



Annual Report of the Independent Monitoring Board at HMP New Hall

**For reporting year
1 March 2021 – 28 February 2022**

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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 the 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 IMB is part of the United Kingdom's National Preventive Mechanism.

2. Description of the establishment

HMP/YOI New Hall is a closed women's prison situated between Huddersfield and Wakefield in West Yorkshire. The prison is in a rural setting and is one of a cluster with HMP Askham Grange. It is close to the M1 and M62 and is served by regular bus services from Huddersfield and Wakefield. Visitors using public transport have a walk of approximately one mile to the prison gates. Normal operational capacity is 381 which was reduced during Covid-19. Accommodation is mainly single cells with a small number of double cells.

Prisoners are drawn mainly from the north of England, although currently the prison also has prisoners from further south, meaning that significant problems are faced by families and friends who want to visit and issues for prisoners in terms of resettlement at the end of their sentences.

Living accommodation

HMP/YOI New Hall can accommodate up to 381 prisoners from the age of 18 years, including up to 40 life-sentenced and indeterminate-sentenced prisoners. There are three main residential units: Oak, Willow and Poplar. The majority of the accommodation is single occupancy although there are still some cells with double occupancy, raising issues of privacy, health and hygiene, particularly during the pandemic; however double cells can also offer support for those on an assessment, care in custody and teamwork (ACCT) document. There is a dedicated first night centre located in Poplar. There is a small mother and baby unit in Maple House, which can accommodate up to nine mothers and their babies; there were four babies in the prison at the end of the reporting year. Holly House holds prisoners, with significant mental health issues, and those who require care and assessment and Sycamore houses the segregation unit (Prison Rule 45/53) and the close supervision centre (CSC: Prison Rule 46). The CSC operates under a 'national coordinated management strategy' to provide a secure and isolated location for those prisoners who are assessed as consistently violent and disruptive. Rivendell Unit is partly used for prisoners with personality disorders and has a therapeutic section.

Providers of main services

These are:

- mental health service – Practice Plus Group
- drug and alcohol rehabilitation treatment – Practice Plus Group
- education – Novus
- library services – Novus
- healthcare provider – Practice Plus Group
- maintenance – Amey
- prisoner transport – GEOAmey

3. Executive summary

3.1 Background

This report presents the views of the Board regarding the conditions in custody at HMP New Hall for the period 1 March 2021 to 28 February 2022. In arriving at our judgements we drew on evidence gathered through remote monitoring, physical attendance when possible, observations of some of the weekly Prison Rule 45 review boards, local management committees and prisoner representation bodies. Additional material was gathered whilst dealing with specific prisoner applications to the IMB which included some received under confidential access to the Chair.

This report covers the period during which HMP New Hall implemented the Covid-19 National Framework for Prison Regimes and Services which required the Board to develop a new operating model in line with agreed procedures and practices and local restrictions implemented by Wakefield Council and other relevant local authority areas. The staff of the prison worked extremely hard under extraordinary circumstances, over this year, to keep staff and visitors safe. They should be commended for their professionalism. Due to Covid there was significant impact on the prison regime which included work and education.

At the beginning of the pandemic the Board was strongly advised to review face-to-face and direct monitoring. The decision about whether to attend in person was left to the individual member but with a caution about balancing the benefits of attendance with the risks of further transmission. Members were advised that there was no obligation to monitor directly for the period covered by this report. The Board was asked to implement remote monitoring practices wherever possible. These included: daily briefings, regime management plans and updates through CJSM (a secure email system), regular contact by telephone with healthcare, and monthly Board meetings via Microsoft Teams video link.

3.2 Main judgements

How safe is the prison?

When Covid outbreaks occurred, the prison quickly isolated prisoners and during this period the whole prison continued to be locked down. The regime which was adopted eliminated outbreaks within a short period of time.

The HMPPS operational and system assurance group (OSAG) report noted that at the time of their visit there had been a recent rise in prisoner-on-prisoner violence meaning the prison was the highest in their comparator group. These incidents have since reduced. The report also noted that the challenge, support and intervention plan (CSIP) process is fully embedded with staff aware of it but there are some weaknesses around the quality of the investigations and the plans that need to be addressed.

The introduction of working with psychology in the first night centre (FNC) induction programme improved safety in the early days of custody. CCTV upgrades are in evidence across the prison, as is improved security lighting and a new X-ray machine in reception. All of these improvements helped to promote and improve safety and security.

The OSAG safety audit outcome was amber/green which was a positive outcome, although there were still improvements to be made. The safety strategy has been reviewed and the outcomes acted upon.

3.3 Main areas for development

TO THE PRISON SERVICE

One unit on Rivendell is in need of major work. The windows do not open. Amey are working on this to provide opening windows except in Restricted Status cells. The heating system is unreliable and difficult to control within the unit.

3.4 Progress since the last report

There have been a number of improvements to the facilities in the prison during the reporting period. There have been upgrades for some showers, repairs and upgrades to the fabric of some buildings and painting and decorating programmes. It is hoped these will continue during this next year although budget constraints may be an issue. The introduction of in-cell laptop facilities has been well received.

Key work is embedded and the benefits are being realised by the prisoners. The Accelerator Prisons project has led to more funding and additional staff to support the resettlement function. There are more third sector workers coming into the prison thereby increasing the activities on offer. The funding of a prison officer entry level training (POELT) mentor role supports newly qualified officers.

The Board continues to receive excellent resources in the form of a competent and experienced clerk, two HMPPS quantum-linked information technology terminals, printer, and direct access to prisoners by dial in-cell telephone and in-cell laptops. A small number of members also have access to HMPPS digital prison as well as P-NOMIS and we are currently working towards access to the in-cell technology to which means prisoners will be able to submit applications to the IMB. The Chair and BDO both resigned at short notice early in January 2022, and although three new members have been recruited they have not started to come into the prison. Frequent lockdowns due to Covid outbreaks and national directions have restricted the number of IMB members who were permitted to come onto the site.

