



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

**For the reporting Year  
1 March 2019 to 29 February 2020**

**Published November 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 who 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 2019 to 29 February 2020. IMB evidence comes from observations made on visits, scrutiny of records and of data, informal contact with prisoners, prison staff and prisoner Applications. This reporting period pre-dates the restrictions put in place to manage the COVID-19 pandemic.

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 the constraints. Regular information is being collected specifically on the prison's response to the pandemic, and that is being collated nationally.

## **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. Long periods behind closed doors has an effect on the resident's physical and mental well-being and the Board recognises that, on occasions, it is unavoidable due to various factors, including staff shortages and escort detail. This remains an issue for all residents and particularly for those with complex mental health needs.

### **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 has and still remains an ongoing concern.

## **Main Areas for Development**

### **TO THE GOVERNOR**

Healthcare provision should be consistently delivered and sufficient staffing levels maintained to ensure the safety and well-being of prison staff and residents alike.

### **TO THE MINISTER**

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. In addition, the buildings and fabric of the prison should not be allowed to fall below their current levels without redress.

### **TO THE PRISON SERVICE**

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

### **IMPROVEMENTS**

There have been a number of improvements to the facilities within the establishment during the reporting year. These include a new gym floor, shower upgrades, repairs and upgrades to the fabric of some the buildings, painting and decorating refurbishments. It is hoped these will continue during the next reporting period although budget constraints may be an issue. The introduction of in cell telephony facilities has been well received.

### **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 the north of England, 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 While the Women's Estate generally has seen an increase in Self Harm; New Hall has been able to reduce Self Harm throughout the reporting period, in comparison to the 2018/19 out-turn. This reduction includes a number of women who are prolific with regard to their self-harming behaviour so there has been some clear progress in this area, while concerns remain with the increase in women coming into custody with complex mental health issues.
- 4.2 These reductions can be fully accepted as the reporting process has improved due to the introduction, now tried and tested, of a daily triangulation meeting introduced to ensure that all incidents have been fully examined, investigated and reported.
- 4.3 Holly House is the Residential Unit which houses some of the more complex women and it is this area which has been highlighted for potential investment to increase the service offered to those who are in the most need, from a mental health perspective. Current resources are grossly inadequate to ensure the effective management of those who reside and work on Holly House and the IMB are looking forward to the outcome of both national and regional interest in this unit for investment and development. It is anticipated that this will begin in 2020/21.
- 4.4 In addition to the improvements in the management of safety issues, New Hall has seen the introduction of In-Cell telephones which has had a positive effect on the general well-being of the prisoners. While there are some examples of concerned families calling the Safer Custody Help Line (monitored 24 hrs), due to arguments and family problems, these messages of concern have always been picked up by New Hall staff and addressed. The in-cell telephony was a welcome initiative and remains so.
- 4.5 Details given and records 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, specifically to address issues linked to self-harm. Highlighted issues on reception are access to Healthcare, Mental-Health Services and Medication concerns. Ongoing issues can often be attributed to custodial concerns, general safety concerns for example bullying, trading vapes and illicit substances, and sentence management issues.
- 4.6 Improved relationships with the local branch of the Samaritans has seen an increase in training courses and an improvement in a service delivery that is excellent. While Listener number have increased, there has been a decline in their engagement with prisoners, this can only be a positive indicator that there is less critical demand because prisoners can use their telephones to address their concerns. It should be noted that we are seeing a preference for women

using their telephones at night to contact Samaritans rather than calling on a Listener. The Listener team are able to offer a full service and have done so throughout the year.

- 4.7** While women comment on their general feeling of safety there are still concerns relating to the trading and accompanying bullying and trading of vaping paraphernalia.
- 4.8** There has been a reduction in Use of Force in comparison from last year and the increase in use of Body Worn Video Camera (BWVC), greater communication of women presenting with complex issues and a broader understanding of alternative management strategies including the embedding of the Challenge Support Intervention Plan (CSIP), has improved confrontation and violence outcomes.
- 4.9** New Hall use the (CSIP) in two distinct ways;
- To *support* women who may require some additional assistance outside of the supportive self-harm focussed ACCT process e.g. additional work sessions to supportive activities such as the Rowan House initiative, counselling or Psychology sessions.
  - *Challenge* women whose behaviour may be described as anti-social and who may have a predilection to violent behaviour in some degree.
  - To utilise the (CSIP) in this manner has shown to be effective and it provides a single NOMIS platform to coordinate and support women who require a structured approach to the management of their attitudes and behaviour.
- 4.10** The management of Residents using (CSIP) has contributed to the reduction in bullying incidents and behaviour.
- 4.11** The BWVC, (CSIP) and pro-active interventions by Prison Officers have shown to result in a reduction of prisoner assaults on residents, while prisoner assaults on staff have remained static.
- 4.12** There has been an increase in women moved out of the custodial environment to secure hospitals under the Mental Health Act and as this is being written there are 3 currently awaiting removal after section. Statistics gathered by the Safety Team show the majority of assaults on both staff and prisoners are by perpetrators with a history of engagement with Mental Health services.
- 4.13** Examination of a number of custodial warrants have shown that there are some courts sending women to prison 'as a place of safety' rather than exploring viable and appropriate alternatives to custody. The placing of such complex women into prison serves only to increase the risk of these

