

**Independent Monitoring Board
HMP Wandsworth**

Annual Report

of the

**Independent Monitoring Board
HMP Wandsworth**

to

The Secretary of State

June 2009 to May 2010

STATUTORY ROLE OF THE IMB

The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison and IRC to be monitored by an independent Board appointed by the Home Secretary (now the Secretary of State for Justice) from members of the community in which the prison or centre is situated.

The Board is specifically charged to:

- (1) satisfy itself as to the humane and just treatment of those held in custody within its prison and the range and adequacy of the programmes preparing them for release.
- (2) inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has.
- (3) **report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody.**

To enable the Board to carry out these duties effectively its members have right of access to every prisoner and every part of the prison and also to the prison's records.

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HMP Wandsworth**

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1 DESCRIPTION OF THE PRISON

HMP Wandsworth is a Category B Local male prison which serves the courts in the local area. Prisoners are on remand or convicted. Although a Category B prison, the majority of prisoners are Cat C prisoners; a proportion are on Indeterminate Sentence for Public Protection (IPP) or are Lifers. About a third of prisoners are Foreign Nationals and a number of these are Immigration detainees. In terms of population size, it is the largest single prison in Europe, with an operational capacity of 1665. The prison was built in 1851 and the residential areas remain the original Victorian building buildings. The main prison, known as the Heathfield, has five wings. The Onslow Unit is a separate building of 3 wings holds some 365 Vulnerable Prisoners, mainly sex offender prisoners. The Certified Normal Accommodation is 1086 so the majority of prisoners share cells, which are cramped. There are opportunities for education and work and a variety of drug misuse programmes are offered.

2 EXECUTIVE SUMMARY

In recent reports we have reported on an improving prison. This year we believe that for a number of reasons this change has been reversed, although there are areas where encouraging progress has been maintained.

In June 2009 the prison was inspected by Her Majesty's Inspectorate of Prisons (HMIP). The report was positive; considerable steps had been taken to change a previously resistant staff culture, to increase the quantity and quality of activities and to improve prisoners' chance of resettlement. However this achievement was to be overshadowed when it emerged that senior managers at Wandsworth and at Pentonville had arranged to transfer a small number of prisoners between the two prisons for the duration of their respective inspections. In the words of the Chief Inspector, the prison's reputation was seriously tarnished by 'the irresponsible, pointless and potentially dangerous actions instigated at managerial level'.

The following investigation, with three senior managers facing disciplinary charges, had a detrimental effect on staff morale. There was no No1 Governor in post between June and October, far too long for the prison to be without senior leadership. In the autumn changes were introduced as part of restructuring. The post of Principal Officer was abolished and there were many staff changes. In March four experienced Governors left the prison and were not replaced.

The running of the prison has been made difficult by an area-wide shortage of officers. National recruitment campaigns have not been successful and, as it takes 9 months to train an officer, there is little prospect of increasing numbers in the near future. Factors inside the prison compound staff shortages; the number of bed watches has been high, sometimes as many as five at one time. There have been high levels of staff sickness and between January and May, mandatory training for CNOMIS (the new prison computer system) has made shortages more acute.

With so many officers being moved from wing to wing to address short staffing and illness, many are not dealing effectively with the wide range of prisoners' queries. Prisoner – staff relationships appear to have deteriorated. Prisoners tell us that officers are brusque and evasive. When prisoners ask for help they are too frequently told to wait or to try later. Few prisoners appear to know who their personal officer is. Because queries are not answered on the wing, the Application system is overloaded and has failed to work. Applications go missing or are lost, and responses are almost always late, if they arrive at all, and the staff signature is very frequently illegible.

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The frustration felt by prisoners is palpable. There have been disturbances in the form of assaults on staff, cell fires and incidents of 'potting'. The poor relationship is reflected in the increase in the number of Judge's and Governor's Adjudications. Use of Force has increased across the prison, and particularly against Foreign Nationals. 30% of prisoners in Wandsworth are Foreign Nationals and use of force against one particular group, Eastern Europeans, has increased dramatically. This group now make up 13% of the prison population. Their English is poor, they find it difficult to communicate and are not understood by officers.

Of great concern to the Board is the fact that self-harm figures have more than doubled during the past year. Last year there were nine Deaths in Custody, compared with none in the previous year. Four of these deaths were self-inflicted, three from natural causes and two have not yet been fully investigated.

There are three areas that have caused the Board particular concern this year; Healthcare, Property and Canteen.

In September the organisation responsible for providing healthcare went into receivership. Most healthcare staff contracts were taken over by Community Services Wandsworth (CSW) ensuring a commendably smooth change over and continuity of care for the prisoners. However the lack of a cohesive management strategy across the different areas of healthcare within the prison is outlined in this report and is of real concern.

In this report we draw particular attention to two departments that have not provided a proper or decent service to prisoners, Property and Canteen.

Against this backdrop there have been positive developments. Opportunities for prisoners to learn new skills and gain qualifications have never been better. The kitchen provides excellent food and menus that reflect the diverse prison population. Chaplaincy staff are tireless in their support of prisoners of all faiths and none. The interior and exterior of the prison are generally clean, the gardens are beautiful. There was another Pimlico Opera production in March, this time 'Carmen, the Musical'.