4.Safety

4.1 Reception and induction

4.1.1 Reception procedures are carried out in a timely fashion and late arrivals are declining, which was a problem raised in last year's report. This is due in some part to the new transport contract arrangements.

4.1.2 The Board has observed that reception processes are well-managed by the reception staff and that prisoners are given good support during their early days in custody which helps new arrivals feel at ease. Reception staff deal conscientiously and efficiently with new arrivals and a nurse will go out to the vehicle for new arrivals to do a temperature check and to ask the prisoners if they have any symptoms of Covid. Prisoners remain on the FNC for 10 days as a matter of policy before being moved to other units. This has caused no issues and there have been no reported complaints. In-cell phones are used to support the reception procedures for prisoners with Covid.

4.1.2 All new prisoners have a private interview in reception on arrival for a risk assessment in accordance with OMiC (offender management in custody) guidelines to assess risk of self-harm, harm to or from others, and any relevant information, particularly for their first night in custody. New Hall aims to move prisoners from reception as quickly and safely as possible. If staff believe that a prisoner is suffering from trauma on arrival, has impaired understanding or unstable mental health or the risk to themselves or others is too high to be managed on the FNC, a nurse is asked to make a clinical assessment. This procedure is managed sensitively, and the mental health and nursing teams are then involved in deciding where they should be located and what support should be offered which can result in a prisoner being placed in Holly House (the enhanced care needs unit) for the first night. Should a prisoner be deemed to be particularly vulnerable the duty governor in partnership with duty health staff will determine the first night pathway.

4.1.3 An Insider, a prisoners' representative or adviser, meets every prisoner. Their role is to answer questions, make them a drink, and aim to put them at their ease throughout the process. The Insider, who is a trained Listener, gives prisoners a confidential and safe introduction to the prison environment and other prisoners. All new prisoners have the Listener service explained.

4.1.4 Reception and first night procedures identify those prisoners whose offences potentially increase their vulnerability and provide for segregation where a risk is considered significant. In these cases, staff wellbeing checks are applied, and specific concerns are considered at the SIM.

4.1.54 On arrival prisoners are provided with what can seem an overwhelming amount of information about the prison, the prison regime and rules, and their responsibilities and privileges. They may be traumatised and upset or in shock at being in custody, so, recognising that their first night is not always the best time to assimilate information, there is a second interview the next day. This gives new prisoners the opportunity to ask questions and to find out how to access different

support services. When a prisoner has finished the induction an exit questionnaire is carried out to inform changes and make modifications to the programme.

4.2 Suicide and self-harm, deaths in custody

4.2.1 There was one death in custody over the reporting year due to Covid and the prison supported the bereaved family in a caring and sensitive manner. The Board closely monitors the management of suicide and self-harm (SASH) prevention using the assessment, care in custody and teamwork (ACCT) system. The 8 November 2021 OSAG audit was positive about this area, raising only a few areas for improvement.

4.2.2 There were 965 self-harm incidents over the year which is a significant increase on the previous year's total of 467, representing a 106% increase.¹ Of this total 478 were cutting injuries and 312 were self-strangulation. This may be due to in part to Covid isolation, although further analysis is needed.

4.2.3 In terms of SASH management, New Hall continues to have a good understanding of prison behaviours, including risks and triggers involved in self-harm. The safety intervention meeting (SIM) and the Holly House care planning meeting involve a multi-disciplinary team (MDT) in monitoring and tasking actions in response to (and where there is a risk of) self-harm incidents. There is a trauma-responsive approach to prisoner care, where statistical evidence and individual cases are carefully considered in directing the most appropriate response to prison (and prisoner) safety. Performance analysis is aimed at focusing on prolific individual cases as well as the wider prison picture.

4.2.4 Over the reporting period a high percentage of the self-harm incidents were attributable to a small number of prisoners who have been managed and supported through their time at New Hall, up to transfer, release or admission to a medical facility. The prison lockdown due to Covid is also considered to be a contributory factor in the high number of incidents over the year, with prisoners spending a high percentage of time in confinement, although more analysis of the impact of Covid is needed.

4.2.5 A total of 442 ACCTs were opened and closed over the reporting year which is a reduction of 39 (8%) on last year. Strong relationships have been built with operational staff over the last year and this is reflected in the robust management of ACCTs. The number of ACCTs open throughout the year remained fairly static. As a snapshot in March 2021, there were 15 open and at February 2022 there were 14 open.

4.2.6 Pre-pandemic, Listeners were invited to the monthly safer custody meetings to report on the number of call-outs recorded. Residents now have in-cell phones and access to the Samaritans via a freephone number. The use of the facility is not routinely monitored but there is dip-testing carried out by the safer custody analyst providing unit managers with information about frequent and/or excessive use of the service which can then be referred to the weekly SIM to establish if there is a need for additional support.

¹ This report was amended on 19 August 2022 to correct the listed percentage increase of self-harm incidents.

4.2.7 The Listener service has remained available throughout the period although it has been accessed by significantly fewer prisoners due to access to Samaritans via in-cell phones which seem to be preferred by vulnerable or distressed prisoners. New Hall has a well-founded relationship with the Samaritans.

4.3 Violence and violence reduction, self-isolation

4.3.1 442 ACCTs were opened and closed over the reporting year which is a reduction of 39 (8%) on last year. Pre-pandemic, Listeners were invited to the monthly safer custody meetings to report on the number of call-outs recorded. Residents now have in-cell phones and access to the Samaritans via a freephone number. The use of the facility is not routinely monitored but there is dip-testing carried out by the safer custody analyst providing unit managers with information about frequent and/or excessive use of the service which can then be referred to the weekly SIM to establish if there is a need for additional support.

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4.3.3 During the year there were 90 prisoner-on-staff assaults, 48 prisoner-on-prisoner assaults and 36 fights between prisoners. Of these 174 incidents, 97 (55%) were carried out by 41 repeat offenders. The OSAG report noted that at the time of their visit, 8 November 2021, there had been a recent rise in prisoner-on-prisoner violence meaning the prison was the highest in their comparator group. These incidents have since reduced. The report also noted that the challenge, support and intervention plan (CSIP) process is fully embedded with staff aware of it but there are some weaknesses around the quality of the investigations and the plans that need to be addressed.