individuals causing harm to themselves and also to others, as the options available to the Prison Service to affect their behaviour is greatly lacking in comparison to those available in secure hospitals.

- 4.14** The IMB remain concerned that not enough is being done to address issues of Mental Health prior to women being sent to prison.
- 4.15** The prison conducts monthly Safer Custody Meetings to which the IMB is invited. Staff present include, Residence, Safer Custody, Health Care, Security and others. These meetings together with full analysis of available information drive decisions which result in addressing and the early containment of any safety concerns. One example is the pro-active management of razor issue and collection and the huge reduction in incidents relating to cutting using razors.
- 4.16** New Hall conducts two weekly Safety Intervention Meetings (SIMs), Monday and Thursday where a fixed agenda ensures that all women who require any level of additional support have their interventions and support coordinated from a multi-disciplinary perspective. This forum has been successful in the ongoing support in the management of many women throughout the past years and in particular over the past 12 months.
- 4.17** 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.
- 4.18** 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 so for 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.
- 4.19** Reception management attribute this to the escort service provider having its depot in Wakefield and due to logistical convenience contractors prefer to visit the local area once only on its return to base, and New Hall is consequently their last stop before they finish their duty shift causing our women to frequently arrive in the late evening, tired and stressed.
- 4.20** The procedure for booking women in is, in the main good with women offered a hot meal. If they arrive late and a kitchen prepared hot meal is unavailable they 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 drug users who need medication on a regular basis.
- 4.21** There have been no deaths in custody during the reporting period.

## **5. EQUALITY AND FAIRNESS**

**5.1** The approach to Equality and Diversity is embedded in all aspects of prison life at New Hall. The following statistics were only available for the quarter ending November 2019 and are as follows:-

Under 25 years of age	35
Over 25 and under 50 years of age	300
Over 50 and under 60 years of age	42
Over 60 and under 70 years of age	6
Over 70 years of age	5

**5.2** In terms of disability, these figures are based on information volunteered by residents, some of whom may have more than one disability:-

Dyslexia	1
Learning Disability (including autism)	2
Other mental impairment	2
Visual impairment (including blind)	4
Hearing impairment (not deaf)	7
Reduced mobility	26
Reduced physical capacity	8
Other disability	18
Learning disability (including dyslexia)	19
Progressive condition	19
Mental illness	70

**5.3** All Wings have PEEP lists with individual names and locations. These are also circulated on NOMIS and reviewed frequently.

**5.4** In relation to sexuality and gender, there were two prisoners in November 2019 who were on normal location. Neither reported any issues.

**5.5** The ethnicity breakdown, based on personal disclosure as at November 2019 is as follows:-

Asian 2.4%, Black 2.3%, Chinese/other 1.8%, Mixed 3.9%, White 84.3%, White GRT 1.3%, White other 3.4%

**5.6** With regards to Adjudications, up to November 2019, as expected in terms of ethnicity, the figure was higher for white residents and appropriately reflects the proportion of the prison population. The 30-39 year old age range were

the highest for proven adjudications, once again reflecting the proportion of the prison population. On the basic level of the IEP Scheme, 100% were white prisoners aged between 25-29 years old. On the enhanced level, the largest percentage were white aged between 30-39 years old.

**5.7** Group Meetings held from March 2019 to February 2020 were as follows:-

Under 25's	3 – the last meeting taking place in August 2019
Gypsy/Roma/Traveller	3 – the last meeting taking place in August 2019
Religion (Pagan)	1 – June 2019
Positive Association	2 – the last took place in October 2019
Over 50's	4 – the last took place in September 2019
LGBT	3 – the last took place in August 2019
Foreign Nationals	3 – the last took place in August 2019
Equality and Diversity	3 – the last took place in December 2019
Disability	3 – the last took place in August 2019
BAME	2 – the last took place in August 2019
Decency Focus	1 – took place on 10 January 2020.