The prison should be given credit for managing a number of unanticipated events well. The response to the outbreaks of Salmonella (September) and to the Norovirus (January) was swift and well handled. Prisoners were kept informed and outside agencies commended the standard of work. A monthly Wing Reps meeting is well attended by staff and provides a forum where grievances can be aired and addressed. It is also positive that a decision over the future of the Onslow has been reached. It will close for complete refurbishment in 2012 and re-open in 2014.

During the year IMB members have attended serious incidents at the prison. We have been consistently impressed by the way staff carry out their duties in these difficult situations.

In the last months of our reporting period there are signs of a stronger managerial lead. Efforts have been made to reduce C&R. There is acknowledgement that staff-prisoner relationships need to be improved as does the Application system. Senior management intervention has improved the Canteen service. While the re-profiling of the work of Officers, Operational Support Grades and Senior Officers is on-going, managers are trying to improve poor attendance and working practice of existing staff. This is done in the certain knowledge that spending cuts will impact further on the regime and the lives of prisoners in the months ahead.

1 QUESTIONS AND ISSUES FOR THE MINISTER'S RESPONSE

- When moving between prisons, prisoners' property goes missing frequently. There are differing protocols between prisons regarding content, volume and storage. For the third year running we are asking for a review of protocols and for common practices to be introduced. **4.4**

2 QUESTIONS AND ISSUES FOR THE REGIONAL CUSTODIAL LEAD

- The use of the CSU (Care and Separation Unit) to house prisoners for extended periods, sometimes 2- 3 months, is a major concern. Both the prison and the Prison Service must do more to move these prisoners to other establishments. **7.1**
- The number of sentence-expired detainees in the prison remains unacceptably high. **6.3**
- There are serious problems with the provision of canteen service. These need to be addressed at a national level. **4.1, 4.7**

3 QUESTIONS AND ISSUES FOR THE GOVERNOR'S RESPONSE

- The use of C&R needs to be reduced, particularly against prisoners from Eastern Europe. **6.1**
- The service provided by the Property Department has declined enormously resulting in a huge waste of time, frustration for prisoners and production of a mountain of paperwork. **4.4**
- For the second consecutive year, we are raising the issue of loss of prisoner property when prisoners are moved from the wing to the CSU. **4.4**
- The prison's application system is not working. This has been raised throughout the year but has not improved. When will this nettle be grasped? **4.1, 4.6, 8.3**
- More needs to be done to recruit doctors and nurses to custodial healthcare. The lack of applicants is of real concern. **5.1, 5.2, 5.3**
- There is a lack of a cohesive management strategy across the different areas of healthcare within the prison. **5.1, 5.2**
- It is not acceptable that there is no group provision for prisoners with depression and anxiety. **5.2**
- Much more needs to be done at a local level in order to prevent mobile phones and illegal drugs being brought into the prison. **4.1, 7.5**
- It is agreed that there are too many prisoners maintained on methadone. How does the prison plan to reduce this number in the coming year? **5.3**

4 REGIME

4.1 Heathfield

Last year

- Too many lifers and IPPs (Indeterminate Sentence for Public Protection)
- Prison applications system not working well
- Drugs and mobile phones
- Pin phone numbers and their usage

This year

Respect

- There has been an increase in disturbances on the wings. Some of this has been caused by the weekly 'transfer drafts' of a small number of local prisoners to far flung prisons (often Birmingham) when they were within weeks of release. This is dictated by the PMU's (Prisoner Management Unit) need to make spaces available for new prisoners from London courts.
- The growth in gang cultures on the outside has led to greater levels of tension on the wings. It has been necessary to separate warring factions in the prison, culminating in the transfer of ring-leaders to other prisons.
- Huge problems with the supply of canteen to the wings have caused much misery for prisoners and staff alike. We have complained long and loud - and finally there is some resolution.
- The prison Applications system simply does not work, with the result that the IMB system is heavily overloaded.
- Relationships between officers and prisoners are worse. Prisoners tell us that staff do not have the time to deal with their day to day queries and there is understandable resentment about this.

Purposeful activity

- Time out of cell has been marginally worse than last year but is heading for much worse as staffing shortages and economic demands dictate that time out of cell during the evening will be much reduced.
- On the positive side, opportunities for work have never been better. New jobs include Timpson's shoe-repair shop, an improved Fine Cell workshop, barbering courses, fork-lift training and arts and crafts workshop.
- Wing meetings and a monthly Wing reps meeting ensure that prisoners' concerns are aired and addressed.

Safety

- Drugs now do not come into the prison over the walls but there is little real deterrent visible in the form of either dogs or searching at the gate. Mobile phones are readily available and clearly they are being brought in.
- The fact that a third of prisoners are Foreign Nationals brings concern and misunderstanding and frustration to the wings. This too often culminates in aggression.

Areas of concern

- Management of canteen
- Drugs and mobile phones
- Still too many Lifers and IPPs. A Cat B local is not an appropriate location for this group

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- Prison application system not working
- Probable serious downturn in time out of cell

4.2 Onslow

Last Year

- Overcrowding
- Staff shortages and inconsistencies between staff in treatment of prisoners
- Elderly and disabled prisoners continue to challenge resources
- Refurbishment long over due

This Year

Regime & Clientele

- The system of Prisoner Support reps has been extended and prisoners have increased responsibility in various aspects of the regime. This has been largely successful although Black Minority Ethnic (BME) representation in these groups does not always reflect the prisoner population.
- First Night Care, carried out on E-wing, is now generally working well. Onslow prisoners, trained for the task, carry out induction for Vulnerable Prisoners who will live on the Onslow and this appears to be working well.
- Violence Reduction Reps continue to have a presence on the wing but it is hard to assess the impact.
- The Onslow core day regime was extensively revised towards the year-end to take account of the continuous staff shortages giving a reduced but achievable wing-by-wing allocation of social and domestic time.
- The number of older and disabled prisoners continues to challenge officers.

