamwork (ACCT) documents are sound. The number of open ACCTs has remained

at a similar number to that in 2018/19, averaging around 70 per month, with highs of 89 in October and January. The majority of ACCTs are opened because of self-harm, low mood and suicidal behaviour.

4.2.3 The prison has responded to concerns about the monitoring of ACCTs by introducing a new system of pre-ACCT referral forms. These support plans provide an early intervention measure leading to the setting of behaviour targets, and are monitored by orderly officers. The plans also support those prisoners who are no longer on an ACCT but still need some help. It is too early to evaluate the impact of these new measures but the ownership and monitoring of the documents should be more clearly identified by the process.

4.2.4 There have been up to six Listeners trained by the Samaritans during the year, and a new campaign for recruitment has recently been launched. There were 326 callouts between May 2019 and January 2020, peaking in May and October. On occasion, Listeners have been turned away from Waite wing or left unattended as staff had not been made aware of the service they provide. On at least four occasions, the Listeners suite was unavailable because it was being used for other purposes by prison staff or been unsafe because of fumes from 'spice'. The suite is now being closely monitored by safer prisons staff and the Board, to ensure that it is available and used for the correct purpose.

4.2.5 The provision of in-cell telephones with direct access to the Samaritans has made a difference to the number of night-time callouts and has been beneficial to the prisoners on Waite wing. However, there is no access to the Samaritans telephone line on Waite wing after 10pm through the in-cell telephones, and this is a concern. The Listeners are able to attend the first part of the safer prisons meetings, also attended by the Samaritans. The Samaritans continue to provide a valuable service, as do the staff in the chaplaincy.

4.2.6 Since the last report, there have been two deaths in custody from natural causes. In each case, staff and prisoners were notified and offered appropriate support. The Board has emphasised to the Governor the need for the Board to be promptly informed of all deaths in custody, as this has not always happened in the past.

### **4.3 Violence and violence reduction, self-isolation**

4.3.1 The number of assaults on staff is very small, with 151 during the reporting period, none of these were serious assaults. There were as few as five assaults recorded in February 2020. This represents a downward trend from 2018/19, The number of prisoner-on-prisoner assaults has reduced significantly, from 279 in 2018/19 to 182 in February 2020, showing an overall downward trend over the year. Challenge, support and intervention plan (CSIP) investigations now take place for all assaults, fights and unexplained injuries. Recommendations are made from the investigations as to whether any individuals should be placed on a CSIP. The decision is then made at the weekly multidisciplinary safety intervention meetings.

4.3.2 New reporting forms have been introduced, to be used by prisoners and visitors to report incidents of violence or bullying. A new safety strategy has been

produced and is available in handbooks on Waite wing and houses, but it has not yet been possible to monitor the impact of this.

4.3.3 In recent months, there has been a significant reduction in the number of prisoners held in isolation in the CSU, and the length of time spent there has also been limited. Where these prisoners have been isolated, this has usually been linked to social care needs. For these individuals a social care referral is made and appropriate support is then put into place. The prison has transferred some prisoners on long-term stays to other prisons, secure psychiatric units and specialist transgender units to enable access to appropriate treatment and provision.

4.3.4 The number of incidents of bullying as reported is low, and these are usually related to drugs, medication and personal relationships. However, prisoners have reported to the Board concerns of bullying and intimidation by other prisoners while waiting in the medication queues. There have been a number of allegations against prison staff over the year, which have all been investigated by the prison. Of the complaints received in March 2020, only one specifically referred to bullying, although there were 11 complaints made about staff behaviour in the same month.

#### **4.4 Vulnerable prisoners, safeguarding**

4.4.1 The prison is focused on managing and supporting vulnerable prisoners within the normal population, and inappropriate behaviour from other prisoners is routinely challenged. The needs of the most vulnerable prisoners are assessed through weekly meetings. There are regular forums for all protected characteristics, which enables the prison to quickly identify any concerns of vulnerability linked to disability, age or learning difficulties. The prison uses a range of therapies and approaches to identify, assess and make resources available for this group. All prisoners identified as disabled are reviewed by healthcare staff and, where appropriate, referred to social care for additional support. Older prisoners are well cared for and supported, in healthcare and wellbeing, during their retirement.

4.4.2 Only one prisoner was segregated for their own protection, linked to their offence, in the last year. Despite staff guidance and support, she routinely spoke about her offending and made provocative and inappropriate comments about children to other prisoners, resulting in some acting violently and inappropriately towards her.

4.4.3 Safeguarding is effective. There are safeguarding procedures in place, supported by good working relationships with Cheshire East. Council. A recent allegation was thoroughly investigated internally and referred to the local authority and Ofsted for external scrutiny, leading to a positive conclusion. Recommendations from the investigation have been successfully implemented.

#### **4.5 Use of force**

4.5.1 The level of use of force is among the highest in the female estate, according to the prison. From April 2019 to November 2019, 167 use of force incidents were recorded in the prison, with a rising trend from the beginning of the year. In the second quarter of the year, 16 prisoners accounted for 56% of incidents. The use of guiding holds has increased, as has the number of control and restraint incidents, although violence overall in the prison has reduced. Most incidents involved self-harm and reflect the increasingly complex nature of prisoners in the prison.