**5.8** In October 2019, the Equalities Officer was hospitalised and unfortunately no work was done with any of the groups during her absence. Also throughout the year prior to this, regime requirements caused her to be frequently deployed elsewhere. The response by management was disappointing and not what the IMB have come to expect.

**5.9** The Chaplaincy makes provision for the spiritual welfare of Christian, Spiritualist, Hindu, Buddhist, Sikh, Muslim, Jehovah's Witness and Pagan believers. The kitchen continues to cover the dietary requirements for medical, religious, vegan and vegetarian needs. Healthy options are always available. Illustrated menus are printed in simple English. The Library (Hive) supplies English fiction, a good supply of easy reads. There are only a few foreign language books. As mentioned elsewhere in the report, the residents enjoy producing 'Story Book Mums'. Up to 10% of residents at any one time demonstrate a limited ability in reading/writing/speaking English and 1:1 support is provided for ESOL. Dyslexic sheets are available.

**5.10** The gym which is also mentioned elsewhere in the report, provides options for GP referrals, cardiac exercise, weight problems and pre and post-natal classes. Separate sessions are available for those in Segregation and 'flexible' sessions for those with mental health issues. Alongside this are courses for those who wish to exercise or obtain qualifications. A healthy living component

is a module on all courses. A female instructor is available for those with a religious or psychological need.

**5.11** Pride in Prison 2019 was a great success. Many residents and staff attended and each Department in the prison had a stall. Cakes, buns, home-made cards, stickers, rainbow lanyards, face painting, henna hand tattoos and hair braiding could be bought or were available. Raffles were held and almost £900 was raised and donated to different local charities. During Black History Month, residents put forward requests to the Catering Manager for food they would like/wished to cook. These were incorporated into the weekly menu for all to enjoy with the women helping with the cooking. Residents were also allowed to buy extra PAK orders and given time to braid each other's hair.

**5.12** The DIRF Scrutiny Panel which should meet quarterly has not now been convened since November 2018. There were 40 DIRF's during the reporting period.

	Subject	Related to:	
W1	Race	Resident	15
W1	Disability	Prison	3
W1	Sexuality	Teacher	1
W1	Gender	Resident	2
W1	Sexuality	Resident	1
W1	Disability	Resident	1
W1	Sexual Orientation	Resident	2
W1	Disability	Care UK	1
A9	Race	Resident	5
B9	Race	Resident	4
W9	Race	Anyone	1
W9	Race	Resident	1
M1	Sexual Orientation	Staff	1
A1	Race	Resident	1
NS	Race	Resident	1

At the end of the reporting period, 3 longstanding Complaints had not been dealt with and as the Originators had by now left the prison, the Governor reviewed these complaints personally and decided that they should be written off due to lack of evidence, otherwise the remainder were all investigated. The Governor now sees all DIRFs that are submitted and personally undertakes a quality check of the enquiry. The Equality Officer still maintains links with support groups in the community including, Alzheimer's, Dementia, Leeds Bi Group, LGBT Drop-in Centre in order to facilitate access and support for prisoners following release.

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

- 6.1** The Segregation Unit (Sycamore House) can hold up to 12 women at any one time and is staffed by both male and female officers. There has been a flow of residents on Segregation throughout the reporting period which is consistent with other reporting years.
- 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** Sometimes women may be kept 'behind their door pending adjudication'. This is when the charge is serious (such as assault) and they need to be detained for the protection of others, prior to attending the Unit for their Review.
- 6.4** 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.
- 6.5** For those in Segregation, conditions are reasonable. Cells are furnished with the basics (a bed and a locker) and all have a toilet 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 librarian also visit's the unit at least twice a week.
- 6.6** Most women are on the unit for less than a month, however some complex cases are detained longer. 42 day Reviews are held with the PGD when someone is held for this time (regardless of the rule they are held under).
- 6.7** Figures indicate that there were 195 residents placed in Segregation during the reporting period of which 13 were Young Offenders:
- In terms of Ethnicity, 164 residents identified as White British (W1)
- 1 as White/Irish (W2)
- 11 as White/Gypsy or Irish Traveller (W3)

3 as White/Black Caribbean (M1)

4 as Any Other Mixed Background (M9)

4 as Any Other Asian Background (A9)

5 as Black/Black British: Caribbean (B1)

3 as White: Any other background (W9)

2 as Asian/Asian British: Indian (A1)

1 as Black/Black British: Any other background (B9)

1 woman was registered as having a disability.

