



# **Annual Report**

## **HMP Wandsworth**

**1 June 2013 to 31 May 2014**

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## **1. STATUTORY ROLE OF THE INDEPENDENT MONITORING BOARD (IMB)**

The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison to be monitored by an independent Board appointed by the Justice Secretary from members of the community in which the prison is situated. The Board is specifically charged to:

1. satisfy itself as to the humane and just treatment of those held in custody within that establishment, and as to the range and adequacy of the programmes preparing them for release;
2. inform the Secretary of State, or any official to whom he has delegated authority, where it judges appropriate, of any concern it has;
3. report annually to the Secretary of State for Justice 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, every part of the prison and also to the prison's records.

## **2. DIVERSITY AND EQUALITY STATEMENT**

The Independent Monitoring Board of HMP Wandsworth is committed to treating everyone with respect and fairness, regardless of race, colour, ethnicity, religion, belief, national origin, gender, age, marital status, sexual orientation or disability.

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

3.1 HMP Wandsworth is a Local male prison which primarily serves the courts in south London. Although a Category B prison, the majority of sentenced prisoners are Category C and some are Category D. The prison's principal role is to hold those on remand and convicted prisoners with less than a year to serve. During the course of the reporting year it also took on a resettlement function and accepted some young adult offenders on remand. The prison has a very high annual turnover of prisoners, exceeding 10,000. At any one time there will be a mix including sentenced prisoners serving longer than a year. Some are serving Indeterminate Sentences for Public Protection (IPP) or are Lifers. A substantial proportion of the population comprises foreign national prisoners of whom some are due for extradition and some are immigration detainees.

3.2 The prison was built in 1851 and the residential areas remain in the original Victorian buildings. The main prison, known as Heathfield, has five wings. In November 2013 the Trinity unit opened for around 350 Category C prisoners in a separate building of three wings. This building was previously a unit for Vulnerable Prisoners known as Onslow which had closed for refurbishment in March 2012. Vulnerable Prisoners are now housed in a separated section of one of the Heathfield wings. The operational capacity was 1284 at the start of the reporting period and increased to 1665 with the opening of Trinity. This number remains significantly higher than the Certified Normal Accommodation so the majority of prisoners share cells which are cramped.

## **4. EXECUTIVE SUMMARY**

4.1 In its last two annual reports, the Board noted improvements in Wandsworth Prison. Last year it expressed concern that reductions in staffing under Benchmarking would have a detrimental effect on the instances of good practice and welcome initiatives that it had observed. The Board regrets to have to report that these fears have been realised. Staff reductions have had a detrimental effect across the prison; restricted residential activity (paragraphs 13.1-13.3), availability of and attendance at work and education (paragraphs 6.2, 10.6), stretched legal services (paragraph 11.11), reduced gym sessions (paragraph 18.1), changed food provision (paragraph 13.18), cancelled outpatient appointments (paragraph 7.12), problems with property (paragraph 13.9), insufficient Mandatory Drug Testing (paragraph 17.10) and reduced library attendance (paragraph 13.21).

4.2 The improvements in Healthcare noted in last year's report have been maintained and there has been a welcome improvement in funding, allowing the level of screening to be increased. However, there has been an over reliance on bank and agency nurses, unfamiliar with the prison, and the Did Not Attend rate for appointments remains high. (Section 7)

4.3 The national system for transfers to a psychiatric hospital is not fit for purpose and, unless there is an enforced national standard for the time period within which a hospital bed must be found, some prisoners with severe and enduring mental illness will continue to wait many months to be transferred from prison to a psychiatric hospital. (Paragraph 8.13)

4.4 The Board is concerned that the prison's policy on equality is not supported by sufficient resources. (Section 5)

4.5 There are insufficient work and training places available to keep all prisoners in purposeful activity despite a move to part-time working. Attendance rates at work are lower than they should be. (Section 10)

4.6 There has been a backlog of assessments and sentence planning through the Offender Assessment System, slowing down recategorisation and transfer to other prisons. (Paragraphs 11.1, 11.5)

4.7 The Board is impressed with the priority that HMP Wandsworth has given to programmes designed to reduce reoffending. (Paragraphs 11.12 -11.19)

4.8 In previous reports the Board has praised the quality of the food at Wandsworth as a key factor in maintaining morale in the prison. It was disappointed therefore when the decision was made to introduce cold lunches. However, the kitchen continued to provide a hot meal in the evening with a varied menu catering for a wide variety of needs on a tight budget. (Paragraphs 13.17 -13.20)

4.9 The influx of young adult offenders has been challenging for the prison. A significant increase in use of force in part reflects the introduction of young adult offenders this year. (Paragraphs 9.19, 12.13)

4.10 There has been a dramatic increase in the use of the Care and Separation Unit (CSU). The Board continues to be impressed with the professionalism of the CSU staff when dealing with difficult prisoners. (Paragraphs 12.1 - 12.7)

#### ***Questions for the Minister's Response***

- In view of the impact that reductions in staffing have had on so many aspects of Wandsworth prison, do you agree that a review should be undertaken to assess staffing needs taking into account the prison's special circumstances? (Paragraph 4.1)
- What approaches have been made to the Department of Health to encourage them to accept the recommendation of the 2009 Bradley Report, that there should be a target of 14 days for the NHS to transfer a prisoner with acute severe mental illness to an appropriate healthcare facility? (Paragraph 8.13)

#### ***Questions for the Regional Custodial Lead***

- What is being done at regional level to release the pressure on prisons of having to divert officers for bedwatch duty? (Paragraph 13.2)
- Given the deficiency of work and training places, will funds be made available to convert the disused laundry for productive use? (Paragraph 10.5)

#### ***Questions for the Governor's Response***

- In view of the impact that the influx of young adult offenders is having on the prison, what is the strategy for handling them? (Paragraph 9.9)
- What is being done to address the needs of growing number of older prisoners in the prison? (Paragraph 5.7)
- Should any death in custody be followed by a hot debrief and a cold debrief so that any lessons can be addressed immediately, rather than waiting for the Ombudsman's report? (Paragraph 9.1)
- What is being done to reduce the number of independent adjudications dismissed because of the absence of a reporting officer? (Paragraph 12.9)
- What will be done to halt the decline in Library attendance shown in this report? (Paragraph 13.21)

## **5. EQUALITY AND INCLUSION**

5.1 The prisoner population of Wandsworth remains highly diverse. The prison has developed policies and action plans aimed at ensuring that equality and respect for diversity are taken seriously. However, the Board is concerned that this framework is not backed up by resources. The staffing level of the Equalities Team is, in the opinion of the Board, inadequate for the prison given its size and diversity. Furthermore, those who are profiled to deal with equality issues are often redeployed to other tasks in the prison. This has caused a significant backlog of casework.