Environment, Employment & Activities

- Overcrowding is no longer an acute problem on this wing. By the end of the reporting year, the Onslow was commonly under capacity by 10 men. Empty cells are used to for temporary overnight accommodation for Heathfield prisoners when the main prison is full. This may be necessary but is not ideal.
- Because of staff shortages officers are often redeployed at short notice. This has an adverse effect on the Personal Officer and Incentive and Earned Privilege schemes, and curtails regime.
- The new system for applying for activities and work, started last year, is improving. Work opportunities linked to nationally recognised qualifications have increased.
- There have been some improvements made to the showers but this Victorian building is not fit to house prisoners. The wing is to close for complete refurbishment in 2012. This decision is welcome.
- A Day Care Centre for the elderly has been opened with success and high usage.
- The aviary and gardens in the exercise yard continue to be a credit.

Areas of Concern

- Lack of adequate staffing resource creates inconsistent operating practices.
- The increasing numbers of older and disabled prisoners.

4.3 Reception, First Night and Induction

Last Year

- There was an improved atmosphere in Reception and E Wing.

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- Lengthy new Prisoners' Escort Record (PERs) for court visits and prison transfers caused delays and threatened Key Performance Target's (KPT's) for court deliveries.
- Prisoner Advice and Care Trust (PACT) staff had to make all first night telephone calls for incoming prisoners due to new requirement to vet all telephone numbers.
- The new computerised Induction programme was working well in 5 languages.
- A shortage of Serco vans necessitated prisoners waiting for hours in holding cells.

This year

- Reception staff are coping with PERs but question their necessity for brief visits to court and hospital, given the time required to complete these lengthy forms.
- Security scanning equipment is in place, including a Body Orifice Security Scanner (BOSS Chair) and a portal scanner.
- Distribution of medication can be a problem on the first night for prisoners arriving late.
- PACT workers are very good about making first night calls on behalf of newcomers.
- Computer induction programmes are still not available in several crucial languages such as Polish, Czech & Slovak, and Arabic.
- There are now 2 pin phone orderlies in the Induction area to sort out problems for newcomers.

Areas of Concern

- The lack of some important languages on the computer Induction Programme.
- The provision of medicine for new comers who arrive late.
- The necessity for completing lengthy and costly PER forms even for short visits to court
- The high dependence on locum GP's with a lack of appropriate experience.

4.4 Property

Last Year

- Loss of prisoner's property as a result of inter-prison transfers, cell clearances and visits.
- During the year, a marked improvement in management of prisoners property. New storage facilities had been built and new systems introduced to enable prisoners to access their property.

This Year

- A marked decline in the service. Applications concerning lost property as a result of inter prison transfers, cell moves and visits are frequent.
- Prisoners arriving at Reception may have to wait several days and sometimes weeks before retrieving their property. This is a particular problem when courts finish late or staffing is low. While the prisoner is received and inducted, his possessions remain at Reception. A back log of property may not be cleared for days.
- Frequent problems are experienced by prisoners who are moved from the wing to the CSU. Cells are not cleared promptly; cell clearance forms are often missing. Property bags are not being sealed or labelled by wing staff who are then slow to bring the property to the CSU. Un-named and open bags have been observed stacked against walls in the CSU
- There is a formal process which allows prisoners to apply for access to their stored Property. Appointments can be booked, weeks in advance, but are cancelled because of staff shortages.
- The IMB Chair receives frequent requests from other IMB's trying to help prisoners retrieve property left at Wandsworth.
- Different protocols exist in different prisons and these confuse prisoners.

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Areas of concern

- Procedures for getting property in and out of prison are not robust
- Late return of prisoners from court adding pressure to an already stretched property system.
- Poor processes in retrieving property from property store including reluctance of wing staff to leave their positions to go and sort matters out
- Protocol for property transfer to the CSU not followed

4.5 Mail/Censors

Last year

- Improvement in level of service delivered by Mail Department.

This Year

- There have been some complaints regarding late delivery of mail but the number of applications we receive about mail and censors has decreased by just under half. This is encouraging.
- Issues concerning alleged Rule 39 mail opening still persist but in general this can be attributed to human error or poorly labelled envelopes.

4.6 Requests and Complaints

Last year

- The prison Application system was not operating effectively

This year

The following numbers of complaint forms were received :

- 5643 complaints (Comp 1) were received of which 2180 were upheld. This compares with 4631 in 2009 of which 1788 were upheld.
- 312 prisoner appeals (Comp 1A) of which 117 were upheld. This compares with 250 in 2009 of which 99 were upheld.
- 1293 Confidential Access complaints to the Governor (Comp 2)
- In addition to the above, the Complaints Clerk has to deal with appeals against Adjudications by internal Governors, complaints coming in from prisoners now in other prisons, and complaints from people outside the prison, matters dealing with repatriation to the UK and appeals that have gone to the Ombudsman. In the last year the total number of these together with the Comp 1, Comp 1A and Comp 2 forms has exceeded 8000. This is a formidable burden for the existing staff to carry.
- The Prison Applications system has effectively ceased to function. Prison applications go missing or lost, are almost always late if they do arrive and very frequently have no recognisable name on the answer.