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

- 7.1** Accommodation within the establishment is 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.
- 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. During the reporting year, a rat problem was reported. This has been significantly improved due to repair work carried out on buildings and bin storage areas.
- 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. Portion control is monitored by the Kitchen Manager, or a member of his team who regularly go out onto the units to observe the serving of meals. In relation to the kitchen itself, some improvements have taken place including new kitchen equipment. There can be lengthy delays in repairing or replacing faulty equipment.
- 7.4** Residents are allowed to wear their own clothing and a shop (supplied by a Hospice Charity shop in Wakefield) allows residents to order and purchase specific items of clothing. The shop has not been open as regularly as in the past which is disappointing.
- 7.5** Residents have weekly access to laundry facilities where personal clothing can be laundered and bedding washed. Prison bedding and towels are exchanged weekly.
- 7.6** All residents have the ability to access their Solicitor either by phone or in writing. The introduction of in cell telephones across the entire prison has made this much easier and more private.
- 7.7** If a prisoner is moved, in most cases their property will move with them. However, if there is a particularly large amount of property then arrangements will be made for this to follow them.
- 7.8** Communication is good throughout the establishment. Noticeboards provide accurate and current information on a number of subjects and topics. Regular notices to residents are published as required and these are also published on the 'way out TV' so notices are piped into cells through the residents in cell televisions.
- 7.9** The IMB monitors the accommodation and kitchen closely and any concerns raised are often directed to the appropriate Governor and Catering Manager immediately as well as being included in a Rota Report.

## **8. HEALTHCARE**

- 8.1** The following sources of information have been used in preparing the report. During the past year, the IMB has been regularly invited to monthly Quality Assurance meetings with Healthcare Managers, which have also been attended by the Deputy Governor (as senior management lead on healthcare issues). These meetings have generated a range of statistical and other information. IMB members have routinely discussed healthcare matters with healthcare staff, prison officers, management and residents. This latter example is particularly the case when IMB members have followed up on Applications which have had a particular healthcare component.
- 8.2** During the previous financial year, the total numbers of Healthcare appointments made was 28,213, out of which a total of 3,024 appointments were missed for a variety of reasons. This equates to approximately 10.7% of the total.
- 8.3** Healthcare is available to all prisoners, and each new arrival is appropriately assessed within 24 hours of reception and provided with relevant onward care.
- 8.4** Outpatients can ensure that patients are able to access the range of medical support which is available in the community. Clinics are run on a regular basis and every attempt is made to ensure that the same medical personnel are consistently in attendance. Patients are, wherever it is appropriate, able to book appointments through an app system, and these appointments are prioritised by the relevant clinician.
- 8.5** The availability of in-patient care according to assessed need is kept under review by both internal and external audits. Patients are able to attend the bespoke Healthcare Unit, which is equipped with appropriate clinical space, waiting area and office accommodation.
- 8.6** Mental Health, often including substance misuse, comprises a significant proportion of the work of healthcare staff. A dedicated psychiatrist works collaboratively with the integrated mental health care team to treat mentally ill in-house patients if at all possible, or to expedite a transfer when required. Mental health professionals routinely involved in reviews of segregated residents and encouraged to contribute their expertise. IMB Members have noted the useful contributions which healthcare staff often make during reviews.
- 8.7** Residents are actively encouraged to take personal responsibility for their own health. A Health Promotion Calendar is utilised, and residents are urged to take regular exercise, either in the gym facility or in other ways.
- 8.8** Regular contract review and partnership meetings are held with NHS Commissioners and senior managers within the prison, and all aspects of the healthcare contract are routinely monitored.

**8.9** Resident feedback is actively sought. Groups of residents are able to meet with an independent and external facilitator who encourages them to provide constructive feedback to healthcare management. A member of the IMB sat in on one of these sessions early in the year. It proved very constructive and thought-provoking. Patient feedback is collated every month, the results of which are that in excess of 90% of residents would recommend the service to a friend.

**8.10** Although there has only been one recorded Stage 3 complaint during this year, there has been a total of 279 Concerns (an earlier part of the complaints process). These concerns are the first stage along the complaints process and the biggest areas of concern are as follows:-

GP 26

General Healthcare 27

Mental Health 34

Nursing 71

Pharmacy 158

With regards to the pharmacy, this part of the healthcare system often bears the brunt of any concerns/complaints raised, as it is the outward facing part of the service where medication is administered. Alleged delays in availability, arguments about prescription dosages etc., all feature in the frustrations which are often expressed to the IMB. Whilst there will be mistakes made periodically, the figures detailed above themselves, ought not to be indicative of wider concerns. This is a matter which the IMB will be exploring in more depth in the coming year.

**8.11** The healthcare service has a contract with Wakefield Council in order to ensure a timely response to any request for a social care assessment. Information about this service is made available within the prison.