5.2 The Board has noted that there is no longer mention of Equalities and Diversity in the prisoners' Induction Programme (although there have been posters explaining the approach to equality in First Night cells).

5.3 The Equalities Meeting, once held on a monthly basis and attended by a large and varied group of staff (including a number of senior governors), has become a poorly attended forum. The meeting has lost its momentum and focus, and arguably its credibility. The staff that do attend work hard to give equality and diversity issues the attention they deserve. The Board feels that this sense of priority is no longer replicated across the wider establishment.

5.4 There is a large number of foreign national prisoners throughout the prison, and the Board has received complaints that they often feel isolated and ignored. At the end of May 2014, there were 583 foreign national prisoners in Wandsworth (there were also 157 prisoners whose nationality was not recorded). Around half of the foreign national prisoners came from Eastern Europe. With 71 nationalities represented there have been difficulties in meeting the practical and cultural needs of all individuals. Translations of many documents have now been made available in the most commonly used languages. Over the past year, Discrimination Incident Reporting Forms (DIRF) have been made available in 20 languages.

5.5 DIRFs have continued to be monitored by an external body, although the Board is concerned that officers do not always have sufficient time or training to be able to process these forms in a timely and robust manner.

5.6 At the end of the reporting year, there were 44 Immigration Service detainees. Although this is a slight decline on last year's number, the reasons and issues remained the same. Many were held in the prison because they were appealing against their deportation or had problems with their documentation.

5.7 There has been an increase in the number of older prisoners. As of May 2014, there were 174 prisoners aged 50 or over (up from 116 a year before). There were 26 prisoners over the age of 65 (up from 14 the year before). The Board remains concerned that this group needs special attention and separate accommodation.

## **6. LEARNING AND SKILLS**

6.1 The educational needs of prisoners are assessed as part of their prison induction, and this is followed by a more in-depth, diagnostic assessment when they are allocated to Maths or English classes.

6.2 Education, like other activities, was required where possible to make places part time in order to give more prisoners an opportunity to be engaged in courses. Attendance at classes has been around 65-70% despite over-allocation, though the art classes are invariably full. Multi-skills recently moved back to full time and attendance has improved. The biggest obstacle has been difficulties in getting prisoners to classes because of the staffing position.

6.3 On Trinity the emphasis is on courses which improve employability. More courses designed to lead to employment are planned, including a new barbers' course and a modernised IT skills course using equipment in line with today's workplaces. IT courses will be based around media and business studies looking at marketing and servicing. An evening class preparing prisoners for release, mirroring the seven pathways to reduce reoffending, has not been as well attended as had been hoped.

6.4 Radio Wanno, a community radio station and media literacy project, has had its most successful year. It received a record number of Koestler awards – one of them being for ‘Doing Time’ where well-known public figures are invited to the prison to give interviews on their life and work. It became IVCA (International Video and Communication Award) champion award winner for 2013. A documentary for the Butler Trust, encouraging nominations for their prison staff awards, was rated one of the best campaigns on national prison radio. Prisoners working at Radio Wanno gain transferable skills in ICT, team working, communication, self-esteem, analytical thinking and working to a deadline.

## **7. PRIMARY HEALTHCARE**

7.1 Throughout the year the Primary Healthcare has been provided by St George’s Healthcare NHS Trust (SGHT). Dental services have been provided by an independent organisation, NHS Dentist. The contract was retendered during the year. SGHT won the new contract which started on 1 May 2014. SGHT now has overall responsibility for all aspects of the healthcare service, which all come under the operational management of the Head of Healthcare, including the sub-contracted mental health, dentist and optician providers.

7.2 In previous reports the Board has expressed concerns regarding the disparity of healthcare funding between Wandsworth and other London prisons. This problem has now been addressed with an increase in Wandsworth’s allocation, but there will be a period of ‘catch up’ as the healthcare service has received inadequate funds for some years.

7.3 SGHT has continued to provide a high quality service despite the challenges of the re-opening of Trinity unit and the uncertainties of the retendering process. There is a highly committed team of managers, doctors and nurses and good rapport with both prisoners and prison staff.

7.4 Hepatitis C screening was introduced in September 2013 and the hepatitis B vaccination programme has increased. TB Screening, with one session a week, has started for prisoners who are identified as high risk, but the number screened has been low.

7.5 Staffing has been a problem within the primary care and substance misuse nursing teams since the beginning of 2014. This is due to a combination of long term sickness, and the suspension of recruitment and the loss of staff caused by uncertainty during the retendering process. This led to greater use of bank and agency nurses who were sometimes covering more than half the posts. High reliance on agency staff is difficult to manage as they are not security cleared, do not hold keys and are unfamiliar with the procedures. This may have led to a lowering of the quality of care, but the senior nurses, to their credit, have maintained a safe service.

7.6 Heathfield Health Centre continued to provide a good service although sometimes target times for appointments with GPs and Advanced Nurse Practitioners were not met. The unit is cramped and more space is needed particularly in the administration area which, the Board understands, does not meet health and safety requirements. The Did Not Attend (DNA) rates, though lower than in the previous year, remained high and occasionally reached 50%. The Board believes that the reduction in the number of prison officers has seriously impaired prisoners’ access to healthcare services.

7.7 Healthcare reps were introduced at the beginning of the year but the system has been very slow to get going. A prisoner is appointed on each wing and should be there to offer advice on the availability of the different aspects of the medical service and how to access them. Part of their job is also to inform prisoners of their appointment times so reducing the DNA rates. The service was very patchy with the reps not having freedom to move about the wing and not being easily identifiable. The Board has repeatedly backed requests for identifiable tabards, similar to those provided for other sorts of rep, but so far the issue remains unresolved.

7.8 The opening of the Trinity unit put pressure on Healthcare but arrangements there are working well. There is a treatment hatch for the issue of medication and clinics are held on the unit. The DNA rates were lower than in Heathfield due to a combination of a good medical rep and the prisoners being able to move about more freely.

7.9 The Jones unit has 6 beds and provides nursing care to patients not needing to be hospitalised but who are unsuitable for normal location. A daily multi-disciplinary ward round has recently been introduced and is proving successful. The unit has been busy throughout the year with a few long term cases. There has been a waiting list on several occasions and there is a case for increasing bed numbers.

7.10 The dental waiting list, which had improved to around 6 - 7 weeks, has lengthened since the opening of Trinity to 10 weeks.

7.11 Complaints forms received by Healthcare are graded as either Complaints, requiring a full investigation, or as Patient Advisory Liaison Service (PALS) enquiries. The number of complaints was low with an average of about two per month, but only half were dealt with within the recommended period of 25 working days. PALS enquiries were addressed in a timely manner but written responses have been delayed considerably.