4.5.2 The majority of incidents took place on Waite wing between April and November, although there was a spike in numbers in September on the Valentina unit, linked to ligature removal. The number of incidents on the CSU has reduced as the numbers of prisoners there has reduced. No concerns have been noted in the breakdown of incidents by ethnicity.

#### **4.6 Substance misuse**

4.6.1 There has been a significant increase in drug and mobile phone finds over the year, peaking at 30 mobile phone and 52 drug finds in January, including throw-overs, which has raised concerns about the external fencing and security lights. The prison has responded by carrying out increased drug testing, and positive results from mandatory drug testing have increased from 4.35% in February 2019 to 38.10% in February 2020. This represents a total of 44 positive results from 182 tests.

4.6.2 The prison has introduced tighter controls around prisoner association and free movement within the confines of the prison grounds. Visitor centre procedures have also been tightened to reduce handovers. Funding is currently being sought to improve security around the perimeter of the prison.

### **5. Fair and humane treatment**

#### **5.1 Accommodation**

5.1.1 Many areas of the prison are in a poor state of repair and are costly to maintain. In order to keep these buildings safe and habitable, there are major, expensive structural maintenance issues to be addressed, including dealing with large areas of damp and replacing window frames. From a safety perspective, replacing the ageing fire alarm system will require an outlay of approximately £4 million.

5.1.2 Financial restraints and a lack of agency staff hinder ongoing repairs and general maintenance. Prisoners in many of the houses report poor bathroom facilities and broken furniture. One house with a lounge that is barely functional was without a communal television for 14 weeks. Many houses do not have functional safes in which prisoners can keep their prescribed medicines secure.

5.1.3 The general contract for maintenance within the prison is with Amey. Unfortunately, the resolution of maintenance issues within the prison continues to be slow. An education programme for prison staff has been implemented, to ensure that delays in repairs resulting from inappropriate use of reporting systems are avoided. However, the problem of outstanding maintenance is heightened when outside agencies are involved. For example, in March 2020 there was still outstanding work from January 2019; cones remained around a downpipe in Waite wing for eight months. Many of these delays occur because estimates for work are excessive; for example, £12,000 was quoted for boxing in pipes in the FNC. The Governor has monthly meetings with Amey, to ensure greater oversight.

5.1.4 Reception is awaiting finance to repair the poor toilets and shower facilities. Oak House, which previously housed the FNC, has now been completely redecorated, and improvements have been made to Waite wing, most of which has been redecorated. The Clean, Rehabilitative, Enabling and Decent (CRED) programme has worked well, allowing for quicker repairs to be performed.

5.1.5 Relevant Queensland meetings, where prison staff and prisoner representatives convene to discuss prison-wide issues, are well attended. There have been fewer complaints this year, although information about allergies and individual diets, acquired at reception, often takes time to filter into the system. The kitchen will only respond to these individual needs once sanctioned by healthcare staff, which again leads to delay. One complainant reported that she waited for three weeks for her legitimate needs to be met. Self-catering, on the whole, works well, although houses are often billed for food that does not appear. Food costs are increasing without the necessary budgetary adjustments. Food for special occasions and religious observance is always provided, and greatly appreciated.

## 5.2 Segregation

5.2.1 In the first quarter of 2020, only 28 prisoners have been in segregation, compared to 84 in the same period in 2019, a reduction of 67%. The unit is kept clean at all times, and staff should be commended for the way they dealt with at least two prolonged 'dirty protests'. The outdoor area of the CSU is bleak. The use of the CSU since the arrival of the new Governor has been considerably reduced, by 44%, as highlighted by the following figures:

Dates	Numbers segregated	Average per month
April 2018 – March 2019	295	25
April 2019 - March 2020	164	14

An overview of the number of prisoners segregated by month is as follows:

Month	2018	2019	2020
January	15	21	8
February	15	27	8
March	18	36	12
April	20	28	
May	21	16	
June	29	26	
July	27	8	
August	28	11	
September	21	7	
October	18	17	
November	23	9	
December	24	14	

5.2.2 Staff ensure that all prisoners are managed in accordance with national policy and the relevant Prison Service Orders. Difficult prisoners are treated sympathetically, despite some very complex needs which, in an ideal world, should be treated within a hospital setting. Applications for appropriate hospital beds are pursued with determination. Reviews are conducted in a fair and equitable manner, with a member of the Board and healthcare staff in regular attendance. Adjudications and reviews are conducted in a structured and proportionate manner.

## 5.3 Staff/prisoner relationships

5.3.1. Relationships in the prison between staff and prisoners are generally positive, with few complaints about staff bullying. There are excellent examples of caring and productive relationships in the Valentina Unit, the gym and in the houses, with dedicated house representatives and officers.

5.3.2. While prisoners are located in the CSU, the staff assist them to reflect on their recent behaviour and help them build their self-esteem by setting achievable targets, which, with few exceptions, see them successfully reintegrated back into the prison community. Potential conflicts are avoided by careful supervision and regular changes in shift patterns, which has reduced the tensions sometimes associated with institutional complacency.