**8.12** There have been a number of examples of good practise throughout the year. In February, the service organised/helped to run a Hepatitis C Intensive Test and Treatment programme, during which the whole prison population was tested, resulting in 27 women receiving treatment.

**8.13** In conclusion, the healthcare service is a critical component of the effective running of New Hall. There is a great deal of important and complex work taking place, with a prison population which is extremely challenging, especially with reference to mental health and the effects of substance abuse. The staff team work extremely hard, in what is often a very stressful environment, and much of their work is valued by both residents and officers. Although generally very open to seeking the views of residents, the complaints process requires some attention. The apparent lack of timely feedback to written concerns (which many residents view as formal complaints) feature heavily in Applications to the IMB. The process would benefit from being more

responsive. The focus upon the pharmacy in the overall numbers of concerns raised by residents will be further explored by the IMB during the year.

## **9 EDUCATION AND OTHER ACTIVITIES**

- 9.1** New Hall uses the national education budget of £956,267 and a local budget provided by the Governor to deliver a range of work, learning and support services to 'Inspire Hope and Support Change' for the residents. All education and training data is recorded on the HMPPS Curious database and New Hall is sixth in the national league table with an 'Actual Success Rate' of 96.69%. 25 results are awaited which will hopefully take the success rate to 97%. The current provision recognises the diverse community within New Hall and the challenges they live with or face including trauma, complex mental health issues, stress and distress, communication difficulties, drug dependency, poor previous access to education, low levels of education attainment, poor physical health, low self-esteem, unstable home environments, historic or ongoing domestic violence. The list is not exhaustive but highlights many of the issues.
- 9.2** The work, learning and support provision is tailored to meet the diverse complex needs of the residents. The provision provides sufficient employment and learning opportunities for 100% of the population. The majority of the provision (82%) being off Wing employment either in a range of Workshops, including a Max Speilmann Academy, textiles, gardens, charity clothes shop, waste management, specialised cleaning and decorating, kitchens and staff bistro.
- 9.3** College provision is provided by NOVUS and includes maths, English, IT, customer services, information advice and guidance, self-employment, business start-up, food hygiene, health and safety, general cleaning and bio hazardous waste cleaning, creative arts, home cooking, open university and higher learning support and a DIY/Self Help construction Academy. Well-being support is provided by the Award winning Rowan House Academy which works with the most vulnerable residents. There are a number of residents in key roles such as PID Workers, learning champions, library workers or working in key areas such as resettlement and chaplaincy.
- 9.4** The 'Hive' is the main library and there are a number of wing based libraries also. There are over 5,000 books on site and a range of DVD's, jigsaws and audio books. Library membership is nearly 90% and around 200 women attend library each week. There are timetable sessions throughout the day and evening for all Wings and several work areas. Library staff visit the healthcare and Segregation Units also. The Library also runs the Reading Ahead reading challenge every year and remains popular with the women as well as reading promotions.
- 9.5** Residents who are allowed contact with their children or grandchildren and have more than six months to serve can record a Storybook Mums DVD. The women can also have their photo taken in Max Speilmann reading their chosen book. The DVD and photo are then sent to family members free of charge. Around 45 recordings have been made to date.

- 9.6** In October 2019, a two day Workshop funded by Storybook Mums was organised by library staff and each of the ten women who attended made their own pop-up book which was sent to their families. Towards the end of the reporting year, the Art Teacher arranged for a representative from Koestler Arts to deliver a presentation in the library.
- 9.7** The gym provision was graded Outstanding at the last Ofsted inspection and delivers a range of physical activities and a wide range of qualifications. The gym staff work with a range of partners including Leeds Beckett University. The gym staff work closely with the residents to reach their goals and improve their health and well-being. A new floor was laid in the gym during the reporting year which was much needed. The structure itself is in need of repair in places and some of the equipment is beyond its life expectancy. The IMB monitors the situation closely but in doing so appreciates the budget position and acknowledges that improvements have been made.
- 9.8** Education inductions are provided by a dedicated IAG Service called NOVUS Advise. Soon after arrival residents undertake an English, maths and IT initial and diagnostic assessment. The results are used to form/inform choices around individual pathways and recorded on a Personalised Learning Plan (PLP). NOVUS Advise sees all new arrivals and sets goals based around career aspirations. If a resident transfers from another establishment within the Women's Establishment North (WEN), key assessments and prior attainment information is shared between sites to avoid duplication. However, the residents is still interviewed and advised on current plans and goals going forward.
- 9.9** During IAG interviews, learners are asked to self-declare any potential barriers to learning on the understanding that a specific Learning Support Plan will be put in place to support them. All induction and assessment details are captured on a Personal Work and Learning Plan (PLP). Allocations to education and work is undertaken by HMP Activities. At present all learners who are assessed below Level 1 in English and or Maths and IT are allocated to mandatory Functional Skills classes to support and develop skills to help in obtaining future employment.
- 9.10** Many prisoners self-identify with a learning difficulty or disability. As part of the commission provision, there is a Special Education Needs Co-ordinator who co-ordinates support to learners. Learning support needs are identified at either induction or via referral. If an individual requires additional support or resources to progress, a learning support plan will be created. Success rates for those with an identified learning difficulty and/or disability have indicated that they make very good progress towards qualifications and achieve parity with their peers.
- 9.11** Continuous improvement is in place to support learners with identified needs via new strategies and resources that are tailored to individual needs. When required, 1:1 support volunteer support is provided to assist learners. Learners