7.12 The Board is concerned about the process for taking prisoners to local hospitals whether for outpatient appointments or extended stays. With staffing already under pressure, and a number of prisoners in hospital requiring bedwatches, there are often insufficient officers available for escort duties. During the first ten months of the reporting period over 70 outpatient appointments were cancelled due to lack of escort staff. This is managed by the GPs/ANPs reviewing the list each day in order to decide which appointment(s) should be cancelled. The Healthcare staff re-book the appointment but the patient does not remain at the top of the queue. Some prisoners have had their appointments cancelled repeatedly. The Board believes that as a result prisoners' medical care is not equivalent to what they would receive in the outside community, and that the problem of escorts to hospital and for bedwatches needs to be addressed at regional or national level.

## **8. MENTAL HEALTH**

8.1 The high incidence of mental health problems, particularly amongst the very large number of foreign nationals, continues to challenge officers and healthcare staff. Prison staff frequently show great understanding and patience, in particular on the CSU and the Addison unit.

8.2 The volunteer-provided psychotherapy service (line managed by the chaplaincy but fully integrated with the primary care mental health service) provides weekly counselling

8.3 Other than the voluntary psychotherapy service (which deals with less than 2% of the prison population) no psychological therapy services are provided in the prison. This is a major deficiency. Prisoners with anxiety and depression do not have access to equivalent services to those available in the community under the Department of Health 'Improving Access to Psychological Therapies' initiative.

8.4 The Primary Mental Healthcare team deals with prisoners on the wings who have mild mental illness. The most common diagnoses are depression/anxiety, followed by personality disorder, followed by self harm. The most common medications are anti-depressants, anti-anxiety tablets and sleeping pills.

8.5 The team has been severely understaffed for much of the reporting period. For this reason the target time to see emergencies (1 day) was largely met but the target time to see routine cases (3 weeks, with urgent cases being prioritised) was only met around 60% of the time.

8.6 Foreign national prisoners with mental health problems who require Language Line for interpreting have to be taken by PMU staff down to the CSU which has the only accessible location with a Conference Telephone. The Board regards this as unsatisfactory and believes that conference telephones should be available in Reception, in the Healthcare Clinic on B Wing and on Trinity.

8.7 The In-Reach team provides secondary care mental health services to those prisoners who have 'a severe and enduring mental illness'. Services are provided to the most seriously ill prisoners on a 12 bedded in-patient unit (Addison) as well as to prisoners living on the wings. At times during the year there has been a waiting list for a bed on the Addison unit; there is a case for increasing bed numbers.

8.8 There has been such a severe shortage of Community Psychiatric Nurses in the In-Reach team that it has not been possible to have a Duty Nurse operating every day. In addition there was no Modern Matron present on site from January to April 2014. Consequently in the second half of the reporting period there was often no In-Reach presence at the Good Order and Discipline (GOOD) reviews held in the CSU and limited attendance at the Assessment, Care in Custody and Teamwork (ACCT) reviews.

8.9 Despite staff shortages 100% of In-Reach emergency referrals were seen by a Community Psychiatric Nurse within the target time of 1 day, and 93% of urgent referrals and 97% of routine referrals were seen within the target times (7 days and 14 days respectively). Discharge summaries met the 7 day target in 88% of cases for the In-reach team, 84% of case for the Addison unit and 90% of cases for the Dual Diagnosis service; it is hoped this will improve next year.

8.10 A weekly programme of activities was offered to Addison unit residents, but in the early months of 2014 there was considerable re-deployment of experienced Addison unit

8.11 Complaints by Addison unit residents have been extremely low throughout the year. The weekly complaints clinic was converted into a monthly clinic due to the very low uptake.

8.12 About two thirds of the residents on the Addison Unit are foreign nationals. This is a challenge for staff and prisoners alike. There is a Polish speaker in the prison's Education Department who translates but in the main outside interpreters have to be used. Bookings run at 1-2 every week which are expensive and time consuming to organise.

8.13 The length of stay on the Addison unit for patients eventually transferred to a secure psychiatric hospital varied widely. One resident was held in the Addison unit for over 9 months before being transferred to a secure psychiatric hospital. Two years ago a full-time post was created to manage more effectively the transfer of prisoners to secure psychiatric accommodation. However, there is a limit as to what can be achieved locally. The Board believes there should be a nationally enforced standard for the time within which a hospital bed must be found. The 2009 Bradley Report recommended that the Department of Health should develop a new target of 14 days for the NHS to transfer a prisoner with acute, severe mental illness to an appropriate healthcare setting.

## **9. SAFER CUSTODY**

9.1 There have been three deaths in custody this year: two occurred in hospital and were probably due to natural causes. One, by hanging, was almost certainly self-inflicted. It seems to have become the practice at Wandsworth that neither hot nor cold debriefs take place routinely after a death in custody, and that the prison waits for the Ombudsman's report to see what lessons can be learnt. Given that the Ombudsman may take several months to produce a report and inquests take even longer, the Board believes that a hot and a cold debrief should be held as soon as possible to identify the need for changes in practice and procedure and to reduce the risk of further similar incidents.

9.2 Ambulance requests and access have improved after the adoption of a national code system for informing Control about emergencies.

9.3 This year 536 ACCTs were opened compared with 528 last year. Due to staff shortages, monitoring of ACCTs is not always as thorough as it should be. However, a staff training programme aimed at Officer Support Grades, particularly at night, has now been introduced.

9.4 Complex case meetings continued to be a useful forum for monitoring problem prisoners and those on new ACCTs to ensure appropriate action. Attendance by wings is poor due to lack of staff but the Custodial Manager for Safer Custody emails the wings whenever relevant

9.5 There were 253 incidents of self harm in the reporting year, compared with 225 last year. Most acts of self-harm occur in the first 12 weeks of custody.

9.6 There were 863 violent incidents in the reporting year compared to 657 last year. This is an increase of 31%, higher than the increase in the prison's population. There is no

9.7 Gangs have become more of an issue since the influx of Young Adult (YA) offenders. The prison relies on intelligence to identify gang members and separate them whenever possible.

9.8 Last year's report expressed concern about the shortage of Listeners. In the second half of this reporting period, the recruitment and training of Listeners has been satisfactory though there is only one Listener on the Vulnerable Prisoner section. There have been problems unlocking at night. The availability of phones to call the Samaritans has also been a problem. Phones frequently do not work or go missing on the Heathfield wings and the phones do not work at all on Trinity for technical reasons which are being addressed.