4.3.4 Reception and first night procedures identify those prisoners whose offences potentially increase their vulnerability and provide for segregation where a risk is considered significant. In these cases, staff wellbeing checks are applied, and specific concerns are considered at the SIM.

4.3.5 HMP New Hall seeks to minimise the use of segregation so that prisoners can be managed on normal residence. Adjudications are now being screened by custodial managers so only charges that are considered sufficiently serious are adjudicated on; other lower-level matters are dealt with at wing level via the incentives scheme. Adjudication managers are aware of the risks around segregation and reserve cellular confinement punishments to offences that are considered a risk to the safety of prison stability. Use of segregation is monitored and adjudication standardisation meetings ensure a consistent approach. There were no recorded complaints from prisoners about the use of segregation over the reporting year.

4.3.6 The violence reduction and anti-bullying strategy is the CSIP process which follows mandatory national policy and is led by the safer custody team. Daily incidents are reported at the daily tasking, updates and briefing (TUB) meeting which is chaired by the Governor. There were 20 recorded complaints of bullying/violence over the year.

4.4 Use of force

4.4.1 There were 335 use of force incidents over the reporting year which is a significant increase on last year's total of 178. However, only 58 related to single incidents, 40 related to one prisoner with mental health issues who was later transferred to a secure mental health hospital and 44 related to two prisoners where use of force was to prevent self-harm. Most uses of force were low guided holds to prevent self-harm. All use of force incidents are discussed at a weekly control and restraint (C&R) development meeting and subsequently at the use of force meetings. The IMB is invited to attend both meetings. The IMB does not consider the figures to be worrying because a small number of residents are involved in multiple incidents.

4.5 Preventing illicit items

4.5.1 Effective methods are used to reduce the supply of illicit substances. Drug supply is addressed by the routine review of intelligence gathered and processed via the regional intelligence hub, which is supported by target area, cell, and prisoner searches as appropriate. The prison has also just purchased a baggage X-ray machine for the prisoner reception area. A grassed area in the main exercise yard has been removed which was being used for the hiding and distribution of illicit substances and medication. New Hall has also undertaken search training for operational staff to enhance skills and the understanding of legislation relating to personal searches. The drug strategy meeting now meets monthly as opposed to bi-monthly to keep on top of current issues

5. Fair and humane treatment

5.1 Accommodation, clothing and food

5.1.1 New Hall's cellular living accommodation is varied and while the older built areas support smaller groups of residents (34 per unit), the more recently built wings offer a larger space and can cater for between 58 and 76 women. Most women are accommodated in single occupancy cells with washbasins and a toilet. Modesty curtains assist in maintaining dignity.

5.1.2 The built environment is utilised to manage those women who benefit from differing types of living area. Some women will benefit from living on a smaller unit in preference to a larger and more open unit which could create an enhanced level of anxiety. Ongoing upgrades range from a complete refurbishment of floors, walls and equipment to the replacement of plumbing and drainage.

5.1.3 The establishment holds a laundry service map which assists in the monitoring of faults, breakdowns and problematic washing machines. Bids have been approved for replacement machines on Poplar 2, Oak, the first night centre, Rivendell and a new laundry built on Sycamore House.

5.1.4 Cell furnishings and maintenance are generally good with a focus on the reduction and removal of graffiti. CRED, a resident-led painting programme, has been introduced to provide a constant source of refurbishment but whilst that process has a rotational life of approximately two years there is a speedy response to isolated acts of vandalism.

5.1.5. The first night centre has been operating as a reverse cohort unit helping the management of potential infection from new receptions. The unit operates on a coloured bib system enabling the officer team to maintain and manage the bibbed groups as small cohorts to reduce any spread of the virus. Within the FNC is a row of isolation cells for isolating women.

5.1.6 During the year under review, an old building within the prison (Larch) has finally been demolished. Discussions continue with regard to the future usage of the now vacant plot. The particular topography of the site presents some challenges for any future planning.

5.1.7 Amey, the facilities management service provider, bring damaged cells and cells closed for repairs, back on line quickly, thus maintaining operational capacity. Levels of cleanliness throughout the establishment are good, and the grounds are well maintained by the excellent work of the garden unit.

5.1.8 Residents are allowed to wear their own clothing, and during non-Covid times a shop (supplied by a local hospice charity shop) is available for residents to purchase clothing at nominal prices. Residents have weekly access to laundry facilities where personal clothing can be laundered and bedding washed. Prison bedding and towels are exchanged weekly.

5.1.9 The catering department has continued to provide as near-normal a service as possible. Throughout the pandemic New Hall has continued to offer a five-choice, four-

week varied pre-select menu, and a vegan choice has been introduced to the menu for the whole population, rather than catering for vegans individually. The hot meal service was moved from the evening to the lunchtime period to assist the overall management of the prison. Where there is shared access to serveries and they are assessed as a cross-contamination problem, the catering department has been innovative in successfully providing pre-packed, freshly prepared meals. Moving forward, the catering team are operating a dual shift system designed to maximise efficiency but minimise potential cross-contamination of kitchen workers. Special diets directed by healthcare remain a priority. Menus are now available through the newly introduced in-cell technology where women can select their meal choices for the week. The in-cell technology provides dietary information for each meal option. Dietary information is provided on all menus, and all dietary requirements are catered for appropriately as indicated by health and religious considerations. Portion control is monitored by the kitchen manager (or a member of the team) who regularly observes the serving of meals. A new serving unit has been agreed for Oak house.

5.2 Segregation

5.2.1 The segregation unit is well known to the IMB, whose members will always visit whilst in the prison on rota. It is a well-organised and efficient unit whose staff, whilst sometimes put under significant pressure by extremely challenging behaviours, invariably demonstrate a consistent, firm but caring approach to those in their care.