Areas of Concern

- The volume of complaints is an indicator of the current difficulties in staff and prisoner relationships.
- The Application system is not working

4.7 Canteen

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Last Year

- Lack of prisoner confidence in canteen service.
- The new contractor DHL, took over responsibility for all aspects of canteen. Early teething problems included a shortage of DHL staff and stock.

This Year

- Prisoners have experienced multiple problems during the reporting year.
- Poor product supply with popular items often out of stock
- Discrepancy in contents of canteen bag and what was ordered
- Slow pace of refunds to prisoners and little transparency as to how or when refunds will be made. This causes prisoners much anxiety.
- The quality of service and attitude of some canteen delivery staff was poor
- Delivery of canteen to the wings has often been late
- Emergency Canteen and First Night packs have not always been available to prisoners.
- Incidents of theft by prisoners employed as stock pickers.
- Since March management and DHL have made real efforts to solve these problems. A monthly meeting is held and is well attended. Staffing, computer, problems have been discussed and improved. Each step of the delivery process has been reviewed.

Area of Concern

- Quality of service and poor handling of complaints has been a constant source of prisoner disappointment and frustration.
- It results in a continual flow of complaints and applications. These have not been dealt with by DHL and so prisoners turn to staff, which do not have time to deal with the volume or the detailed response required.

4.8 Kitchen and Food

Last Year

- Rising food prices and possible cuts to the current budget threaten the quality of prisoner's meals.
- The increase in number and variety special diets requested for medical reasons.

This Year

- The kitchen continues to provide food for 1665 prisoners on a budget of £2.10 per day. Six choices are offered daily and include vegetarian and a healthy option. Food continues to be of a good quality and is tasted by IMB members.
- The kitchen received 4 stars from the Food Standards Agency for Hygiene and a Gold for Healthy Eating. Rolls Correct, the staff canteen, received a Silver Award.
- Great creative effort is made to supply menus that reflect the requirements of the religious faiths of prisoners, and the festivals of the calendar year.
- The kitchen respond to ideas and suggestions put forward in prisoner surveys and at Wing Reps meetings.
- Prisoners from the main (Heathfield) and vulnerable prisoners from the Onslow continue to work in the kitchen as a team; there is a good working relationship between prisoners and staff.
- Prisoner workers achieve qualifications, with 10 level 1 NVQs and 30 level 2 Hygiene Certificates this year.
- A Salmonella outbreak in September 2009 affected 400 prisoners and was dealt with promptly. Uncooked eggs in mayonnaise were established to be the cause. The prison's rapid response was said to have been well managed by the Health Protection Agency.

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Area of Concern

- A continuing increase in the number of special diets requested on medical grounds. More liaison is needed between healthcare staff and the kitchen to establish the legitimate need for special diets, which can be expensive.

4.9 Gymnasia

Last year

- Poor provision of recreational gym because of the redeployment of officers to other duties

This year

- Following the recent HMCIP/Ofsted report there has been an increase in the number of recreational PE hours at the expense of accredited PE courses. But a planned programme of funded courses is in place for the rest of the year.
- A report in February this year by the Area PE Adviser described the department as a 'high performing team which had developed effective partnerships with outside agencies over recent years and had attracted significant funding for developing vocational PE'. It also praised the department's management and quality assurance systems.
- 12 men successfully completed the QPR-linked FA level 1 coaching course in January, simultaneously gaining qualifications in child welfare and first aid.
- Funding of £150,000, over three years, has been secured from the Football Foundation for running a further FA coaching course starting in September, this time in association with Fulham FC.
- The OCR level 2 gym instructor's course has 18 enthusiastic members. This course can lead to employment with Greenwich Leisure, but is more sure to do so when backed up by a pass at level 3.
- The YMCA fitness instructor's course is an equally viable alternative for producing qualified employable graduates. The source of funding dictates which courses are run.
- A BTEC level 1 course was started for Onslow prisoners and has 16 members. 'Tackling drugs through PE' is now run along with Smoking Cessation, Healthy Living and similar courses designed to improve prisoners' health and life styles.
- Prisoners on the Nehemiah project (who are mainly alcohol-addicted) and the drug-abusers on the Rehabilitation for Addictive Prisoners Trust (RAPT) course now get gym on four days a week from 7-30 to 8-30am.

Areas of concern

- Staff shortages and the cross- deployment of PE staff to other duties plays havoc with both accredited and recreational gym targets, losing an average of 300 prisoner hours of gym a week.
- The lack of gym provision for older or physically disadvantaged prisoners has been noticed and is now under consideration.
- The gym equipment in gyms 2 and 3 needs to be updated

4.10 Library

Last Year

- Limited stocks of foreign language books in Russian, Romanian, Polish and Chinese.

This Year

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- The book trolleys on the Care and Separation Unit (CSU), the Mick Knight Unit and Addison wings are inadequate. The books are battered, worn and uninviting to read and the selections are not refreshed.
- Books in Russian, Chinese and Polish are frequently unreturned, probably stolen,
- Many factual books were being stolen and are now being held by Education.
- Communications between the wings and the library could be improved. Very often the library does not know of changes to scheduled visits until prisoners do not attend.
- The attendance from A and D wings is poor.
- The evening sessions for workers were not well attended
- There was a shortage of Red band workers owing to a security review of this group of prisoners.
- The Toe by Toe reading literacy project is based around one-on-one prisoner mentors and mentees and is more successful in Onslow mainly because the population is stable.
- This year a new literacy initiative was started by a group of volunteers led by a former primary school head (High Trace), using new methods with groups of prisoners for a few hours each week. The Librarian reports that the results are excellent.
- The Onslow library is too small for the numbers who use it.