### ***Young Adult Offenders***

9.9 The presence of a large number of Young Adult offenders (aged 18 to 21) in the prison is a cause for concern. The initial quota of 60 YA's was quickly exceeded this year, and the number is currently 73. The prison management has no control over the number of YAs placed in the establishment yet there is a lack of YA experience and training among wing staff. The view of staff and adult prisoners alike is that HMP Wandsworth is not a suitable environment for YAs. Their presence causes three main problems. First, their behaviour is disruptive and challenging and this creates confrontations with staff and with adult prisoners, the latter offering the potential for serious incidents. Second, they tend to have been active gang members outside prison and often seek to replicate this through the formation of associations inside prison; this increases the risk of serious incidents as members of rival gangs and associations can come into contact with each other, despite the best efforts of prison staff to segregate them. Third, the need to locate YAs either with another YA or in a single cell and to segregate rival gang members creates additional pressure in an already overcrowded establishment.

## **10. PURPOSEFUL ACTIVITY**

10.1 In last year's report the Board expressed concern that there would not be enough work and training places to maintain the level of purposeful activity once Trinity opened. This year the prison has moved towards part-time working to spread the available activity places and remove the need for evening association.

10.2 The pay scales have been revised to reflect the move to part-time working. Pay is now dependent on a prisoner's IEP level reflecting the national drive to incentivise and reward good behaviour. Also the distinctions between the different work places have been withdrawn so that prisoners are now paid the same wherever they work. This is intended to encourage them to focus on choosing activities that are suitable and meet the requirements of their sentence plan rather than basing their decisions on pay levels.

10.3 Although there is a good variety of activities in Wandsworth, there is a shortage of 500 places if all prisoners, including foreign nationals and those on remand, are to work part-time. The income generating workshop in which carpet tiles were sorted, repaired and recycled has not proved successful and the contract has been terminated. This has left a large unused space with unusable tiles waiting to be shipped out. It is planned to replace this

10.4 Trinity has the highest rate of employment with 73-80% occupied. The majority are part time. There is a need for more types of work. It is hoped to get funding for business related courses such as the skills required for self-employment. A new barbers' course was being introduced similar to that on Heathfield. The usage of all workshop and activity areas is currently under review so as to maximise the space available. Immediate plans include expanding the bicycle maintenance workshop in conjunction with Halfords, adding 71 education spaces specifically to cater for the Trinity prisoners and expanding recycling. Whilst the unit should receive credit for getting many into work or purposeful activity, there are simply not enough resources for every prisoner to have the opportunity to work

10.5 The Board takes the view that the Government's policy to get all prisoners working is not supported by the resources necessary to make this a reality. In Wandsworth funds should be made available to either renovate or replace the disused laundry. This has been unused for years and has fallen into a state of disrepair. However, it could be developed to provide enough workshop spaces so that all prisoners can be engaged in work or meaningful activity.

10.6 Prior to the move to part-time working, attendance rates were averaging about 79% but since the transition this has dropped to between 60-70%. This is despite the fact that prisoners who have jobs but do not attend are dealt with through the IEP system, and are quickly made aware of the consequences of not working.

10.7 The procedures for allocating work were not working well at the start of the year, but later in the year they improved with a full team in place to deal with the applications. Some jobs tend to take longer to fill because of security clearance. No security clearance is required for working on the wings.

## **11. RESETTLEMENT**

### ***Offender Management***

11.1 All the main areas of Offender Management have achieved their Key Performance Targets. However, staff changes, redeployment and the recent influx of Category C prisoners have led to an increase in the backlog of assessments and sentence planning through the Offender Assessment System (OASys). Offender Supervisors have only been able to complete 10-15 assessments per month, compared with 30-40 previously, leaving some 196 files incomplete. The eight week target has not been achieved. This has slowed down recategorisation and transfers, and hindered the ability of some prisoners to progress their sentence requirements.

11.2 OASys proformas and the Self Assessment Questionnaires are now available in 20 languages supplemented by the Language Line. Assessments have been detailed and thorough, and information sharing from other departments via monthly meetings and on P-NOMIS has improved this year. Initial Sentence Plans are discussed in detail with prisoners, taking account of their own views of the objectives, and staff explain the support available

### ***Public Protection***

11.3 Currently 336 prisoners are being managed under the Multi Agency Public Protection Arrangements (MAPPA), with numbers increasing after the opening of Trinity. Risk assessments have been thorough and communications with external agencies have been good. Difficulties have arisen when details of prisoners transferred from other establishments are unavailable.

11.4 There are 192 prisoners on the Violent and Sex Offenders Register. Lists from Reception have been dealt with speedily and the three day target for Partnership requests has been met.

### ***Categorisation and Transfer***

11.5 A large backlog in categorisation and recategorisation in the early spring generated many complaints to the prison and applications to the Board. However, in recent weeks extra help has successfully brought the initial OCA (Observation, Classification and Allocation) papers up to date, enabling information to be shared with relevant parties. Recategorisation delays are also much reduced, but here too there are problems with some serving prisoners arriving without OASys details.

11.6 Some 1900 prisoners, on average 40 per week, were transferred to other establishments during the year. Past difficulties in some areas, (the transfer of Category D prisoners and young offenders, and those needing to be returned to their original establishments after court) have recently eased. However, reduced movement in the Category C Estate, the closure or refurbishment of some prisons and the need for prisoners to move for access to courses have continued to make some transfers difficult. The slow completion of OASys documentation has also impacted here.

### ***Lifers and IPPs***

11.7 There are currently 39 lifers and 22 IPP prisoners. A small number have been in Wandsworth for around three years and need to move to prisons more suited to their needs. Lifer Forums have been discontinued. Individual lifer 'surgeries' have been piloted and many prisoners have found them useful.

11.8 There have been fewer complaints about parole dossiers reaching prisoners with insufficient time for reading and comment. Prisoners are generally not transferred if a parole board is imminent to allow them to appear before the board in a familiar environment.

### ***Home Detention Curfew (HDC)***

11.9 A total of 964 prisoners (an increase of 72) were eligible for HDC in the reporting year. All were contacted three months before their eligibility date and received a letter detailing the complex action to be taken and the lengthy process involved. The small team has endeavoured to improve communications and there are permanent posters on wings

### ***Release on Temporary Licence (ROTL)***

11.10 Only two prisoners have been allowed out on ROTL this year, compared with 28 prisoners and 892 days spent outside the prison during the previous reporting year. The two experienced ROTL officers have been transferred to wing duties and replaced by a non-operational member of staff.

### ***Legal Support Services***

11.11 The two trained Legal Service Advisers now have substantial wing responsibilities. In consequence there is insufficient time for them to carry out their vital support in giving practical advice to prisoners for appeals, parole procedures and in finding professional legal help. They no longer speak to prisoners at Induction regarding their rights and the services available, instead relying on notices in a range of languages placed on all wings to explain what help might be available. Advice to prisoners is offered by letter, prioritising those for whom a face to face discussion is essential. In some cases, prisoners' court appeals have remained incomplete and out of time. Whereas in past years some 20 applications have been processed daily, numbers are now irregular and considerably reduced. The Board has received increased complaints during the year concerning access to this previously highly successful and much needed service.