fully engage in learning, skills and work and are supported well by tutors. Again, 1:1 sessions are provided if necessary.

**9.12** The IMB recognises that budgetary issues during the reporting period have impacted on education service provision. There is always frustration when classes are cancelled or residents are faced with regime restrictions. However, the service provided is good as can be seen from the resident survey statistics below:-

**9.13** 97% of residents surveyed said 'Teachers and teaching staff treated them with respect'.

96% of residents surveyed said 'They were making good progress during their classes'.

94% of residents surveyed said 'They were developing skills needed to get a job'.

97% of residents surveyed said 'Teachers encourage them to behave and work hard'.

97% of residents surveyed said 'They enjoyed their learning on their course'.

95% of residents surveyed said 'The assessment had identified their needs'.

94% of residents surveyed said 'PLP's clearly set out their aims and goals for college'.

96% of residents surveyed said 'Teachers and teaching staff were/are friendly and helpful'.

96% of residents surveyed said 'They felt safe while in education and were treated fairly'.

**9.14** Survey information above – QDP Learner Survey 2019.

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

- 10.1** There is normally a sufficient amount of work available in the Workshops. The attendance by residents is generally good. However, on occasions classes have been cancelled throughout the year due to regime restrictions. This, combined with residents having to return to their Wings, albeit on less frequent occasions, has impacted on class teaching times. Linked to the fact that equipment has to be returned, locked away and then re-issued when the residents return to work, such occasions can be frustrating for everyone.
- 10.2** Undoubtedly, greater opportunities exist for residents who work in the Max Speilmann Academy. The residents are given the opportunity for ROTL having completed their training and if successful are able to gain employment with the company on release. The hairdressing salon is a popular workplace with qualifications being available to residents on successful completion of the course. The classes are well attended.
- 10.3** There continues to be a number of residents in New Hall with complex needs. There is good support for such residents with a range of courses and classes available to develop their skills including, knitting and handicrafts. Rowan House is a popular and peaceful environment for the more vulnerable residents. 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. The working week runs between Monday and Friday mornings. The residents are assessed by NOVUS, the education providers, as part of the induction programme to ascertain their educational needs.
- 10.4** However, there are some residents who remain on the Wings due to a lack of classes and also because of the restricted numbers who can attend but the prison is pro-active in trying to find opportunities for residents to attend work and earn money. Unfortunately, one of the Workshops involved with a social enterprise had to close which was disappointing.
- 10.5** The Hive, or Library, is a very popular environment and despite a reduction in the hours worked by the library staff, the 'hub' remains open due to the resident's help.
- 10.7** Again, as mentioned elsewhere in the report, the Gym continues to provide a valuable service. Linked to Healthcare issues, classes are available not only to improve the resident's general fitness, health and well-being but also a recognised qualification to help their employment opportunities on release. Classes are available during the day, in the evening and at weekends. Residents continue to receive excellent advice about health, diet, nutrition and individual training programmes.
- 10.8** The prison continues to try develop relationships with a range of organisations to try and increase the number of prisoners on ROTL. On average, there were 50 ROTL's each month during the reporting period based on figures available.

- 10.9** Again, as mentioned elsewhere in the report the quality of the teaching staff is very good throughout the prison which can often be seen. Both the Workshop staff and teaching staff are very supportive in trying to provide the best outcome for the residents. Support for those accessing employment upon release include NOVUS Works, Changing Lives, JCP Work Coaches and a range of CRC providers.
- 10.10** The Board continues to monitor the situation closely as it is important that residents are provided and occupied with the opportunity to develop new skill and qualifications.