## **5.4 Equality and diversity**

5.4.1 The leadership at the establishment has a structure in place to ensure the effective delivery of equality legislation. Members of the senior management team each lead on a protected characteristic and are accountable for progress, and report to a monthly equalities meeting. The structure includes monthly and, more recently, two-monthly consultative meetings for prisoners with protected characteristics, to raise issues which are important to them. In turn, representatives from the consultative meetings report to the chair/Governor at the equalities meeting. Many more prisoners now feel they have a greater voice.

5.4.2 The monthly equalities meeting serves as a scrutiny committee for relevant data affecting prisoners with protected characteristics. Prisoners consistently attend and participate fully in discussions. Data focuses on the frequency of the use of force, adjudications, complaints, those held in segregation and the application of the incentives and earned privileges (IEP) scheme. This is to ensure that there is no differentiation in treatment by age, race or disability. The Board's monitoring of the data indicates no ongoing differentiation. However, data related to complaints, submitted at the February equalities meeting, showed that 18% of the black, Asian and minority ethnic (BAME) population submitted complaints, compared to 14% of the white population.

5.4.3 The BAME population constitutes around 14% of the whole, and an average of 4% of these are foreign nationals. The foreign national complement at the establishment is about 20. BAME prisoners achieve enhanced IEP status proportionally higher than the overall Styal population.

5.4.4 During our reporting period, a BAME prisoner forum conducted a survey among foreign nationals. The survey focused on discrimination incident report forms (DIRFs) relating to race (typically, one incident per month). The participating prisoners reported that there is a lack of understanding from staff in respect of racism, and equally that there are no repercussions for those involved in racist behaviour. Prison managers recognised that staff and prisoners alike would benefit from diversity training. As a consequence, guidance on the completion of DIRF forms was issued but training has not yet come on stream.

## **5.5 Faith and pastoral support**

5.5.1 The chaplaincy team comprises employed staff and also volunteers from different world faiths, under the leadership of the managing chaplain. The team

seeks to support prisoners of all faiths and none, whether on remand or sentenced. New receptions to the prison are seen by a member of the chaplaincy team within 24 hours of arrival and their religious affiliation is confirmed. The chaplaincy team is an integral part of the prison, working closely with safer custody staff to support prisoners on an ACCT and visiting those on the CSU daily.

5.5.2 Many of the prisoners see the chapel as a place of solace, listening and care. Board members have seen the team support those who are grieving following the death of a fellow prisoner or family member, and, where appropriate, initiate the paperwork required to apply for the prisoner to attend a funeral. It is practice for chaplains to offer a memorial service for the bereaved, often at the same time as a funeral is taking place in the community.

5.5.3 The chaplaincy team has strong links with many external organisations, bringing the community into the prison for the benefit of the prisoners. Events which the chaplaincy team has been involved in during the reporting period include the Modern Day Slavery and Trafficking Day, Faith Awareness Day, Black History Month, International Overdose Awareness Day, International Women's Day and working with recovery services.

## **5.6 Incentives and Earned Privileges (IEP)**

5.6.1 Early in 2020, the IEP scheme was replaced by an incentives policy. It was felt that the existing policy (IEP) was not working satisfactorily. Prisoners frequently indicated to Board members that operational staff used the threat of an IEP demotion or gave an IEP warning as a form of sanction. The Governor has acknowledged that he is aware of operational staff often failing to check prisoners' reasons for apparent transgressions, and instead giving out an IEP warning.

5.6.2 IEP data is scrutinised, with regard to the treatment of protected characteristics groups, at the equalities meetings, and any variation for a specific period or over time is challenged. At the February 2020 meeting, the head of resettlement reaffirmed the difficulty that foreign nationals experience in accessing enhanced status because they are frequently overlooked by operational staff. To mitigate this problem, a peer mentor system has been introduced.

## **5.7 Complaints**

5.7.1 Figures show that 647 complaints were made between May 2019 and March 2020, a decrease of 201 compared with the last reporting period. Some of this decrease might be due to officers trying to resolve problems before they become an official complaint. There was an average of 59 complaints each month in the reporting year, although this does not mean that 59 individual prisoners put in a complaint – in September, five prisoners made 18 out of the 59 complaints submitted; in November, two prisoners put in nine out of 49 complaints; and in February 2020, prisoners living on a residential unit put in nine complaints about the same issue.

5.7.2 A significant number of prisoners still do not get a reply within the timescale set out in the prison procedure. In December 2019, there were 17 overdue replies, and in the first three months of 2020 prisoners made 160 complaints, of which 51 replies were overdue (32%). There are reasons why this might happen, such as a

holiday period or staff absence; however, it undermines prisoners' confidence in the complaints system. A number of prisoners putting in applications tell the Board that it is not worth complaining as they wait too long to get an answer.

5.7.3 The Board monitored 35 replies to see if they were fair and reasonable. There has been some improvement on last year, as more staff used the new template and followed the guidance. Fewer replies were handwritten and there was less use of jargon and more use of plain English. However, there was still a lot of variation in the quality of the replies, with the best ones explaining in a fair and reasonable manner how the complaint had been investigated and why it was, or was not, upheld. The minority of replies that did not meet this standard were brief, lacked detail and did not say how the complaint had been investigated. The prison has addressed this issue, and now 10% of replies are monitored each month by senior staff, and advice given if the reply is not thought to be adequate. This might explain why some replies are overdue.