### ***Reducing Reoffending***

11.12 Wandsworth has made this area a high priority. Needs are assessed at Induction and these are followed up with support from prison departments and a wide range of organisations operating both inside and beyond the prison, with a number working through the Chaplaincy. The proximity of services, agencies and charities in the Resettlement area and others close by has produced coherent and sound communication with staff, prisoners and one another. Their work has been assisted by a number of well-trained and knowledgeable Orderlies. These early interventions have enabled prisoners to begin the process of avoiding reoffending at the start of their sentence.

11.13 The percentage of released prisoners going into employment was 25% compared with 24% in the previous year, and the percentage going into education or training was stable at 17%. Percentage of prisoners going into settled accommodation was 82% compared with 78% in the previous year.

11.14 The St Giles Trust has continued to offer advice with housing, mortgages and rent, and has worked closely before and after release with some who might otherwise have been without settled accommodation. The team actively worked with 652 prisoners, finding accommodation for 131, and 65 have been met at the gate by case workers offering support for between 6 and 12 months.

11.15 The Education Department has offered courses on personal budgeting and money management; the Chaplaincy has given advice on debt and budgeting, and Christians

11.16 The National Careers Service (formally Prospects) has spoken to all incoming prisoners assessing employment and education needs, and after two weeks has checked that prisoners have been added to the Activities or Education lists. They have advised some 1120 prisoners during the year.

11.17 There are some effective partnerships in place which help prisoners near release such, as Bounce Back, a construction course on release, and Switchback, a new initiative which takes kitchen workers into training in a café. But it is recognised that more links need to be established particularly with the National Careers Service, local businesses and charities. The Friends of HMP Wandsworth continue to be extremely valuable in this respect.

11.18 Individual employment help is offered by Working Links. Advice is given on CVs, job applications, interview techniques and much needed help with disclosing background information. Similar support has been given by Preparation for Work (formally Job Club) through their two accredited courses offered by the Education Department. Job Centre Plus helps with employment both before and after release.

11.19 The Education Department has made an important contribution to the resettlement process. Most workshops offer NVQs or other forms of accreditation and there are ESOL classes in several of them. There has been a concerted effort to set up courses which can be completed by short term prisoners. Considerable progress has been made in provision for this large group of prisoners with a high risk of reoffending. Several classes emphasise the acquisition of life skills which many prisoners lack. A variety of groups now give help and support close to and after release, particularly through the work of the Chaplaincy.

## **12. SEGREGATION, CARE AND SEPARATION**

12.1 The Care and Separation Unit (CSU) has 12 residential cells and two Special Cells. The unit is located below ground level and there is little natural light. There is no association or day room.

12.2 This year there has been a dramatic increase in the average occupancy level to 65% compared with 42% in the previous year. There have been several occasions when every residential cell has been occupied.

12.3 There were 509 spells of detention compared with 328 last year. 54% of prisoners were held under Rule 53; good order or discipline (GOOD) accounted for 28% and the remaining 18% were for cellular confinement.

12.4 Despite concern raised in last year's report that too many prisoners were spending 20 or more days in this unit, the number has risen further this year. Fifteen per cent of the cell occupancy was taken up by just 10 prisoners who represented 2% of the total spells of detention. The problem of long-stay prisoners has been highlighted in previous reports, but continues to worsen. One prisoner transferred in from Broadmoor spent 196 days over two spells in the CSU, which is unacceptable particularly as the need for a transfer away from Wandsworth was highlighted at a very early stage. The Board believes that the number of

12.5 There have been some extremely refractory and difficult prisoners to deal with. The Board continues to be impressed with the professionalism of the staff.

12.6 Whilst every effort appears to have been made to ensure all cells have furniture, there have been numerous occasions when cells have been completely smashed up rendering them unusable for a period of time.

12.7 GOOD reviews continue to be held every Thursday when exit plans are reviewed with the prisoner. Towards the end of the reporting period often only the IMB, Chaplaincy and Education were present. The Board believes reviews would have benefited from the input of Probation and In-Reach, and to speed up transfers, a representative from both OCA and Security.

### ***Adjudications***

12.8 Governor adjudications continue to be held in the CSU six days a week. Independent (judge's) Adjudications occur fortnightly.

12.9 The absence of the reporting officer accounted for three-quarters of Independent Adjudications that were dismissed. The Board regards this as unacceptably high and feels more effort must be made to ensure reporting officers attend.

12.10 The overwhelming number of Independent Adjudications related to the possession of SIM cards, chargers and mobile phones. Last year the brewing of alcohol was handled by the Independent Adjudicator, but has now reverted back to the governor. The number of cases in this category continues to rise particularly among Polish prisoners.

12.11 The Adjudication Standards meetings, which according to the prison meeting calendar are held monthly, took place on only two occasions and only one set of minutes was produced.

12.12 Nearly 2500 adjudications were held of which 65% were referred either for the prisoner to take legal advice or for the reporting officer to attend. A further 20% of cases were proved and the remaining 15% dismissed. There were some instances where cases were dismissed for failure to submit the paperwork to the prisoner in time.

### ***Control and Restraint***

12.13 The use of force has increased by more than 45% to 430 instances – substantially greater than the increase in the prison's population. These included cases in which the actual use of force used was minimal. Full control and restraint was used in half the cases. Much of the increase is associated with fighting between young adult offenders, who came into the prison in significant numbers towards the end of the reporting year. Fighting accounted for 20% of the Control and Restraint instances; the next highest was threatening or aggressive behaviour at 11%, followed by staff assaults at 10%.

12.14 Ratchet handcuffs had to be used on more than 90 occasions. There were 43 planned interventions during the year whilst batons were drawn 11 times but used only once.

## **13. RESIDENTIAL SERVICES**

### ***Wing Accommodation***

13.1 Staff-prisoner relationships have been adversely affected by the reduction in the number of prison officers on the wings. The Board believes that in the large majority of cases, the staff are well trained, experienced and enthusiastic, but it has often observed a dearth of staff on the wings and noted expressions of concern by officers relating to their own personal safety when on the landings. There is considerable redeployment of staff to areas they are unfamiliar with. These cross-deployed staff are unable to build meaningful relationships with prisoners. This is frustrating for prisoners and the officers themselves and has led to more confrontation.

13.2 The regime has been unpredictable for the last six months. Although a schedule for shut downs on the different wings is published to prisoners, unexpected closures due to staff shortages are frequent and cause enormous frustration to prisoners as they are frequently not told the reason for being left in their cells. Officers diverted to bedwatch duties, where they are required to escort and attend prisoners going to hospital, are a particular unpredictable call on staff resources.