## 11 RESETTLEMENT PREPARATION

- 11.1** Offender management is felt to be consistent and of good quality. Shortly following arrival, the two-stage Basic Custody Screening process is completed with the Resident to produce a qualitative analysis of the circumstances appertaining to the *Nine Pathways to Reducing Reoffending*. Stage 1 is completed with the Prison Duty OS and Stage 2 with the respective CRC provider. Performance monitoring assures that this process is consistently completed to a high quality and is in line with formal deadlines (Min' 90% completed within 72 hours of arrival – currently measured at 96%). Shortly after arrival, a prisoner is assigned to an Offender Supervisor, who 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 (e.g. Police officers, Security staff, Mental Health etc.) are invited to attend and contribute – the intention being to discuss risk and coordinate management. The IDRMT process is soon to be reviewed to ensure that maximum benefit is being achieved and that its structure is aligned with other initiatives that have become embedded over recent years, including the Safety Interventions Meeting (SIM). Where in scope, an OASys assessment will be undertaken by the OS within the agreed timescales (performance; 'Quality' – Good. 'Timeliness' – Good), from which a Sentence Plan will be derived and scheduled.
- 11.2** The Offender Manager maintains a key and consistent input in to the Resident's journey going forward, supporting and coordinating input from a variety of services, be they Mental Health, Psychology (WEPS) or third Sector provision, such as Together Women etc.
- 11.3** The use of ROTL had been steadily increasing over the reporting period and has provided access to all types of ROTL to a number of Residents, including Paid employment, family contact, overnight release and attendance at professionals child-centred meetings (Social Service / school remit). ROTL success had been maintained at 100% during the reporting period.
- 11.4** The relationship between the Probation Services and the prison is embedded and affective. Internally and externally, their support is invaluable in working together to prepare offenders, particularly those assessed as High Risk and subject to MAPPA for their successful resettlement in the community.
- 11.5** The relationship with the CRC Providers has improved. Team meetings have been held to facilitate, discuss and better understand their respective practices. This has allowed both parties to better utilise each other's input and avoid duplication or counter-productive working. On the whole this provision is effective but with OMiC there are long-term plans for CRC provision to be re-integrated back in to a NPS remit. Excellent work is maintained through the St Giles House service, based within New Hall, where work to help secure accommodation is of a very high standard.

- 11.6** Ongoing multi agency cooperation is also evident within the Public Protection work undertaken. Social Services and Police input is coordinated through the OMU Public Protection work.
- 11.7** Further effective cooperation is evident from the successful delivery of HDC. A significant proportion of those who are eligible are able to access HDC in a timely manner and this is only achieved through effective and coordinated input from OMU, CRC, OM and other providers such as NACRO BASS. Through this, licence conditions are set, suitability of accommodation is assessed, health and substance support services are coordinated, the Police are informed of release and other applicable services are brought to bear.
- 11.8** Beyond this, the OMU enjoys an effective ongoing working relationship with the full spectrum of services whether it be Health Care, Mental Health, Safer Custody, Security, OBP leads, Rivendell Service and others.
- 11.9** A support service has been established with the Care Leavers Association, comprising the organisation visiting the prison to facilitate a support group as well as training Care Leaver Resident Advocates. Several Offender Supervisors are also nominated as Care Leaver Champions and along with the OMU CM, help in coordinating ongoing support. Offender Supervisors will support Care Leavers liaising with the respective local responsible authorities to access formal support and access to information files.
- 11.10** Both TSP and CARE have service user feedback questionnaires so participants can give feedback as to how they have found the Programmes. Results are sent to CSAAP and they produce a bi-annual audit report. The fact that Participants are encouraged to give feedback is a positive outcome. In terms of the Rivendell Service, participants are also encouraged to give feedback and are involved in full progress reviews every quarter. There is also an annual Oversight inspection to ensure the prison is meeting clinical guidelines and generally evaluate the service provision. This is steered by focus groups of service users and staff. In all programmes, residents have been very positive about the programmes available and definitely find them helpful.
- 11.11** Life skills programmes that develop prisoners' awareness and insight into relationships and emotions are a key part of sentence planning. Such programmes prepare prisoners 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.