Area of concern

- The incidence of books missing or stolen is high and needs to be addressed by the prison.
- Foreign Nationals are a significant part of the prison population, and the stock of foreign language reading material needs to be increased.
- Communications between the Wings and Library staff is poor and some formalization may be needed.

4.11 Visits

Last year

- Visiting hall very busy at week ends.
- Ongoing problems with booked visits computer
- Visitors have severe problems getting through on the phone.

This Year

- The family days were excellent; the evening homework club well appreciated. Staff take pride in these events and work hard in difficult circumstances. During the Norovirus outbreak, and in winter snow, staff made sure that cancelled visits were rescheduled.
- Prisoners complain that the price of drinks and food sold in the visits hall are too high.
- Attempts by visitors to bring prohibited material (drugs and phones) into the prison through the visits hall are frequent. As a result the number of prisoners on Closed Visits has increased.
- The introduction of CNOMIS has brought chaos to the process of booking visits. For a significant period of time there were no Visiting Order forms on the wings; visitors could not book visits in the Visits Hall. It now takes more time for staff to book visits; a back log in data entry meant that telephone bookings were abandoned.
- Some 30% of solicitors do not show up for legal visits.

Area of Concern

- The officers need some direct electronic communication with the CCTV room to intercept breaches of rules more effectively.

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4.12 Chaplaincy

Last Year

- Wandsworth's Muslim population increased to 364, the largest in any UK prison.
- There was an increase in Catholic prisoners commensurate with the increase in Foreign Nationals in the prison.
- There was a strong and cohesive Chaplaincy team under the new leadership of the Co-ordinating Chaplain.
- Basic Care in the Community was launched with PACT to support prisoners when they leave Wandsworth.

This Year

- The department received a good report from HMIP and continue to work well as a team. They provide a pastoral support to a huge number of prisoners who ask to see them and their work is highly respected throughout the prison.
- The Imam was seriously injured in a car accident and is on sick leave and his presence in the prison has been much missed. The team has made every effort to provide cover and ensure that the needs of the Muslim population are met.
- Efforts to find a successor to replace the retired Roman Catholic priest have not yet succeeded, resulting in a shortage of resident staff at present.
- The Muslim population has decreased slightly.

Area of Concern

- The enforced absence of the very experienced Imam with a high percentage of Muslim prisoners.
- The lack of resident Catholic chaplain after attempts to recruit was unsuccessful.

4.13 Resettlement/Reoffending

Learning and Skills

This year

- The Education department received a very good report from Ofsted.
- The designation 'key skills', used to describe those linguistic, numerical, Psychomotor and problem-solving skills useful in everyday and professional life, has been superseded by 'functional skills' (meaning much the same thing). They are taught by specialist staff, and are integrated into all training centre activities.
- The Open College Network (OCN) social and life skills course is still a main feature of the department's provision.
- Family Man has expanded to become a 10-week course running throughout the year; course members tackle such skills as family budgeting, child-raising.
- Since April 2010 Radio Wanno has become a 24 hours- a- day broadcasting service and feedback indicates a 60% listening rate. 12 Heathfield prisoners are currently doing the Northern Council for Further Education (NCFE) level 1 certificate in radio broadcasting, and there are plans for a further eight students in Onslow, where a second studio is due to open this summer.
- The art department, with two tutors, fulfils a very useful function in giving scope to illiterate or foreign national prisoners with little English to express themselves freely. About 200 a year enrol for these basic courses.
- In IT during the past year 259 student modules were completed at Oxford, Cambridge and RSA (OCR) level 1 examination, and 72 at level 2. (Record- keeping now specifies the

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numbers of modules done rather than of students involved.) These totals include desktop publishing (DTP).

- The Prisons Information Communications and Technology Academy (PICTA) course continues to provide students with extremely marketable skills in computer maintenance and repair.
- The small group of skilled workers who produce posters and brochures for display round the prison has been joined by three specialists who translate notices into a variety of foreign languages using special software, and by a similar number who produce Braille scripts.
- Departmental staff numbers remain steady at 20 full-timers and about 40 part-timers and volunteers - including one peripatetic dyslexia tutor.

Areas of concern

- Evening classes regularly lose half their teaching time - especially in IT - due to late arrival and early collection by wing officers.

4.14 Vocational Training Centres (VTC)

This year

- The Timpson Academy, providing the company's training in shoe repair and metal engraving, opened in May (2009) and immediately recruited 15 learners and two cleaners. One graduate was promptly employed in one of the company's shops on his release.
- The motorcycle VTC has expanded and currently provides training for 25 learners at Institute of Motor Industry (IMI) entry level and 22 at level 1. The IMI external examiner recently praised the quality of training at the centre.
- The construction VTC progresses well, with 80% attendance and all qualification targets achieved. (41 bricklayers and 25 plasterers were awarded City and Guilds level 1 certificates.) Future projections are for 70 - 80 certificates a year.
- The forklift truck training course has had its first successes, with two members of staff and one prisoner gaining the qualification.
- The garden VTC continues to flourish, having recently won another silver medal at Chelsea and 4th prize in the prestigious Windlesham Garden Awards. It has also expanded, with the completion of its vegetable and flower gardens. All agricultural produce is made available to the prison kitchen.
- Great strides have been made in providing training for Onslow prisoners, who now have their own brickwork training centre for 12 men, a multi-skills centre (plumbing, carpentry, tiling, painting and decorating) for 10-12, and a small motorcycle VTC. It is noticeable that Onslow men - mostly with longer sentences than Heathfield prisoners, fill most of the garden VTC places.
- In general Onslow prisoners were not being allocated work in sufficient numbers because the wing had no dedicated employment officer. The creation of the New Labour Board is intended to help alleviate this problem.