13.3 Unfortunately there are no records of the time out of cell for each wing and the Board is unable to compare statistics on a year to year basis, but the general impression is that time out of cell has been significantly reduced in the last year.

13.4 The Board continues to be concerned about the slow response to cell bells. Members frequently hear cell bells on the wings which have not been responded to. However, the policy is to issue penalties under the Incentives and Earned Privileges (IEP) scheme when cell bells are not used for emergency purposes.

13.5 Information Orderlies have been appointed for each wing on Trinity who run a small cell as an information hub, enabling prisoners to turn to them with everyday requests. This removes the burden from officers, stops unnecessary applications/paperwork from being submitted, and empowers prisoners to look after themselves. The Board believes that communication and information provided to prisoners will be improved when similar arrangements are introduced on Heathfield.

13.6 Officers have used the IEP scheme more effectively for disciplinary purposes and pay rates for work are now linked to IEP status. The system empowers officers and sets clearly defined expectations for the prisoners. One of the Trinity wings is designated for Enhanced Prisoners only and run with more leeway. The benefits of following the regime and progressing positively through the IEP system are easy for all prisoners to see and aspire to.

13.7 The Prisoner Consultation Meetings (formerly Wing Reps) continue to be held monthly. The Custodial Manager with responsibility for this meeting has also implemented an Action Plan which is followed up effectively. The wing reps have proved to be good communicators with the prisoners on their respective wings. For example, the Catering Manager advised the meeting that he was short of workers and the wing reps undertook a

13.8 The working of the Personal Officer scheme continues to be of concern. Prisoners are frequently unaware of the identity of their Personal Officer and often bring issues to the Board which should have been dealt with by the Personal Officer. The Board is also concerned that the P-NOMIS records of some prisoners contain no recent observations by their Personal Officer or other staff.

### ***Property***

13.9 Applications from prisoners about missing property continued to be the most common problem the Board is asked to help with. It became clear as the year progressed that more prisoners were asking the Board to investigate because staff on the wings did not always take time to address these problems. The rostering of extra light-duty staff should help with this. There were some items of property missing on transfer from other prisons which the Board was able to locate with the assistance of staff in the property department. It would help, when property which was thought to be missing is received from other establishments, if prisoners were notified immediately.

13.10 The Board is concerned about delays in cell clearance after prisoners have been transferred to the CSU.

13.11 Another problem, again because of the level of staffing and the increased number of prisoners, has been the backlog of property remaining unprocessed in Reception. This was particularly acute in February and March. The opening of Trinity with an influx of prisoners added to this problem.

13.12 A major change for UK convicted prisoners was a new directive issued in November 2013 barring them from receiving property by mail and from visitors. This was planned to be fully operational at Wandsworth from the end of February 2014. At the end of May property was still being taken in on visits as the catalogue order system had not been fully implemented.

13.13 Parcels containing property sent in by friends and relatives, for prisoners who are not entitled to them, are still being received at the prison, creating a build up of parcels to be returned because of the limit to the number of bags that are collected without charge by Royal Mail each day. Unconvicted and extradition prisoners were still entitled to have items posted in.

### ***Mail/Censors***

13.14 There were problems over the year with internal mail not being collected regularly from the Post Room, meaning that prisoners experienced long delays in receiving internal replies to their requests and applications. The wing governors have now given specific instructions for daily collections to be made.

13.15 There were problems with processing the volume of mail at Christmas. The particular concern for prisoners related to postal orders and this was reflected in the unusually high number of applications received by the Board in December and January. The Board has been assured that overtime will be used again over Christmas 2014 to cope with the increased volume of mail.

### ***Canteen***

13.16 The canteen system continues to operate adequately. The system of distributing canteen order bags to prisoners has changed such that prisoners now collect and sign for their order bags from tables on the wing (though the old system of bag delivery to prisoners in their cells has been retained in D wing). The new system has two main advantages; many fewer staff members are required to distribute the bags, and prisoners can check the contents of their bag in the presence of the supplier's (DHL) staff. Prisoners are generally happy with the new system and the number of canteen-related applications to the Board is reasonably low.

### ***Kitchen & Food***

13.17 The kitchen continues to provide a varied menu on a very tight budget. It caters well for different religious and cultural needs and special food is prepared for those celebrating religious festivals. The provision of meals during Ramadan went smoothly. Board members have regularly tasted the food both in the kitchen and on the wings, and it has invariably been good.

13.18 Cold lunches were introduced in April 2014 as part of the new regime designed to save staff on the wings. Prisoners now have a choice of fillings in baguettes and this has had a mixed reception. There were complaints about the variety and quality of the lunchtime food. Previously the Board has praised the quality of the food at Wandsworth as a key factor in maintaining morale in the prison. It is disappointed that this step was necessary. However, prisoners still receive a hot meal in the evening which is the subject of minimal complaints.

13.19 The kitchen has coped well with a reduction in staff from 14 to 12 in September 2013 and the continuing challenge of the high turnover of prisoners. With the opening of Trinity the plan was that a more stable group of kitchen workers would be recruited from that unit. However three-quarters of the workers still come from Heathfield. The planned replacement of prison officers with civilian staff is taking longer than expected due partly to the unattractive salaries on offer and the length of time vetting takes.

13.20 In April the daily budget increased from £1.96 to £2.02 per prisoner. The increase will merely compensate for price increases. The Board understands that Wandsworth is the only London prison to have kept within its kitchen budget, and that other prisons are keen to learn from its experience.

### ***Library***

13.21 Library attendance dropped dramatically during the year. The monthly average was 700 visits (excluding Trinity). This compares with 1100 for the two previous years and 1500 for the year before that. The second half of the year was particularly poor with a monthly average of 550 visits. The numbers vary considerably from week to week and are highly

13.22 There is a wide range of books available in the main Heathfield library, which now has a new vocational section supporting the education courses. There is also a good section on mental health. Foreign prisoners are generally well catered for although there is a shortage of books in Russian. The use of the Trinity library has grown and is now running at 800 visits per month. The Trinity library remains thinly stocked but refurbishment is planned.

13.23 The Library holds regular events. There is a six week challenge for emergent readers to complete six books. 170 prisoners enrolled and 126 successfully completed the course resulting in Wandsworth winning a silver award. Several full-day workshops were held by visiting authors and poets.

#### **14. RECEPTION, FIRST NIGHT AND INDUCTION**

14.1 Reception handled approximately 15% more incoming prisoners in this reporting year than the previous year.

14.2 The cut off time of 7.30pm for arrivals of vans coming from the courts is causing tensions between Serco and the prison, with Serco doing all they can to avoid putting prisoners into police cells overnight. If too many vans arrive close to the cut off time or if the Duty Governor accepts a packed van after 7.30pm, then the Reception staff are severely stretched to insure that the full protocol for arriving prisoners is followed.