5.7.4 The majority of complaints were about property, as was the case last year. Staff are the next most frequent subject of complaints and, although the number is low, with 36 between November 2019 and March 2020, it is consistent. Such complaints are taken seriously; a recent spike in numbers was looked at by the Governor.

## **5.8 Property**

The prison has official guidance and systems in place to manage property, including preventing and dealing with any loss. There are ongoing complaints from the prisoners regarding the loss of their personal property during prison transfers and while residing in the prison. Applications to the Board relating to property have dropped from 21 in the previous reporting year to 10 this year.

## **6. Health and wellbeing**

### **6.1 Healthcare: general**

6.1.1 There has been no change in either the primary healthcare or mental healthcare providers. Spectrum continues to have the contract for primary healthcare, DARS and social care. Mental healthcare is provided by GMW. There is no inpatient provision; prisoners needing hospital care are taken to local NHS hospitals, one of which also has a maternity unit. Prisoners needing cancer treatment are taken to a specialist hospital in Manchester.

6.1.2 Since our last report, a new, permanent head of healthcare has been appointed. A permanent matron appointment has also been filled. There is still some reliance on bank staff but many of these are used regularly, so are familiar with the prison and its healthcare services.

6.1.3 The PPO report into a self-inflicted death in custody in March 2019 stated that the prisoner's 'physical and substance misuse healthcare was not equivalent to that which she could have expected to receive in the community', and went on to identify several areas that needed improvement. There were recommendations for improving the assessment of risk; reception health screening, including assessment of prisoners returning from hospital; clinical record keeping; the management and monitoring of prisoners arriving with or developing signs of drug or alcohol

withdrawal; and the level of healthcare staff on the FNC available during the day and night.

6.1.4 All the recommendations were accepted and an action plan was written by the head of safer prisons and the head of healthcare. Immediate action was taken to relocate the FNC to Waite wing, where the rooms allow for more effective monitoring. Prisoners identified as withdrawing from drugs and alcohol will stay there for at least their first five days; this is in line with UK guidelines. The action plan addresses the crucial issue of poor communication between staff in reception, officers on the induction centre and healthcare staff. However, as recently as early March 2020, the Board had an application from a prisoner returning from hospital after having a caesarean section. Healthcare staff did not see her when she got to reception and she had a problem getting the medication she needed. Again, this seemed to be the result of poor communication, and the Board will need to monitor the new protocol that is being issued in June 2020 to escorting staff.

6.1.5 Both providers have a complaints procedure that is separate from the prison one. The Board cannot say if these procedures are effective as no data is available. At the time of writing, Spectrum is still developing a 'dashboard' that will give managers easy access to data, so that complaints can lead to improvements.

6.1.6 A member of the healthcare team does a regular user survey and prominently displays the findings in the health centre. These show that over 80% were generally satisfied with their care and felt listened to. About a quarter felt that the team could improve, especially in regard to the ease of making an appointment. This bears out what the Board hears when talking with prisoners; the main areas of complaint are the time it takes to see a GP and issues with getting medication.

## **6.2 Physical healthcare**

6.2.1 Prisoners wanting a GP appointment are seen by a triage nurse within 24 hours. There are two emergency appointments each day. The wait for a GP appointment is between three and five weeks. The Board gets applications about this delay. However, this does seem to be in line with what they could expect in the community.

6.2.2 The Board has been monitoring why so many prisoners fail to attend their physical and mental health appointments. In October 2019, there were 57 who did not attend (DNA) their dental appointment, and in January 2020 there were 19 dentist hours lost to DNAs. The dentist said that the improvement came about because there is now a peer mentor, who will go and get those on the appointment list. On 20 January 2020, the physiotherapist attended for a three-hour clinic to see six prisoners; there was one cancellation and there were four DNAs.

6.2.3 The Board could not find one simple reason for the large number of DNAs. A paper-based system is used that relies on the post room; prisoners tell the Board that the slips come too late, often after the appointment date. They also report difficulty, at times, with being unlocked in time to make the appointment. As part of the recent cessation of free flow, healthcare staff have now put appointments on the Prison National Offender Management Information System (P-NOMIS), so that officers know, on a daily basis, who should be escorted to an appointment. The Board will continue to monitor this, to see if it leads to improved attendance.

6.2.4 The Board has had a number of applications concerning medication. Where applications were about not receiving a specific drug, the Board found that the decisions had been made for clinical reasons, sometimes as part of the detoxification regime or because national guidelines had changed. The Board also monitored the administration of a prisoner's medicines following her concern about her insulin. There have been improvements in this area, which were reported on in the recent Care Quality Commission's focused inspection in February 2020.

6.2.5 More prisoners have received in-possession medication as the prison has increased the number of safe, lockable boxes in each cell. By January 2020, the backlog of prisoners needing an 'in-possession assessment' had been cleared. Assessments will now be done at reception.