Areas of concern

- The garden and yard groups, drawn from red and blue band prisoners only, are usually under-strength. This apparent reluctance of prisoners to work outside in the fresh air is being looked into. The manager of these activities wants there to be a better mix of Heathfield and Onslow prisoners.

Independent Monitoring Board HMP Wandsworth

4.15 Psychology

There are two sections of the Psychology Department: Forensic Psychology which is responsible for Interventions and Counselling Psychology which is managed by Safer Prisons

Forensic Psychology

Last year

- There were 14 staff with 6 vacancies

This year

- The Head of Interventions left the prison in March. This post has been advertised but remains vacant. Senior management have provided good interim support.
- Staffing problems continue; 6 posts are vacant. Some of these posts are intended for trainees and become vacant as staff progress.
- The number of Prisoners attending TSP, Thinking Skills Programme (formerly Enhanced Thinking Skills) course has increased from 72 to 81. The course is longer, more collaborative and offers individual sessions.
- There is a newly refurbished purpose-built room for courses run on Heathfield.
- Wandsworth remains the only London prison to offer SOTP (Sex Offender Treatment Programme). 66 men attended, an increase from 59 last year.

Areas of concern

- Qualified and experienced staff are needed to guide and manage those in training.

Counselling Psychology

Counselling Psychology is run by Safer Prisons and deals with welfare of prisoners who are considered to be suffering from Personality Disorders, or at risk of suicide or self-harm.

Last year

- Proactive strategy in place for use of Day Care Room as an area for Sessional therapists.
- Much evidence to suggest that Department was working collaboratively to provide a good service to prisoners.

This year

- Plans to use the former Day Care Centre as for Counselling Psychology did not happen. The lack of a suitable venue for courses and sessional work (in yoga, art, healthy living and psycho educational groups) has impeded the work of the department. A suitable room in the main prison (D wing) has now been found.
- Shame Violence Intervention (SVI) is run by a volunteer team as funding ceased in March 2009. External funding is currently being sought.
- Crisis Counselling (through prisoner self-referral or prison staff) is available, though management of this team will change over the coming year.

Areas of concern

- The lack of a suitable room for counselling and courses.
- Counselling is provided by teams of professionals and volunteers and needs careful management to ensure that prisoners receive a good service.

4.16 Offender Management Unit (OMU)

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Last year

- Staff shortages resulted in personnel being frequently moved from the OMU to help on the wings. This practice had a significant adverse effect on the work of the department and caused delays in re-categorisation of prisoners.

This year

- Overall there have been better staffing levels throughout the year, although on occasion the re-allocation of OMU staff to other departments continues to cause a problem, for example, in April the OMU lost 330 man hours to this factor.
- The Department is meeting its primary objectives and resettlement, discharge boards and other standard procedures are in the majority of instances being achieved on time.
- The instigation of the 'Annexe A' procedures for transferring "difficult" prisoners from one prison to another which necessitates the transfer being approved by the area management is a welcome introduction.
- The St Giles Trust continues to play its part in the re-settlement of prisoners and is very effective.

Areas of concern

- There have been delays in the time taken to re-categorise prisoners and although better than previous years, there is still room for improvement.

4.17 Legal

- It is pleasing to report that the number of staff handling legal enquiries is now up to full strength. The unit is working effectively.

4.18 Probation

- The number of Offender Supervisors (OS's) fell from a KPT of 9 to 2.5 during the year. Some of these had been on secondment to the prison, and wished to return to working in the Community. Such a reduction has an adverse effect on the service offered.
- There has been significant delay in the Offender Assessment System (OASys) reviews with up to 100 plus outstanding cases. Given the importance of the reviews to start the administrative planning procedures within the prison, this is a cause for concern.
- The growth in IPP prisoners continues to give more work for the Probation Department as does the establishment of the Violent and Sex Offenders Register (VISOR) data base.
- The Department's work in pre-release reviews, particularly for Assessment Care in Custody Teamwork (ACCT) prisoners is working well and hopefully will support vulnerable people on release.

4.19 Lifers

Last Year

- Numbers of prisoners with either Lifer status or on an IPP (Indeterminate Sentence for Public Protection) had risen and remained high.
- Not enough administrative staff to support work of the Life/IPP Unit.
- Prisoner Lifer Group meetings were restarted.