14.3 All incoming prisoners should have access to an initial medical screen, first night pack, pin phone number with £1 phone credit and a hot meal. The Board believes that too often the processing of property has been compromised because the Reception staff have been inundated with vans arriving near the cut off time of 7.30pm. For prisoners new to prison, being rushed through Reception is not a good introduction and can be detrimental to their wellbeing.

14.4 Wandsworth has recently been ranked as the worst performing London prison in meeting court times. The Board finds this disappointing as Wandsworth was previously the highest ranked. The shift patterns for Reception staff have contributed to this, with only 3 officers starting at 6.30am, followed by the other staff starting at 7.15am.

14.5 Prisoners now collect their medication from the central pharmacy before going to Reception and then on to court. This is an improvement on previous years when a Reception nurse was responsible for distributing medicines to prisoners on departure.

14.6 The First Night facility at Wandsworth continues to be a caring environment. The Induction process is now well established and proven with the workings of the prison being explained in 14 different languages.

14.7 Prisoners receive an additional £1 for their pin phone if they complete the Induction course, which has proven to be a popular incentive.

14.8 The process for inducting Vulnerable Prisoners has been poorly followed during the year. The explanation for this was that there was no suitable day for the induction of Vulnerable Prisoners that fitted with the regime on E wing. Only recently has a Sunday slot

14.9 Second day screening has been running very efficiently during the year and now has an attendance rate in excess of 90%.

## **15. SECURITY**

15.1 Targeted searches, directed at both prisoners and staff, ha resulted in quantities of drugs and mobile phone equipment being found.

15.2 There is netting over virtually all prison exercise yards except Trinity's which has reduced the number of illegal articles that were thrown over the perimeter wall. However, the number of illegal articles, usually drugs or mobile phones, passed by visitors to prisoners during a visit has increased this year. Consequently the number of prisoners on Closed Visits has risen.

15.3 The brewing of alcohol or 'hooch' by prisoners has continued to present challenges to the security of the prison. 130 litres of hooch were found during the festive period.

## **16. VISITS**

16.1 Five Family Days were held during the year. These were very popular with prisoners and their families but were over-subscribed. For each family day there were 700 applications for 25 prisoner places.

16.2 Some family members and friends had difficulties in booking a visit. Many who telephoned the booking office experienced long delays before their call was answered. Because of redeployment the booking office staff have not always been familiar with the process. On occasions clerical errors and inaccuracies have led to delays in the Visitors' Centre and consequent frustration for prisoners and their visitors.

16.3 The Board has received a number of applications from prisoners who complained that they received notification of their visit after the visit should have taken place. This was because the paper notice slips were not delivered to prisoners punctually. At the end of the year a new delivery system was introduced, which the Board will monitor.

16.4 The canteen and play area in the Visits Hall are managed by Spurgeons. The attractive play area for children was closed for 70% of week day sessions and 50% of those held at weekends. As last year this was because of a shortage of volunteer staff.

16.5 The visits of families with special needs children have been accommodated through extending the length of the visit and, when possible, using a room which allows more space and privacy.

16.6 There were not enough lockers at the Visitors' Centre and some of these were in need of repair. At busy times visitors had to wait for a locker to become available thus shortening the duration of the visit.

16.7 Last year the Board expressed concerns about the uncommunicative attitude of Visits Hall staff. There has been a welcome improvement this year.

## **17. SUBSTANCE MISUSE SERVICES**

### ***The Substance Recovery Service***

17.1 The Substance Recovery Service (SRS) is provided by the Rehabilitation of Addicted Prisoners Trust (RAPt). SRS staff are now known as Drug and Alcohol Practitioners (DAPs). The DAPs are taking a more proactive role with doctors and nurses e.g. input into the 28 day review clinics.

17.2 The case management role has been extended to provide more in-depth assessment as well as working on a 1:1 basis with the prisoner on their care plan, immediate needs, long-term goals and release plan. Referrals to the case managers come from First Night assessment, 2nd stage screening and peer supporters. Prisoners can also self refer.

17.3 The Bridge programme, a 6 week abstinence-based drug treatment programme, continued throughout the year. A similar 6 week alcohol dependency treatment programme was also offered, but it struggled to fill the 12 places even though staff and user feedback indicated there is a need.

17.4 Living Safely, a 3 week course, was introduced in 2013. It aims to minimise drug and alcohol-related harm and provide safe coping and emotional management skills.

17.5 During the year SRS staff have worked in a more joined up way with outside drug and alcohol addiction services including local authority, NHS, community and residential services.

17.6 Challenges during the year have included the serious lack of space for SRS group work and restricted access to prisoners due to regime changes and increased frequency of lock downs.

### ***Substance Recovery Wing***

17.7 The multi-disciplinary team which includes doctors, nurses, officers, SRS staff and physical education instructors work closely together and carry out joint assessments and reviews, hold weekly case meetings and share training and briefings.

17.8 Due to various delays, the prison had not (by the end of the reporting period) implemented their plan to house all substance misuse prisoners on the Substance Recovery Wing (D wing) from their first night onward. The change would allow 5 days stabilisation on D wing *before* commencing the Induction programme. Consequently initial detoxification and stabilisation of prisoners with substance misuse problems was still taking place on the Induction wing at the year end.

17.9 Peer Supporters have been used for some time on D wing but their role has increased in scope and importance. They are now located across all wings and are successfully running groups on D wing supported by RAPt staff and PE instructors as well as working on the Induction programme on E wing, giving out information to new prisoners on the drug and alcohol services provided by the prison and referring prisoners who want to engage.

### ***Mandatory Drug Testing (MDT)***

17.10 Due to staff shortages and officer redeployment, there were insufficient officers available to carry out random MDT testing in November and December 2013. Since then MDT is back on track with monthly testing running at the required level (i.e. 5% of the prison's population per month).

17.11 The MDT positive test results for the year averaged 14%, slightly above the target of 13%. Part of this year's increase compared to last year may be due to the fact that the Trinity exercise yard is not yet netted so packages can easily be thrown over the perimeter wall. The Board was pleased to learn that funding has been allotted for netting for this exercise yard. Once this is installed, it will be harder for prisoners to receive contraband or illegal substances.

## **18. GYM**

18.1 Last year's report expressed concern that staff shortages often led to redeployment of PE staff, especially at weekends and evenings, resulting in cancellation of gym sessions. The situation has not improved. Over the year staffing levels have dropped leaving three gyms covered by 5-6 staff, two of whom are usually redeployed to cover staff absences elsewhere. The gym is an area from which staff can easily be redeployed. The result is that prisoners frequently lose their allotted gym session. Often they get only one session in a week instead of the allotted three, and sometimes none at all.