5.2.2 The segregation unit has 12 cells currently available. The average length of stay during the reporting year was just over 12 days. The longest individual stay during the year was 226 days, and the same woman stayed in the segregation for another period of 82 days (308 days in total) before transfer to HMP Peterborough. There has been a total of eight women with stays over 42 days during the same period with two of these exceeding 84 days.

5.2.3 The segregation team complete decency checks on a monthly basis and report minor repairs to the works team. This includes the removal of graffiti. Bespoke furniture is due for delivery to provide two cells with damage-proof, robust cell furniture. This furniture is due to be installed during March 2022. Work has commenced to install a purpose-built industrial laundry in the disused server area to offer a laundry service consistent with other residential units.

5.2.4 The segregation team are a small team of officers and a custodial manager (CM). Officers attend adjudications and provide advice and guidance in their role as adjudication liaison officer. The CM, when available, will attend segregation reviews (and this will tie in with any ACCT reviews or CSIP reviews) and act as case manager to residents who are to be segregated for a period of 30 days or longer. The head of residence or duty governor will chair ACCT reviews and segregation reviews in line with policy.

5.2.5 A prisoner staying in segregation for longer than 42 days has to have the relevant approval for continued segregation form completed and sent to the PGD office for ratification. Residents are observed on an hourly basis, unless subject to an open

ACCT, or if the manager deems it necessary for the resident to be observed more frequently. Those segregated for lengthy periods of time are subject to a daily management plan and/or CSIP. The custodial manager has oversight of these plans, which are developed with officers in the unit who know the residents best. Residents are always encouraged to make their own contributions to their adjudications or segregation reviews.

5.2.6 Staff in the unit liaise regularly with colleagues who are able to provide a range of distraction materials such as jigsaw puzzles, writing materials and a variety of art supplies. The unit maintains a range of donated books for the use of residents. Each resident is offered a daily shower and a period of exercise. When numbers of residents are low, this provision can be extended upon request.

5.2.7 Work on the unit can be stressful and demanding of staff. The unit CM offers line management support to staff. Managers communicate the content of team briefings and other meetings to staff in the unit. Team meetings are a logistical problem given the small team numbers, but the CM endeavours to keep everyone informed about issues in the wider prison environment through email and the use of the unit observation book. Staff can access other forms of support as required (trauma risk management and PAM Assist) and they are encouraged to make use of these services.

5.2.8 Paperwork relating to adjudications is screened by a CM to ensure that systems are equitable, consistent and procedurally just.

5.2.9 HMP New Hall seeks to keep to a minimum the use of segregation so that prisoners can be managed on normal residence. Adjudications are now being screened by custodial managers so only charges are that are considered sufficiently serious are adjudicated on; other lower-level matters are dealt with at wing level via the incentives scheme. Adjudication managers are aware of the risks around segregation and reserve cellular confinement punishments to offences that are considered a risk to the safety of prison stability. The use of segregation is monitored by the senior management team and moderation meetings for the standardisation of adjudications ensures a consistent approach. There were no recorded complaints from prisoners about the use of segregation over the reporting year.

5.3 Staff-prisoner relationships, key workers

5.3.1 The relationships between staff and prisoners are very good. This was favourably commented upon in a recent thematic multi-agency public protection arrangements (MAPPA) inspection. Relationships, and communication between staff and prisoners, have been tested to the utmost during lockdown (for the overwhelming majority of the time period covered by this report). Managers and staff have continued to use existing systems of communication to deliver extremely important and sensitive information to residents, who have been kept well-informed about changes to the regime aimed at keeping everyone as safe as possible. Notices and information have been posted on in-cell televisions.

5.3.2 The introduction of in-cell telephony has made a huge difference to the level of communication between staff and prisoners during periods of lockdown, when increased time in cells has placed additional stress on staff and prisoners alike. Staff have demonstrated an impressive level of understanding about the impact that a loss of normal social interaction has upon those prisoners for whom they are responsible.

5.3.3 Daily wellbeing checks were introduced during lockdown, as one of the means of maintaining some social interaction. Prisoners were given additional resources from education and workshop staff, such as distraction packs. £10 a week phone credit was given to all prisoners to allow contact to be made with family and friends on a daily basis.

5.3.4 The key worker role has now been implemented, but not fully at this stage. It is, however, a central element of the offender management in custody (OMiC) reforms and will begin to be implemented at the end of April 2022. OMiC has now been implemented and is working well. Key workers for complex cases are fully compliant with the role and are having weekly contact with prisoners. There is planned key worker training for all those staff who did not receive the initial training. Further key worker champions have been identified who will continue to give ongoing support and refresher training.

5.4. Equality and diversity

At the end of the reporting year the resident population of HMP New Hall (a total of 324 prisoners) comprised the following:

5.4.1 Age range

18-24: 33

25-34: 101

35-44: 121

45-54: 43

55-64: 23

65-74: 3

5.4.2 Ethnic groupings (ethnic codes in brackets)

White British: 279 (W1)

Mixed race: 15 (M1, M2, M3, M9)

Asian or Asian British: 12 (A1, A2, A9)

Black or Black British: 11 (B1, B2, B9)

Gypsy or Irish Traveller: 3 (W3)

Irish: 2 (W2)

Unspecified: 1

5.4.3 Disability

At the end of the reporting year there was a total of 87 residents with a disability entered on P-NOMIS. The most common stated disabilities were:

Mental illness: 47

Learning disability (inc. dyslexia): 25

Reduced mobility: 18

Visual impairment: 3

Progressive condition: 13

Hearing impairment (not deaf): 7

Deaf: 1

Other: 12

It is important to note that some of the prisoners are registered with one or more disabilities.

A disability world café day has been scheduled for 16 March 2022.

5.4.6 During the current reporting year, a total of 34 staff at Band 2-4 were recruited. Of this total, 30 (88%) were classified as White British, one was Black African, and three were not known. In order to interpret the above figures, it is important to note that recruitment into operational support grade and prison officer roles is conducted nationally with no local influence.