This Year

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- Overall numbers have decreased slightly. There has been a very slight increase of prisoners with an IPP (101) but a fall in the number of Lifers, down to 31.
- Since June 2009, there have been 51 IPP prisoners transfer out to Category B and C prisons (the same as the previous twelve months). 33 Lifers have been transferred to the Category B and C estate, an increase of 50% on the previous reporting period.
- Every IPP/Lifer continues to have a dedicated Offender Supervisor in the OMU, and they meet once a month if the prisoner is on Interventions, or once every three months if not, with all contact recorded.
- Lifer Group meetings have continued to take place throughout the year in both Heathfield and Onslow, and Minutes are circulated.
- There has been a marked decrease in the numbers of IPP prisoners with a tariff of less than three years. This year, 24% have a tariff of less than three years, compared to over 50% in the last reporting period.
- Concerns nationally over the backlog of outstanding hearings for the Parole Board have seen an increase in the number of Judges recruited to join the Board. There is also no longer an automatic right for all Lifer or IPP prisoners to have an oral hearing, with binding decisions being able to be issued by paper in some cases.
- Since January 2010, pre-tariff IPP cases are only referred to the Parole Board where there is a reasonable chance of a recommendation to move the prisoner to Category D conditions. It is not, therefore, automatic anymore that a parole dossier is produced in pre-tariff cases.

Areas for concern

- The new PPUD system (Public Protection Unit Database) has had some problems. As well as not prioritising pre-tariff prisoners, there has been an issue with “milestones”. Certain milestones, detailing what needs to happen and by when, are prescribed by the system. However, the flow of information means that sometimes these milestones can never be met, meaning the prison’s record is adversely affected through no fault of its own.
- Although the team has been strengthened by the addition of an SO, it remains under strain. Aside from the SO, there is one full time member of staff dedicated to Lifers and IPP prisoners, with further support provided by OS staff.
- Whilst prisoners have regular access to their Offender Supervisors in Wandsworth, a number have expressed frustration at not getting any response from their Offender Manager (External Probation Officer) when contacted.

5 HEALTHCARE

At the start of the reporting period Secure Healthcare had overall responsibility of the provision of healthcare. However, in September this organisation went into receivership. Community Services Wandsworth (CSW), the Primary Care Trust’s (PCT) provider of healthcare services in the community, immediately took over the role of Secure Healthcare. A consortium of other organizations contributes to the services provided within the prison. Dentistry continues to be commissioned separately by the PCT and is provided by an independent contractor (Weymouth Dental Services). Genito-urinary services are provided by St George’s Healthcare NHS Trust. Mental healthcare (including the In-Reach team and Addison Wing) is provided by the South West London and St George’s Hospital Mental Health Trust.

5.1 Primary Healthcare

Last year

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- Poor handling of hospital and clinic appointments
- Lack of management in administration and poor administrative systems with ineffective use of EMIS (Electronic Medical Information System)
- Incidents relating to the issuing and handling of medically prescribed drugs
- No demonstrable strategic leadership in place

This year

Change of provider

- Most healthcare staff contracts were taken over by CSW ensuring a commendably smooth change over and continuity of care for the prisoners.
- CSW has provided some additional support and expertise.

Clinics

- Dental, chiropody, optician and genito-urinary clinics have continued. Feed-back regarding dental care this year has been positive.
- Waiting times for appointments variable and on occasions unacceptably long due to high demand.
- High number of DNAs (did not attend) needs to be investigated.
- Physiotherapy now available but off-site so difficult for prisoners to attend therefore in-house sessions would be preferable.
- Planned initiatives, such as clinics for long-term conditions, are beginning to be put into place but progress is slow.
- Treatment rooms remain small and inappropriate for medical consultations. The treatment room on Addison Wing is particularly inadequate.

Medical care

- Senior nurses have been pivotal in maintaining standards of care and have responded promptly and professionally to emergencies including a number of serious incidents.
- Relatively few complaints about the level of medical treatment received.
- A continuing high number of incidents regarding the issuing, recording and storage of drugs.
- Staffing
- Recruitment of staff with appropriate skills has proved difficult with a number of permanent posts unfilled (one permanent GP instead of three; the number of permanent nurses has increased but only in final weeks of the year).
- Lack of continuity and consistency due to the high dependence on bank and agency staff and low staffing levels in Administration.
- Administration
- Slow, or lack of, responses to Requests and Complaints and requests for appointments frequently raised by prisoners.
- Lack of information regarding hospital appointments (especially those cancelled) is a particular source of frustration and concern to the prisoner.
- Lack of response to IMB correspondence regarding issues raised by prisoners.
- Efforts are being made to improve administrative systems and the attitude of staff is more positive. Improved office space has been provided.
- Healthcare has recently adopted the NHS system for handling complaints.
- EMIS (electronic medical information system)
- Data input is not sufficiently reliable to be used effectively.
- Prescribing through EMIS finally introduced across most of the prison.

Areas of concern

Independent Monitoring Board HMP Wandsworth

- Lack of a cohesive management strategy across the different areas of healthcare within the prison
- Number of unfilled posts
- Incidents relating to the issuing, handling and recording of drugs
- Poor communication with prisoners regarding their requests and complaints and the progress of their appointments
- The slow pace of implementing planned initiatives and lack of multi-disciplinary approach
- Lack of strategy for meeting the needs of the growing number of older prisoners
- EMIS not being used effectively (EMIS will be replaced by System 1 during the coming year, with the potential for problems as well as benefits)

5.2 Mental Health

Last year

- The Addison Unit and In Reach provided good service
- Poor communication between Secure Healthcare and Primary Mental Healthcare Team
- The lack of any interventions for prisoners with depression or anxiety.