- 11.12** Closer working relations have been established with Home Office Immigration (HOIE). A meeting was held locally to explore and refine cooperation between the agencies. Formal processes around contributing to re-categorisation and access to ROTL have been ratified as has a process of escalation in relation to IS91 status.
- 11.13** The prison maintains a high level of success in relation to the formal requirement to complete a process of referral for all non-UK nationals upon each conviction being confirmed. New Hall operates in full compliance with requirements, but there remains ongoing issues in relation to the timeliness of service provided by HOIE in relation to progressing the cases of those who have been identified as 'of interest' to and liable to Deportation by HOIE. HOIE will only work on cases as they approach release, meaning that there can be a significant aspect of uncertainty with any release planning and, although few in number, the need to keep people in custody beyond their release date, who are subject to ongoing considerations around deportation (IS91 status).
- 11.14** The HOIE has confirmed that effectiveness of progression for IS91s would depend on a prisoner's country of origin. If the UK shares good relations with the country of origin, the process generally flows more smoothly. However, some countries can prove very difficult and this often slows down the process. Sometimes, prisoners are encouraged to return home of their own accord, a strategy which can simplify the process and lead to better outcomes. The OMU has confirmed that it is often hard to communicate with the immigration team due to language difficulties. Strong accents and unclear grammar can make even the simplest of conversations difficult.
- 11.15** Transfers are managed quite well. Once the details of a Movement Order have been arranged, the removal usually goes as planned. Transfers are handled with care. Initially the prison consults a list to check for any volunteers for transfer, as a prisoner's willingness to move generally eases the process in the first instance. Staff also consider important factors such as a prisoner's 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.
- 11.16** 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, and 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. Residents are signposted to services on release and those without

mobile phones have been issued with mobile phones by the CRC's with pre-programmed numbers for all relevant services. Partner organisations have been utilising in cell telephony to support and offer advice.

- 11.17** In terms of a prisoner's personal development, short sentences give only limited time for embedding significant change. However, each prisoner is allocated an Offender Supervisor soon after arriving at New Hall and plans are made and actioned to secure as much progress as possible.
- 11.18** With regards to 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 resident 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.
- 11.19** 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. All residents being released are issued a leaflet advertising the service provided with a contact number for help in the community. In the reporting year, this service placed fourteen women in paid jobs.
- 11.20** Links are being established with a number of national employers willing to recruit ex-offenders. Greggs had just commenced coming into the prison and interviewing suitable residents prior to release and offering employment. Employment had been offered to one woman. Plans to continue to expand the work with employers is ongoing.
- 11.21** An average of 82.88 % of prisoners are released to suitable and sustainable accommodation, based on CRC figures. 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.
- 11.22** 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 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 documentation.

- 11.23** Visits are available to all residents and are never taken away as part of a disciplinary procedure. Currently, sentenced prisoners on the Basic level of the Incentive and Earned Privileges Scheme are entitled to two visits per month if, three per month for Standard or Entry levels and four per month for Enhanced level. Staff have analysed the use of the Visits Hall and identified scope for increased visits. However, in order to encourage positive behaviour the differences between the levels will continue to be clearly distinguished.
- 11.24** Feedback from questionnaires issued within the reporting year suggests that the reasons preventing family members from visiting prisoners are largely financial. To help address this problem, New Hall issued more information on the Assisted Prison Visits Scheme. Family Days are regularly arranged by the prison to support prisoners and maintain the family contact that is so vital in resettlement. In the reporting year, seven Family Days were run. The dates are organized to coincide with school holidays to facilitate children not being taken out of school. 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.
- 11.25** 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 Books of any of their children who are living in care. Prisoners can also take photos using the on-site Max Speilmann facility. These photos must be purchased and families can take them home.

## **C SECTION – WORK OF THE BOARD**

During the reporting period, the number of applications received by the Board has not increased greatly. Prior to the COVID-19 lockdown Board Members visited 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 Board complement is 11 and there are currently 6 active members. Two experienced members left the Board on 31 December 2019 and a third member resigned after Christmas. A recruitment campaign is underway but due to COVID-19 this has been delayed. The Board continues to operate as professionally as possible in the meantime.

<b>Board Statistics</b>	
Recommended Complement of the Board	<b>11</b>
Number of Members at the start of the reporting year	<b>9</b>
Number of Board Members at the end of the reporting year	<b>6</b>
Total number of visits to the Establishment	<b>300 approx.</b>
Total number of Segregation Reviews attended	<b>52 minimum</b>

## **D. SECTION - APPLICATIONS**

The number of Applications received during this reporting year has increased. The actual figure is unavailable due to restrictions on obtaining the information due to COVID-19. The increase is not of great concern to the Board. A number of residents are persistent complainants, which often relate to the same topic and this has added to the number of Applications received. There have been approximately 180 Applications during the reporting period.

The highest percentage of Applications received were in relation to Healthcare, followed by property matters.

The IMB monitors the number of requests and complaints submitted by the residents on a monthly basis. During the reporting period, the number received each month ranged between 45 and 80 approximately each month. There was a total of 800 approximately throughout the year, which is down on the 2018/19 figure by almost 40.

The highest number of concerns related to residential and property matters followed by finance/cash. 140, 131 and 127 respectively.