5.4.7 In October 2021 the prison celebrated Black History Month. All wings had display boards with information and quotes, activity packs were distributed across the prison and TV listings guides with content that celebrated Black actors/actresses or told stories relating to race/culture were distributed. There was also a Black History celebration day attended by seven residents. A total of 12 were invited but due to Covid restrictions invitations were limited (excluded were residents who had an active adjudication award or who were on basic regime). Overall a good effort was made by staff to build enhanced awareness during Black History Month and they were commended for what the wings managed to deliver within the limitations. Residents were positive about the work and the activities.

5.4.8 The prison held a transgender focus group in November 2021. Residents were invited to come and speak about the changes they would like to see and the struggles they currently face. Suggestions were: posters around the prison to highlight terminology relating to the genders of residents, more focus groups and to

raise more awareness amongst staff and prisoners. Display boards have been created on each wing and once Covid restrictions allow, a transgender awareness training day will go ahead.

5.4.9 The prison celebrated diversity and equality during the month of December with an art and poetry competition. Nine residents entered the competition with all nine receiving a prize.

5.4.10 Over-50s focus groups were conducted in February 2022 and attendees said they would welcome more support surrounding menopause-related issues and specific activity groups within their units (Covid permitting).

5.5 Faith and pastoral support

5.5.1 HMP New Hall is served by a bespoke chaplaincy centre, which provides faith and pastoral support for all residents. All faiths are catered for to some extent, including religious and faith perspectives deemed less common, such as Paganism. The chaplaincy centre offers support to residents when required, especially in respect of family troubles, and in particular bereavement, separation and loss.

5.5.2 As at February 2022, the following religions were declared by a total of 316 residents:

Agnostic: 1

Atheist: 1

Buddhist: 8

Christian 96

Jehovah's Witness: 1

Muslim: 23

No religion: 128

Pagan: 5

Roman Catholic: 57

5.5.3 The impact of Covid has been profound in terms of the regular work of the centre. All faith services have had to be cancelled, and the small but enthusiastic group of volunteers who assist the work of the centre have been stood down. This has also been the case for a number of sessional faith chaplains, who have been unable to attend as normal due to their own health and safety considerations. In spite of the above restrictions, all new residents have been contacted by the chaplaincy either via in-cell telephony, or directly at their cell door. Residents with

particular healthcare needs continue to be seen, and residents in the segregation unit are visited on a daily basis.

5.5.4 A number of religious TV and radio programmes have been broadcast throughout this period and residents have received religious materials provided by chaplaincy HQ. Requests for assistance, whether from residents directly or via prison staff, have been responded to as the chaplains have walked round the wings. The newly installed in-cell technology has been used to good effect. As well as a wealth of faith material, a recent memorial service and Ash Wednesday service was filmed in the chapel and uploaded onto the content hub for all prisoners to view on their laptops.

5.5.6 Sadly, major religious festivals have not been celebrated in the usual way. However, the prison held three carol services at Christmas, which despite the restricted numbers were very well received. Chaplaincy staff toured the prison on Christmas day, singing carols with residents, who were very enthusiastic. Supporting churches in the community donated gifts for all the residents. The catering department within the prison have been excellent at providing appropriate food for Ramadan and Eid to make the time as special as possible given the unprecedented circumstances.

5.5.7 The chaplaincy team is fortunate to have one chaplain who is trained to deliver domestic abuse programmes and has a background in mental health and substance abuse work in the community. She is delivering 1:1 work with prisoners and is an asset to the team. Links have also been created with Cruse bereavement support to offer bereavement counselling, which will commence once regime restrictions are relaxed.

5.5.8 During January 2022 a part-time Anglican chaplain was appointed for Askham Grange thereby enabling a full complement of staff at New Hall. This will enable representatives of the centre to be more visible in meetings throughout the prison, ensuring that an enhanced faith and pastoral perspective is provided to the overall work of the prison.

5.6. Incentives schemes

5.6.1 In line with government requirements, HMP New Hall operates an incentives scheme. This scheme is clarified for all new residents in the form of a 'compact' which they are expected to sign, and which commits them to adhere to standards of behaviour during their period of imprisonment. The different levels, from basic to enhanced, are made clear to residents, as is the mechanism by which they can move up and down the tiers, based upon behaviour.

5.6.2 The systems of review and appeal are clearly set out, and are reasonably well understood by most residents. Disputes regarding the outcome of reviews, and in particular decisions to 'demote' residents, are sometimes brought to the attention of the IMB. Whilst the interpretation of behaviours is clearly subject to some variation between individual managers, the IMB is satisfied that the published system works

well, and that each individual case is judged on its merits. Residents are very much encouraged to participate in the decision-making process, either verbally or in writing, or both, and the IMB has seen a number of examples where decisions, even when not popular, have been explained with care and sensitivity to the resident.

5.6.3 During the Covid pandemic, temporary changes were made to the incentives scheme, with those residents on basic keeping their TV as there was an increased risk of isolation, and limited alternative distractions available. For these reasons, for the past two years the incentives scheme has not been operating as normal.

5.6.4 As the establishment begins to move out of Covid restrictions and into recovery, managers are looking to re-energise the incentives scheme with a particular emphasis on developing the options available to those on enhanced. Currently, there is little incentive for achieving enhanced, so the changes post-Covid will concentrate on addressing this. The IMB will look for the impact of these proposed changes.

5.7 Complaints

5.7.1 The processing and subsequent auditing of complaints is well-established at New Hall. All complaints are centrally logged and monitored. Regular reports are submitted to the senior management team and complaints monitoring features as a regular item at monthly performance management meetings. At these meetings, to which the IMB is invited, and occasionally attends, complaints statistics are reviewed, and any patterns emerging are carefully considered, and followed up as required. Particular attention is paid to BAME complainants, whose statistics are compared against the wider population to monitor equality of approach. During this period the Board was not made aware of any disproportionate treatments. New Hall is applying a 'restorative justice' approach to the complaints process and whilst this is still new early indications are that the women appreciate this change.