6.2.6 Pregnant prisoners told the Board that midwife clinics and antenatal classes were good. The food provided during pregnancy was in line with guidelines, and night-time checks are carried out. Pregnant prisoners are able to meet together, and in their third trimester can live in one of the houses. One prisoner reported that she still had difficulty in getting a doctor's appointment. One prisoner asked the Board to help her make a commendation as she said: 'I couldn't have got through the pregnancy or come back without my baby if it hadn't been for officer X'.

6.2.7 Disease prevention has improved with a significant increase in prisoners getting vaccinated. Of those eligible, 100% have been vaccinated against flu, meningitis and hepatitis A. There has been an improved take-up of breast screening and there are weekly appointments available for cervical screening. Staff are now trained to carry out the NHS check-up for prisoners over 50.

### **6.3 Mental healthcare**

6.3.1 Prisoners are able to self-refer to the mental health team, and all will have an assessment. Staff can also make referrals on a prisoner's behalf. An average of 30% of the prisoners engage with the team either for one-to-one sessions or small group work.

6.3.2 A psychiatrist attends one day a week and this does not seem to be enough, as prisoners are waiting too long for the initial meeting. More psychiatrist hours would benefit many prisoners experiencing mental ill-health.

6.3.3 Prisoners who self-harm are seen by a member of the team within 24 hours and a care plan is drawn up. Welfare checks are carried out on a daily basis. The prison provided a suitable room, so that therapeutic group work was able to restart. Prisoners who repeatedly self-harm are supported in groups addressing low mood, anxiety and self-esteem, and they report that these groups are very helpful.

6.3.4 Seriously mentally ill prisoners might need more specialist inpatient care, and referrals are made to secure psychiatric units or to psychiatric intensive care units in general hospitals. During this reporting period, there were 14 such referrals. The behaviour of some very ill prisoners has meant that they are housed on the CSU for safety reasons. The Board monitors this and noted that, in January 2020, a planned referral did not happen as the two psychiatrists doing the assessment did not turn up on the day. The prisoner was very ill and engaging in a prolonged 'dirty protest', so prison staff had to continue to manage an ongoing biohazard, which they did exceptionally well while also caring for her.

## **6.4 Social care**

6.4.1 Social care is funded by East Cheshire NHS Trust, which works closely with healthcare staff in identifying need. In August 2019, there were 44 funded packages and in November 2019, 23 referrals had been made for a 35-hour care package.

6.4.2 The Board has checked that prisoners needing special aids or physical adaptations to the cell have received them. Two cells on Waite wing were refurbished to make them fully accessible. A room on the Valentina unit, which is all on one level, was used to house an older prisoner who needed a lot of equipment. The Board has not had any complaints from prisoners about a lack of equipment, although at the Spectrum contract meeting in November 2019 it was noted that there had been a lot of requests for thicker mattresses.

## **6.5 Exercise, time out of cell**

6.5.1 All prisoners have time in the fresh air on a daily basis, in line with national directives. The area used by prisoners on Waite wing has been fitted with outdoor gym equipment. There are two small outside areas that prisoners on the CSU can use for spending time in the fresh air. These are bleak spaces that do not contribute to a sense of wellbeing, although they have recently been equipped with exercise bicycles. The prison also has an urban outdoor gym set up, and use has been made recently of the outdoor areas for team games and exercise.

6.5.2 There has been a significant improvement in the use of, and access to, the gym. New staff have been proactive in visiting prisoners and assessing their physical health and fitness. Provision has been customised to the needs of the prisoners, including personal training sessions for those in isolation, and for those residing on the MBU and Valentina units. Prisoners have been very positive about the extent and nature of this provision. A small number of prisoners have also been able to use their existing qualifications and experience to lead classes and thereby expand the options on offer.

## **6.6 Drug rehabilitation**

6.6.1 DARS has an average caseload of 280 prisoners. Not all prisoners with addiction problems engage with the service and, as the Board sees in adjudications, it is this group of disengaged prisoners who take up a disproportionate amount of prison time and effort. Getting these prisoners to work with DARS could greatly improve health outcomes.

6.6.2 There is a range of interventions available, including one-to-one sessions, group work, and programmes delivered by external bodies including Alcoholics Anonymous, Narcotics Anonymous and Theatre in Prison. The DARS team also delivers the national programme 'self-management and recovery training' (SMART).

## **6.7 Soft skills**

6.7.1 The newly appointed librarian has made the library a focal point for personal development. This includes specific activities for lifers, and literacy groups for mothers with young children.

6.7.2 There is a range of needs-led interventions aimed at reducing reoffending, in the form of offending behaviour programmes. Their focus includes wellness, core behaviour, motivation, anger management, relationships, parenting, peer mentoring

and communication with victims. The chaplaincy team also provides opportunities for private prayer, reflection and meditation.