18.2 The workers are sometimes dropped off at the end of the day or mid-way through in order for them to get some gym time but the timings are tight. To help alleviate the problem PE equipment has been installed on Trinity and on the exercise yard, although this is not under the management of the PE instructors.

18.3 The PE facility on D wing is in a transitional period. It has fewer staff and, as well as tackling addiction through PE, it now has to cater for YAs who need to be kept occupied. Whilst the staff try to change activities to suit the wings and prisoners' needs it is difficult to follow a programme when they have to occupy different people with too few staff.

18.4 The logistics of accessing the gym for VPs is complicated by having to go through areas used by other prisoners when they are not being used. This means that sessions are fitted in as and when it is possible which is usually one day a week and an evening or at the weekend.

## **19. CHAPLAINCY**

19.1 The split between religions in Wandsworth is similar to previous years - the two main groups are Christians (50%) and Muslims (20%). Roman Catholics form the largest Christian group, many from Eastern Europe.

19.2 Good links with the community have been fostered with the development of the Wandsworth Community Chaplaincy Trust. The Through the Gate Programme has been introduced offering a mentoring service to prisoners.

19.3 All prisoners arriving in Wandsworth are visited by a member of the Chaplaincy team. They also play a valuable role in the ACCT reviews and in the GOOD reviews. As well as the team employed by the prison service the Chaplaincy department has a strong network of

## **20. APPLICATIONS AND COMPLAINTS**

20.1 During the year, the Board has observed difficulties with the complaints and request system. Copies of complaints forms are not always returned to the prisoner, and prisoners report that they do not always receive a response.

20.2 Over the reporting period, the prison received 2578 complaints or requests from prisoners. With 1858 complaints or requests for the same period last year, this represents a rise of 39%.

20.3 On average, the prison managed to respond to 93% of complaints within the prescribed time frame of five days, just failing to reach the agreed key performance target of 95%. The prison did manage to exceed this target for eight months in the year, but fell short in other months. The worst performing was in May 2014, when only 82% of complaints and requests were dealt with on time.

## **21. WORK OF THE INDEPENDENT MONITORING BOARD**

21.1 Board members have worked well together in the course of this year. Meetings of the Board were held every month, starting with a half-hour training session on a wide variety of subjects including suicide prevention, Healthcare, Immigration Removal Centres, learning and skills, Chaplaincy and the Thinking Skills programme. Several members of the Board visited Birmingham prison in February 2014. The Board was represented at the IMB Annual Conference and IMB London area chairs' meetings. Whenever possible, the Board have attended inquests at the Coroner's Court. A Board member attends the weekly GOOD reviews. The Annual Team Performance Review was held in June.

### ***Board Statistics***

Recommended Complement of Board Members	20
Number of Board members at the start of the reporting period	17
Number of Board members at the end of the reporting period	16
Number of new members joining within the reporting period	4
Number of members leaving within reporting period	5
Total number of Board meetings during reporting period	12

**IMB Members Visits to Wandsworth 1 June 2013 to 31 May 2014**

<b>Name</b>	<b>Board</b>	<b>Rota</b>	<b>Applications</b>	<b>Other</b>	<b>Total</b>
Barker, Elizabeth	12	16	20	10	58
Cartwright, Janet (1)	9	13	9	6	37
Deaton, David	10	17	0	30	57
Dykes, Sheila (4)	2	5	1	2	10
Essex, Nina	11	19	16	13	59
Forrester, Graham (2)	6	8	11	5	30
Harris, Tricia	8	12	10	0	30
Jameson, David (3)	4	0	4	0	8
Jones, Peter	10	19	23	3	55
Keeling, Ursula (2)	5	3	8	6	22
Knowles, B (5)	3	0	5	1	9
Linton, Robert (2)	5	8	10	18	41
Nyasamo, Enna (2)	6	0	0	11	17
Salem, Tony	8	16	13	2	39
Sharples, Claire (1)	8	10	6	7	31
Shepherdson, Matthew	10	14	28	10	62
Slade, Lucy	10	6	13	7	36
Stallibrass, Julia	10	21	24	8	63
Stone, Valerie	10	10	14	5	39
Travis, Mike	10	14	18	0	42
Weguelin, Vanessa	8	14	12	14	48
<b>Total</b>	<b>165</b>	<b>225</b>	<b>245</b>	<b>158</b>	<b>793</b>

(1) Left Board February 2014

(2) Joined Board November 2013

(3) Left Board November 2013

(4) Left Board July 2013

(5) Left Board September 2013

**IMB Applications**

<b>Code</b>	<b>Subject</b>	<b>2013-14</b>	<b>2012-13</b>	<b>2011-12</b>	<b>2010-11</b>
A	Accommodation	167	53	75	111
B	Adjudications	9	2	Under L	
C	Equality & Diversity (inc religion)	74	34	31	46
D	Education/employment/training/IEP	112	48	46	77
E 1	Family/visits (inc mail & phone)	121	41	90	140
E 2	Finance/pay	80	67	50	66
F	Food/kitchen related	44	10	Under A	
G	Health related	159	132	226	222
H 1	Property (within current establishment)	188	78	119	116
H 2	Property (external)	73	37		
H 3	Canteen	72	23	20	54
I	Sentence related	233	71	104	143
J	Staff/prisoner/detainee concerns (inc bullying)	114	42	52	75
K	Transfers	63	32	63	77
L	Miscellaneous	61	21	54	82
	Total number of IMB Applications	1570	691	930	1209
	IMB Confidential Access	71	58	72	80
	Average Prisoner Population	1420	1240	1480	1620

21.2 There were 1570 applications in total this year compared with 691 for the previous reporting year, which is an increase of 127%.

21.3 This represents the highest number of applications received by the Board in at least the last eight years. There were increases in all categories.

## 22. LIST OF ABBREVIATIONS

ACCT	Assessment Care in Custody Teamwork
P-NOMIS	NOMS Information System (computer system)
CSU	Care and Separation Unit
DNA	Did not attend
ESOL	English Speaking for Other Languages
GOOD	Good Order and Discipline
GP	General Practitioner
HDC	Home Detention Curfew
IEP	Incentives and Earned Privileges scheme
IPP	Indeterminate Sentence for Public Protection
MAPPA	Multi Agency Public Protection Arrangements
MDT	Mandatory Drug Testing
NVQ	National Vocational Qualification
OASys	Offender Assessment System
OCA	Observation, Classification and Allocation
PALS	Patients' Advice and Liaison Service
PPU	Public Protection Unit
PMU	Prisoner Management Unit
PE	Physical Education
RAPt	Rehabilitation for Addictive Prisoners Trust
ROTL	Release On Temporary Licence
VP	Vulnerable Prisoner
YA	Young adult