5.7.2 Response times are monitored and the IMB is aware that complaints responses are quality assured by senior managers. They will follow up any responses they consider to be inadequate with constructive criticism to the person making the formal response. Prisoners are aware of the complaints procedure, and relevant documentation is readily available throughout the prison. However, there remains some uncertainty with some complainants about the role of the IMB in the overall complaints process. This is an issue, which the IMB is in the process of addressing by way of specific information to all new residents.

5.7.3 The total number of complaints has increased slightly from the previous reporting year. From April 2021 to February 2022 (inclusive) there was a total of 560 complaints received. The nature of the complaints follows a very similar pattern to that observed in previous years. The five most common complaints concerned the following issues:

Residential: 123

Staff: 85

Other: 68

Finance/cash: 65

Property: 61

Some examples of the specific issues collated under the residential category are as follows: lack of hairdressing slots; requests for single cells; lack of hot water in the showers.

The 'other' heading captures a range of issues for which there is no designated category. For example, queries about the issuing and use of PIN numbers to make telephone calls feature regularly in this category.

5.8 Property

5.8.1 The logging, storage and monitoring of personal property is well-organised at New Hall. All new arrivals are informed about the level and type of personal property they are allowed within the prison, and this process is sometimes the subject of complaint, partly because individual prisons operate their own facility lists, which are not consistent between establishments. The extent to which personal property is allegedly lost in transit between prisons is a regular cause for complaint (see The Work of the IMB).

5.8.2 All new prisoners, new receptions or transfers from other prisons receive the same level of support. All of their possessions are logged in their presence and any initial queries are dealt with at that time. New Hall has an agreed 'facilities list', and all staff working in reception adopt this in order to ensure consistency within the prison. If women arrive with too much property they will be given the opportunity to hand it to family or friends on visits. Large items can be sent to Branston (prisoners' property storage depot) for long-term storage, or be posted to family or friends. The cashier looks after valuable property.

5.8.3 Some women arrive at New Hall with few possessions. They will be provided with at least two sets of clothing. Women arriving in reception will be encouraged to participate in the above process and will be given the opportunity to ask questions. On completion of the process women are asked to sign a property card where everything regarding their property is recorded. The officer administering the procedure will also sign this card. If a prisoner is moved, their property usually moves with them. However, if there is an unusually large amount of property then arrangements will be made for this to follow them subsequently.

5.8.4 Queries and complaints about property are handled systematically. There are set days when applications are dealt with, depending upon the location of the prisoner concerned. There is now the added bonus of prisoners being able to put in

applications via their laptops to reception. This makes the process quicker. Parcels which arrive into the prison are prioritised for processing at the weekend, when there is often more time and increased staff availability to deal with any queries arising, and to call would-be recipients up to reception if required. At the moment, all parcels received are quarantined for at least 72 hours before they are touched.

5.8.5 It is acknowledged that the question of property generates a significant amount of concern and complaint. Staff who are very familiar with the process have suggested that many of the concerns relate simply to a lack of understanding of how the system works amongst the wider staff group. It has been suggested that a reception liaison officer and/or a workshop on each wing every week might assist in this regard. However, due to the different priorities brought about by the pandemic, these suggestions have not been taken forward to date.

6. Health and wellbeing

6.1 Healthcare general

6.1.1 Healthcare is delivered by Practice Plus Group (formerly Care UK). During the past year the pandemic has affected all parts of life in HMP New Hall. The healthcare service has responded effectively to the additional pressures of testing and a roll out of the vaccination programme. When possible, a small number of IMB members visited the prison to attend meetings and meet with prisoners. An IMB representative has attended monthly meetings with Practice Plus Group's quality assurance (QA), which includes all their clinical leads. The IMB has been able to access the healthcare team on a needs-led basis.

6.1.2 Public Health England (PHE) has praised the partnership work between healthcare and the prison, especially in relation to Covid outbreak management. The vaccination and testing programme has been delivered effectively. The deputy governor has taken an operational lead to support health and this has strengthened the approach during a difficult time for both prison staff and the healthcare team.

6.1.3. The healthcare team, between 1 March 2021 and 19 February 2022, delivered 10,039 face-to-face appointments and 313 telephone appointments. The team conducts a patient satisfaction survey and has reported 95.17% satisfaction with the service over the same period. The number of applications received by IMB from prisoners complaining about healthcare continues to remain constant at about one third of all apps. . The number of concerns received by Practice Plus during this period was 90 with only one complaint, which also shows a decrease on previous years.

6.1.4. Care Quality Commission (CQC) inspections have not taken place in the reporting period though feedback from remote monitoring was positive.

6.1.5. New Hall staff turnover figures for 2021 had a starting position of 30.91% in January 2021 and had reduced to 10.34% in December 2021. This has been a significant improvement in the last two years. The number of vacancies is currently only two across all services.

6.2 Physical healthcare

6.2.1. The induction process is currently under national review by NHS England (NHSE). All new prisoners are screened by a qualified nurse. A healthcare assistant (HCA) also meets all new prisoners during their first week to explain the services available. A reception and early days in custody nurse has been appointed.

6.2.2. Health promotion is a key priority and there have been several competitions to encourage engagement. These include creative writing and poetry. Focus has been

on specific health events e.g. World Hepatitis Day, World Cancer Day, Suicide Awareness and how to perform breast self-examinations. In March the team launched a community café approach and set up a weekly drop-in session. Prisoners are able to speak with staff about a variety of topics, supported by wing orderlies, who as part of their role assist and facilitate health promotion throughout the year.

6.2.3. The service currently has a full-time midwife who is readily accessible to all pregnant women and closely involved with the mother and baby unit (MBU). National pregnancy framework and perinatal pathways are embedded with all partners. Learning from national incidents has also been examined and action planned effectively, overseen by the deputy governor.

6.2.4. There is a priority to promote safe prescribing for all prisoners, and new prisoners have a thorough review in line with NICE guidelines. All prisoners have an 'in possession' risk assessment and have issued appropriate medication to manage themselves on a daily, weekly or monthly basis. All prisoners released/transferred leave with enough medication for at least the following seven days.