## 7. Progression and resettlement

### 7.1 Education, library

7.1.1 Novus provides education in functional skills (literacy and numeracy), as well as ICT, English for speakers of other languages (ESOL) and also an engagement to learning course for those prisoners requiring additional support before going into the classroom. As noted last year, the number of places in education and vocational training was reduced by 32 with effect from April 2019. The number of education places is currently as follows:

<b>Course</b>	<b>Full time (same learners)</b>	<b>Morning class (different groups of learners)</b>	<b>Afternoon class (different groups of learners)</b>
Level 1/2 English		12	12
Level 1/2 mathematics		12	12
Entry-level English			8
Entry-level mathematics		8	
ESOL			8
Engagement to learning		8	
Entry-level IT	8		
Level 1/2 IT	12		
Art and design			10

7.1.2 The prison and Novus together have paid for significant improvements in the learning environment, comprising redecoration, new carpets and furniture, which together have created more of a college atmosphere. In conversation with the Board, prisoners attending education classes are, without exception, complimentary about the quality of the tuition, help and support they receive from tutors, and also peer mentors. Despite this, attendance and punctuality continue to cause concern; over the reporting period, attendance at Novus-provided education has varied between 71% in June 2019 and 45% in December 2019. The provision of rooms on-site where prisoners can keep appointments with many services considerably reduces the need for prisoners to leave the building during class time.

7.1.3 The success rate in English at all levels was 81.7%, and in mathematics at all levels was 28.8%. It is recognised that the success rate in mathematics, in particular, is poor. This is, in part, attributed to national issues such as a change in qualifications, giving tutors inadequate preparation and understanding of revised requirements. In mathematics, the change also resulted in a greater than previous jump between expectations for entry level and level 1. However, it is also felt that the method of delivery, via two-week intensive courses, is not the most effective method for most prisoners. Shortly before the beginning of the national lockdown, delivery changed to include more 'roll on, roll off' courses, allowing prisoners to learn at their

own pace. Early signs were encouraging, but it is too soon to draw any firm conclusions.

7.1.4 There are timetabled library sessions for education and employment groups, with a trolley service to Waite wing, the Valentina unit, the induction centre and the CSU. Prisoners living in houses have free access to the library on Friday afternoons and Saturday mornings. The library is well stocked, not only with books, but also DVDs, games, jigsaw puzzles, newspapers and magazines. A published author runs weekly creative writing classes. Street Law runs well-attended and popular quarterly sessions informing prisoners about areas of the law. Orders are taken for specific items.

## 7.2 Vocational training, work

7.2.1 A total of 66 prisoners have key worker roles, with a further 10 prisoners on the reserve list. Key workers are paid a bonus, provided that they attend every session in the week. In April 2019, 32 education places were lost through budget reductions, although eight of these, in home improvements, were reinstated later in the year. Novus provided the following vocational training places in the year to 31 March 2020:

<b>Course</b>	<b>Full time (same learners)</b>	<b>Morning class (different groups of learners)</b>	<b>Afternoon class (different groups of learners)</b>
Beauty	8		
Hairdressing	12		
Catering and hospitality	8		
Customer service		10	

7.2.2 Customer service was discontinued from 1 April 2020; feedback from prisoners was that it was too easy. Course completion and success rates in the remaining courses was as follows:

<b>Course</b>	<b>Completion</b>	<b>Success</b>
Beauty	25	23
Hairdressing	23	23
Catering and hospitality	30	29

7.2.3 Additional courses, funded by the prison using the dynamic purchasing system, has enabled the provision below:

<b>Course provider</b>	<b>Level</b>	<b>Attended</b>	<b>Completed</b>
WAMITAB*	Level 2	13	10
	Level 3	6	3
NCFE**	Peer mentoring, level 2	14	13

			(1 prisoner completed 1 unit before being released)
The Clink	City and Guilds national vocational qualification in food safety	41	41

\* WAMITAB – Waste Management Industry Training and Advisory Board; \*\* NCFE was previously known as the Northern Council for Further Education.

7.2.4 Physical education instructors in the gym usually deliver levels 1 and 2 focus qualifications; however, in the last year, while level 1 training was delivered to two cohorts, other commitments meant that insufficient prisoners identified as suitable could commit to a level 2 course.

7.2.5 Since December 2019, Novus has provided an information and guidance (IAG) service for prisoners who will be at the establishment for more than four weeks. All such prisoners are seen and interviewed by an IAG worker at the education induction. The resultant personal learning plans are used to inform activity allocations and source work placements or paid employment. IAG workers also help prisoners with applications for places and funding for distance learning courses. There are currently 14 distance learners; Novus has been asked to increase this to 20. The contract for IAG services was recently extended to March 2021.

7.2.6 Immediately prior to the national lockdown, there were 12 release on temporary licence (ROTL) placements in the community, including two prisoners working in the prison grounds, the prisoners centre and the flower shop, and 10 in the Clink. This is well below targets of 20 in the community and 30 in the Clink. Since the new ROTL policy came into effect in May 2019, the number of community placements has been consistently low. This is mostly because there are insufficient prisoners who are both eligible and suitable for ROTL. The situation is similar with regard to prisoners recategorised to open conditions. Work is ongoing in the offender management unit (OMU) to try to address this; generally, placements are available if there are eligible prisoners to fill them.

7.2.7 Over the year, Recycling Lives increased their activity spaces to 20 and the numbers of house cleaners were increased. A call centre, with 16 workspaces, is also being set up. Allocation to and attendance at workplaces have been issues over the year. Although there are authorised absences from work – for example, for visits or appointments – many absences are unauthorised. Over the year, Board members visiting houses have observed a large number of prisoners not at work or education, even taking into account sickness and rest days. Percentage attendances at ‘industries’ – Recycling Lives, laundry, and gardens and recycling – have shown a downward trend over the year. In July 2019, the average attendance was 99.8%, reducing to 55% in February 2020.