6.3 Mental health

6.3.1. The integrated mental health team (IMHT) includes a mental health lead and approved mental health professionals (AMHPs): psychiatrist, clinical psychologist, assistant psychologists, senior registered mental health nurse (RMN), RMNs, learning difficulty (LD) nurse and a mental health (MH) support worker. This expertise enables the complex mental health needs of residents to be addressed. The IMHT is involved in all ACCT and segregation reviews.

6.3.2. There are plans to recruit to a perinatal mental health post to work in partnership with the specialist midwife delivering care to those who are pregnant and also postnatal. This is commissioned directly from NHS England to the local Trust.

6.3.3. Holly House is the dedicated wing for prisoners with mental health and wellbeing issues that can benefit from enhanced support. A business case has been submitted to NHSE to enhance the therapy offered to prisoners on the wing and across the prison. NHSE is completing an evaluation of '*What Good Looks Like*' in terms of trauma-informed care and will be commissioning services as a result of this review. Prison officers who have an interest in and compassionate approach to working with prisoners who require this support have been interviewed and selected to work on the unit. They are supported by the psychology and the mental health team to develop a joint care plan approach.

6.3.4. The head of healthcare chairs a fortnightly complex case meeting that manages patients with a robust partnership approach. There have been a number of women sent to New Hall from court as a place of safety. A number of case studies have been escalated to NHSE as a point of concern.

6.4 Exercise, regime

6.4.1 In spite of the length of time in which restrictions have been in place during the pandemic, the IMB has received relatively few complaints from residents about the impact of increased time in cells, lack of work and educational opportunities. The IMB feels that this is a testament to the care with which staff and management have handled the pandemic, and the thought which has gone into providing sensible and clear information to all concerned, focussing upon the role which everyone has had to play in order to keep themselves and others safe.

6.56. Drug and alcohol rehabilitation

6.5.1 There were 722 referrals to the drug and alcohol rehabilitation service (DARS) over the reporting year.

6.5.2 As part of the government's pilot Accelerator Prisons project to reduce re-offending, a dedicated lead officer is looking at where New Hall can improve, support, or make changes to the way the prison tackles substance misuse issues. Events are being planned over the forthcoming year for external support providers who will be able to come in and hold a stall for prisoners to get information about substance misuse issues and post-release recovery support.

6.5.3 During Covid, contact with prisoners has been maintained through the in-cell phone/telephony system. Oral fluid testing is also offered to prisoners as a way of proving that they are maintaining recovery (without any punitive element if there is a relapse). In addition to these measures the prison's pharmacy is keeping a close eye on prisoners with a tradeable medication who are seeking alternative medication, which is seeing a big reduction in this area.

6.5.4 The psychosocial team's case load has increased slightly and is currently two-thirds of the population. The service has identified more alcohol and non-prescribed patients recently, which mirrors the community teams. Inclusion, the psychosocial provider, launched the 'reapproach pathway' last year and this has also increased caseload numbers. Group work has run on every wing for six months. Peer support and creative recovery has been well received from prisoners. Four groups have run per week in wing cohorts in line with the Covid guidelines for stage three. There are plans to deliver relapse prevention, motivation and awareness sessions.

6.5.5 A recent audit showed prisoners are being released regularly with Naloxone kits. The good practice identified is that the recovery worker is in reception every morning to train prisoners who are being released or attending court in the use of Naloxone.

6.5.6 The team has set up appointments using video technology with community recovery services who have been unable to visit during Covid. This has enabled the prisoners to meet their community key worker and develop a meaningful release plan.

6.6 Soft skills

6.6.1 Covid restrictions and subsequent lockdowns have affected the links to community groups and wellbeing sessions. There has been a continued attempt to maintain links with some charities and the Samaritans have continued to offer a remote service.

7. Progression and resettlement

Adult learning is an important service tasked with improving prisoners' education standards with a view to greater employability after release. During 2021/2022 the prison remained in lockdown and this had a significant effect on the level and format of provision.

7.1 Education, library

7.1.1 Education, the library service and information, advice and guidance (IAG) are delivered by Novus. There is a two-week induction programme during which maths and English are assessed. Assessment takes place on the wing and is paper-based and mandatory. IAG follows this by developing individual learner plans.

7.1.2 Appropriately, some prisoners do entry-level maths and English and others are encouraged to enrol on the virtual campus system for Open University, distance learning and short courses. There is help to apply to the Prisoners Education Trust for funding.

7.1.3 Entry level 1 is delivered on the wings using learning packs and PowerPoint presentations. The target is to move on to entry level 2. There is an offer to level 2 GCSE equivalent. Some small groups have taken place face to face when it has been possible.

7.1.4 Prisoners have undertaken accredited courses in maths, English, food safety, open award in physical health and well-being, employability and professional development.

7.1.5 Information, advice and guidance for these courses have been delivered to prisoners in a work pack with staff supporting the learners via the in-cell telephones. The work is then collected and marked and new work set.

7.1.6 Exams have continued to take place, either in cell, in the kitchens or in the education classrooms.

7.1.7 The library has continued to provide a service to the prison with the delivery of books and DVDs onto the wings by the librarian and orderlies. Prisoners are able to request specific books and DVDs.

7.2 Vocational training, work

7.2.1 Prior to the pandemic all prisoners who were able and suitable were offered work and / or vocational training subject to initial assessment. Areas of work include gardens, laundry, hair, Max Spielman, waste management and catering including food hygiene. This hopefully helps to reduce reoffending on release and increases chances of employment. The lockdown restrictions have limited some vocational training and resulted in smaller groups.

7.2.2 Cleaning principles and the cleaning bio-hazard award have been restarted and attended by small groups in the education block.

7.2.3 The hair salon was able to open up for a short periods and for limited appointments during the year, providing a wellbeing service for some of prisoners.

7.3 Offender management, progression

7.3.1 The offender management unit (OMU) staff work closely with the prisoners, community rehabilitation and other agencies to help prisoners progress through the system. Regardless of length of sentence each one is given an individual plan. This includes support with any complex issues associated with offending behaviour i.e. drug misuse, mental health issues and homelessness, to help progress on release and reduce the risk of reoffending.