### **7.3 Offender management and progression**

7.3.1 Implementation of the Offender Management in Custody (OMiC) model in the female estate was put on hold nationally in September 2019. Its introduction at Styal

was scheduled for March 2020 but this was, again, put on hold because of COVID-19.

7.3.2 Staffing levels for the OMU were set in preparation for transition to OMiC. Over the year, there has been frequent redeployment from the operational group of offender supervisors, and the unit has relied on non-operational staff to maintain delivery. In addition, there continues to be an offender assessment system (OASys) backlog, but on a much smaller scale than previous years.

7.3.3 A new sentence management system (Delius) has been introduced for use by the prison, the CRC and the National Probation Service. It has improved communication between agencies, and reduced mistakes and duplication of effort. The prisoners feel that it has resulted in more effective management of their sentences, interventions and release.

7.3.4 There is a range of needs-led interventions aimed at reducing reoffending, in the form of offending behaviour programmes. Their focus includes wellness, core behaviour, motivation, anger management, relationships, parenting, peer mentoring and communication with victims. The Board has generally received positive feedback from engaged prisoners but has noted that attendance can be a problem. In response, the prison has directed that appointments should not be scheduled during programme attendance. The eligibility criteria for the cognitive and motivational Thinking Skills Programme have changed, and now only high-risk prisoners can be referred.

7.3.5 The OMU is staggering implementation of the new ROTL framework, introduced in May 2019. It has improved family leave; prisoners can now go on family leave every two weeks, with an overnight stay every month. Across all ROTL categories, there has been a 37% increase, from 2,145 in the 2018/19 reporting period to 2,936 in 2019/2020. This is despite the average number of prisoners qualifying for open conditions approximately halving, from an average of 80 in 2018/19 to 35–40 in 2019/20, as population pressures resulted in transfers of such prisoners to HMP/YOI Askham Grange.

7.3.6 A total of 222 prisoners were released on home detention curfew (HDC) during the reporting period, an average of just under 19 per month. Most prisoners (93.4%) received a decision prior to eligibility, exceeding the national performance target of 90%. Styal's approval rating was 70%, against a service average of 61%. Good levels of HDC can have an impact on the number of prisoners available to fill work placement ROTLs.

## **7.4 Family contact**

7.4.1 Prisoners complained during the year about delays in receiving post. These were found mostly to be due to a mismatch between delivery times and the prison detail, and the issue was eventually resolved. Similar issues arose during the national lockdown but were addressed as far as was within the prison's control.

7.4.2 All rooms and cells are now equipped with telephones. After initial teething problems, particularly to do with rules for use, the only issue now appears to be occasional long delays in repair. During the national lockdown, prisoners were given additional PIN credit to facilitate calls to family.

7.4.3 The Storytime Project was purchased from HMP Lowdham Grange's Inside Media department, including equipment such as a video camera, tripod, lighting and puppets. Prisoners are filmed reading children's stories and messages to be sent out to families and relatives via a secure web link. This project has taken over from Storybook Mums.

7.4.4 Phoenix Futures' family intervention workers help prisoners with family issues to liaise with social and children's services, help set up child contact and letterbox contact, provide support at final meetings between mother and child prior to adoption, and deliver parenting classes. Relate runs the Flourish programme, several short courses looking at relationships.

7.4.5 Ten family days (a mixture of general, aunt and grandmother, and baby and toddler days) and two lifer days were held in the year. The majority of these were organised and run by Phoenix Futures, who actively collected feedback. There could be delays of up to an hour in getting into the prison on these occasions, increasing anxiety for prisoners and their visitors. Family Action ran two whole-prison days, in addition to monthly family days, for prisoners in the MBU.

7.4.6 Over the past year, a high turnover of staff in the MBU, together with a reduced availability of trained staff, occasionally resulted in a lack of childcare provision. When this is not available, mothers have to stay with their babies rather than go to work or education.

7.4.7 The Governor has increased the presence and involvement of prison staff in the MBU. Family visits now take place in the visitor centre rather than in a portacabin within the unit. Mothers tell the Board that, overall, they are satisfied with their accommodation and treatment, and the care of their babies.

## **7.5 Resettlement planning**

7.5.1 The CRC provides the integrated 'through-the-gate' (ITTG) resettlement service, working closely with Shelter and other organisations to secure accommodation local to the prisoners. During the reporting period, the key performance target of 84% of prisoners in secure accommodation on release was not met. However, accommodation success rates have been steady, and the last data produced prior to the COVID-19 lockdown (February 2020) indicated that 73.6% of prisoners released gained accommodation.

7.5.2 Styal has experienced little improvement in finding accommodation through the 'duty to refer' route introduced by the Homelessness Reduction Act 2017 for prisoners considered to be in 'priority need'. There is still a lack of supported and recovery-based accommodation and there have been occasions when prisoners have been released to inappropriate accommodation. Shelter and the other local organisations work to develop positive relationships with housing projects and associations, and increasing numbers of organisations are visiting Styal to access prisoners prior to their release.

7.5.3 The Board has been told that some prisoners are released having failed to make a benefit appointment, but that Novus tracking and the ITTG team are continuing to work on improving this. The Phoenix Futures family service team assists vulnerable prisoners who have no access to outside income to apply to the

Prisoners in Prison grant scheme, and Shelter has a contract to deliver training around money management.

7.5.4 The ITTG team has implemented a new first probation appointment procedure. Having the appointment on the day of release in the prison visitor centre has improved attendance and reduced recalls. However, embedding the procedure has taken time and the ITTG team has not been notified of all releases.

7.5.5 Resettlement provision has also been enhanced by the introduction of a fortnightly release planning meeting. This focuses on priority prisoners who need very close oversight and information sharing, to ensure that they are fully supported in transition to the community and reduce their risk of returning to custody.

7.5.6 There is a mismatch between the wide range of services available and what some prisoners say they have received. The main reasons for this appear to be the motivation and engagement of some prisoners, their attendance at appointments, staff availability and insufficient time to offer interventions to short-sentence prisoners.

7.5.7 The findings of the Board in response to a national survey of resettlement services in February 2020 were in line with those nationally, highlighting challenges around accommodation and difficulties in offering rehabilitation and providing resettlement to large numbers of prisoners on short sentences.

## **8. The work of the IMB**

8.1 The Board consists of a maximum of 18 members who monitor all aspects of life within the prison. Higher-risk areas of the prison (the induction centre, Waite wing and the CSU) are visited at least weekly and rota visits cover all areas of the prison on a rolling basis.

8.2 CSU reviews are attended whenever possible, and a sample of independent adjudications are observed.

8.3 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.

8.4 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 prisoners' experiences. 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.

8.5 The Board chair meets monthly with the Governor or Deputy Governor to discuss concerns raised by members. The Governor or Deputy Governor attends the monthly Board meetings to give a report and answer questions.

8.6 Board members visited HMP Askham Grange, with a reciprocal visit to Styal from Board members there.

8.7 Three Board members resigned during the reporting period.

## **9. COVID-19**

9.1 The last five weeks of the reporting period covered the start of the COVID-19 pandemic, when no Board members were in a position to go into the prison, and all monitoring was conducted remotely. The Board received minutes from the morning meetings and from COVID-19 command meetings. The chair spoke regularly with the Governor, and individual Board members telephoned members of the senior management team, Waite wing, the CSU and the healthcare team for regular updates. A system was set up to collect, receive and reply to applications from prisoners.

9.2 The Board has been told that during those five weeks, the lockdown regime was restricted, with most prisoners receiving between 30 and 45 minutes of daily exercise, which was conducted in small groups. Most prisoners were offered a daily shower. Prisoners attended essential healthcare appointments only, but all received their medication. Self-referrals to the mental health team remained relatively stable.

9.3 Styal completed initial risk assessments for all pregnant prisoners and all those on the MBU. At the time of the announcement of the temporary release scheme, there were two pregnant women at Styal. One was assessed as suitable for temporary release. The second was assessed as unsuitable, and remained in the prison. In addition, there were seven mothers on the MBU who were being assessed for suitability for temporary release.

9.4 Visits at Styal ceased during this period. Family contact was maintained through a variety of methods. All prisoners were given an additional £5 telephone credit per week. The free letter provision was increased, and time and call caps were removed from all telephones.

9.5 No education staff were working in the prison. Staff prepared weekly packs for all learners and for peer mentors. The learning packs were primarily aimed at maintaining skills. Distraction packs were produced by staff in the safety, psychology and education departments. In-cell entertainment was provided. A library was set up on Waite wing to enable the prisoners to swap books when they left their cells for medication and meals. All cells and houses were provided with DVD players and a selection of films, which could be exchanged daily.

9.6 There was no out-of-cell work at this time, other than for a small group of key workers. These included prisoners who work in the kitchen, gardens, laundry and waste disposal. Work ROTL was suspended.

### **Board statistics**

Recommended complement of Board members	18
Number of Board members at the start of the reporting period	16
Number of Board members at the end of the reporting period	13
Total number of visits to the establishment (to February 20)	494
Total number of segregation reviews attended (to February 20)	36

## Applications to the IMB

<b>Code</b>	<b>Subject</b>	<b>Previous reporting year</b>	<b>Current reporting year</b>
A	Accommodation, including laundry, clothing, ablutions	20	4
B	Discipline, including adjudications, IEP, sanctions	3	11
C	Equality	2	1
D	Purposeful activity, including education, work, training, library, regime, time out of cell	7	3
E1	Letters, visits, telephones, public protection restrictions	5	9
E2	Finance, including pay, private monies, spends	4	16
F	Food and kitchens	3	2
G	Health, including physical, mental, social care	22	24
H1	Property within this establishment	21	10
H2	Property during transfer or in another establishment or location	1	1
H3	Canteen, facility list, catalogue(s)	1	0
I	Sentence management, including HDC, ROTL, parole, release dates, recategorisation	16	10
J	Staff/prisoner concerns, including bullying	19	6
K	Transfers	2	1
L	Miscellaneous, including complaints system	18	10
	Total number of applications	144	108



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