7.3.2 Release on temporary licence (ROTL) has had to be suspended throughout the pandemic. Prisoners are still however moving from closed to open prisons when the time comes.

7.3.3 The Accelerator Prisons project

New Hall is one of 16 prisons to run the Accelerator Prisons project. It looks at the prisoner pathway from reception to discharge, planning forward to ensure preparation for employment and accommodation. Education is one of the four elements and each prisoner has a personal learning plan. There is a curriculum lead and a teacher skilled in working to meet the needs of neurodiverse prisoners e.g. dyslexia. Differences are assessed to see how they contribute to offending behaviour. The team are helping to identify current best practice and any barriers.

This is also linked in with Askham Grange.

7.3.4 TSP – Thinking Skills Programme

TSP is an accredited offending behaviour programme aimed at reducing reoffending; the team work alongside prison offender managers and in accordance with prisoners' individual sentence plans. The programme is comprised of 19 sessions: 15 group sessions and four one-to-one sessions which look at self-control, problem-solving and positive relationships.

7.3.5 Together Women

7.3.5.1 Collaborative working between programmes which offer counselling, resettlement work and support from a sexual violence worker.

7.3.5.2. The Freedom Programme explores domestic abuse and violence and works with individuals to understand issues of coercive control. Community connections with other prisons and women's centres are important to continue support. Referrals are also made to Together Women in the community to provide continuity.

7.3.5.3. Mentoring and advocacy service (MAS) – Together Women offers a mentoring and advocacy service, an 'open ear' service providing support for emotional and anger management for women on the personality disorder pathway. They help with the pre-release checklist and applications for non-molestation orders.

7.4 Family contact

7.4.1 Contact with family and friends is essential to help maintain wellbeing. No visits were allowed during periods of lockdown and when it opened up for a short period the uptake was very low with many prisoners not wanting to put their friends and families at risk. Social video calls (delivered by Purple Visits) were increased and an extra £10 phone credit was provided.

7.5 Resettlement planning

7.5.1 New Hall aims to provide a quality, rehabilitative environment whereby the prisoners are fully supported to achieve their potential. Resettlement pathways are very well developed.

7.5.2 The reducing reoffending strategy outlines an approach for working with the prisoners to make sure they are as well prepared as possible for life after prison and with every effort made to reduce reoffending. There are a number of pathways focusing on accommodation, education, drugs, health, alcohol, families and children and domestic violence.

7.5.3 The impact of the pandemic means some prisoners may not have been able access accommodation sites prior to release and it is still an issue as some are released with no accommodation despite the full support and backing of their caseworkers and the establishment.

7.5.4 Release statistics for the reporting period

Auto release under 12-month short term	52
Bailed	57
Bailed detained person	1
Conditional release	394
Conditional release extended sentence CJ	2
Died	2
Court/legal/police/prison transfer	2
Deportation licensees (parole/life/HMP)	2
Deportation (no sentence)	1
Discontinuance/charges withdrawn	4
Early removal scheme (ERS)/tariff-expired removal scheme (TERS) release	4
Executive release (section 32 Criminal Justice Act 1982)	6
Final discharge to hospital - psychiatric	14
Home detention curfew conditional release	106
Home detention curfew re-release conditional	6
Non-custodial sentence	77
Not guilty	10
Total	740

The work of the IMB

8.1 General

Considerable periods of the reporting period have been during the pandemic and further lockdowns which and has had a significant impact on the way we could monitor as a Board. Prior to this, members visited the establishment to conduct rota duties, attend and monitor meetings and prisoners forums, and deal with applications. Members also attended weekly segregation reviews and monitored adjudications on a monthly basis.

There were no rota visits until February 2022 In spite of this, all full IMB members made weekly telephone calls to the prison serving as remote rota monitoring visits to key areas. The Chair had regular weekly updates with the Governor/deputy governor.

Partly as a consequence of the IMB's considerably reduced presence in the prison, the number of applications to the IMB has been lower than usual. In spite of a reduced footfall, however, all applications submitted in the usual way have been responded to, albeit with some delay at times. Residents have used the telephone system to lodge applications with IMB, and this has worked well during the reporting period.

Many of the applications received by the IMB continue to relate to health issues, which remain difficult to process at times, due to confidentiality considerations. In addition, the fact that healthcare provision is contracted out means that complaints about healthcare are not dealt with routinely by the prison's own processes. Other than health complaints, the patterns of applications to IMB are similar to those found within the prison's own processes. Property features significantly, especially relating to items allegedly being misplaced during transfers between prisons. Also featuring is finance (complaints about pay, availability of monies held by the prison on behalf of residents), staff (occasional complaints about alleged bullying and unfair treatment), access to family (frequency of visits, telephone and video calls, especially during lockdown) and general complaints about the accommodation (heating, food, shower facilities). Continued support with recruitment campaigns is required.

8.2 Board statistics

Recommended complement of Board members	14
Number of Board members at the start of the reporting period	10
Number of Board members at the end of the reporting period	8
Total number of remote and in-person visits	78
Total number of segregation reviews attended	30

8.3 Applications to the IMB

Code	Subject	Previous reporting year	Current reporting year
A	Accommodation, including laundry, clothing, ablutions	2	11
B	Discipline, including adjudications, IEP, sanctions	12	4
C	Equality	0	2
D	Purposeful activity, including education, work, training, library, regime, time out of cell	10	12
E1	Letters, visits, telephones, public protection restrictions	7	13
E2	Finance, including pay, private monies, spends	2	7
F	Food and kitchens	2	1
G	Health, including physical, mental, social care	45	23
H1	Property within this establishment	7	4
H2	Property during transfer or in another establishment or location	4	3
H3	Canteen, facility list, catalogue(s)		2
I	Sentence management, including HDC, release on temporary licence, parole, release dates, re-categorisation	6	5
J	Staff/prisoner concerns, including bullying	12	11
K	Transfers	1	2
L	Miscellaneous, including complaints system	15	8
	Total number of applications	125	108



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