This year

- The high incidence of mental health problems within the prison presents challenges to officers and specialist staff. As many as 75% of prisoners are believed to have a dual diagnosis (mental health problems combined with alcohol or drug misuse) and 72% of male sentenced prisoners suffer from two or more mental health disorders (Bromley Briefings November 2009).
- Prison staff on the wings, with no mental health training are expected to look after often violent, self-harming, severely mentally ill prisoners some of whom require hospitalisation. Generally, officers throughout the prison, and particularly in the CSU, show understanding of and patience with those who are mentally ill and for this they should be credited. The Addison Unit, a 12 bed inpatient unit provides a high level of care to prisoners with severe and enduring mental health problems.
- It still takes too long for mentally ill prisoners to be transferred to secure units or hospitals. There are still too few available places in medium secure units and hospitals. The In Reach team continues to work effectively. They are well represented at Reviews and at Clinical Governance meetings. The Primary Mental Healthcare team is small, just 2 nurses for the entire prison population. Up until very recently the team has been poorly managed and has been affected by staff sickness and absence.
- For a second consecutive year there has been no group treatment for men with depression or anxiety disorders. In January an external team agreed to provide a 'Self Management Programme for People Living with Depression', a 2 hourly group session run weekly over a 5 week period. In spite of the provider's enthusiasm and readiness, no member of prison staff took responsibility for the initiative and it failed.
- Communication between primary and mental healthcare staff remains poor.
- Healthcare departments appear to offer each other little or no support and are not willing to share resources.
- There are no multi-disciplinary meetings where the complex mental and physical needs of prisoner can be assessed.
- Apart from Clinical Governance meetings, there is no forum for information sharing among healthcare staff.

Areas of Concern

Independent Monitoring Board HMP Wandsworth

- Primary Mental Healthcare team is too small to have an impact on prisoners
- Poor communication between healthcare teams

5.3 Drugs

Last year

- Large number of prisoners on maintenance opiate substitutes
- Poor coordination between agencies responsible for Substance misuse strategy
- Plans for implementation of IDTS (Integrated Drug Treatment System) beset by management problems and delay in funding

This year

- Approximately 37% of new arrivals have used or are using opiates.
- Between 230–250 prisoners are on a maintenance programme.
- IDTS has been introduced. The prison received IDTS funding in May 2009 and a proportion has been spent on upgrading accommodation. It is intended that drug treatment staff will be based in one location.
- Appropriate and experienced doctors and nurses are not in post. Although Locum GP's and bank nurses have provided care their lack of expertise is not practical or desirable for proper treatment of prisoners, let alone the implementation of the drug strategy.
- In March about 240 prisoners on maintenance were moved from B wing to D wing, which is now managed under IDTS. E wing continues to serve as the location for detox and acute stabilisation.
- There are long standing problems with dispensing equipment. The Iris Recognition Camera has not worked for much of the year; the software to support this complex equipment is not available. Methadone is dispensed by syringe.
- Relationship between management and Substance Misuse Team has been beset by difficulties.
- Although IDTS policies emphasises the need for psychosocial support for this service, this is not in place.
- The Mick Knight Unit provides accommodation for 29 prisoners taking part in a 12 step programme for drug and alcohol misusers and is run by Rehabilitation of Addicted Prisoners Trust (RAPt).
- The Nehemiah New Directions Unit accommodates 20 prisoners and carries our non-accredited alcohol treatment programmes.

Area of Concern

- The number of prisoners on methadone, some 230-250 men, is unacceptable. Prisoners should be maintained for a short period only and as part of a treatment programme leading to detoxification and abstinence.

6 DIVERSITY

6.1 Race Relations

Last year

- 50% of Heathfield prisoners were of Black Minority Ethnic origin, approximately 40% BME on Onslow.
- Number of racial incidents reported using Racial Incident Referral Forms (RIRFs) was approximately 600.

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This year

- 64% of Heathfield prisoners are BME, but this demographic now includes those described as ‘White Others’, 43% Onslow prisoners are BME.
- SMART Data 2 continues to be used to analyse detailed analysis of BME prisoners’ involvement in adjudication, IEP, segregation and use of force.
- The Diversity team has been much depleted this year. For most of the year a temporary Functional Head was in place.
- Regular meetings of the REAT (Race Equality Action Team) should have taken place but did not. Meetings were postponed, rearranged and postponed. Minutes of these infrequent meetings reveal that action points were not followed through.
- Items from the REAP (Race Equality Action Plan) of the previous year were not followed up.
- For 8 months of this period no RIRFs (Racial Incident Forms) were signed off, no investigations were made or completed. When this was discovered the Regional Custodial Lead was informed and 150 forms were signed off.
- The number of reported racist incidents has fallen this year to 477. It is likely that the fall in this number is because prisoners have no faith in the RIRF’s system and no longer submit complaints.

Areas of Concern

- The failure to sign off RIRF’s has resulted in a loss of confidence in the reporting of racial incidents.
- Management of the Diversity team has been poor.
- Departmental personnel changes have meant the high standards and commitment of the previous team are not being matched.

6.2 Disability

Last year

- National Funding and a grant from the King’s Fund was promised for improvements on Heathfield and Onslow.
- Disability Orderlies on Heathfield and Onslow were taking the Advice and Guidance course to enhance the service they provide.
- The Disability Department had forged links with Help the Aged, Age Concern, and other outside agencies
- A Day Room was opened on G2 landing on the Onslow Centre.
- A ramp was agreed for the Information Technology (IT) portakabin used by Onslow workers.

This Year

- Funding not received
- The links with outside agencies have not been followed through.
- The ramp for the IT portakabin connected to the Onslow Centre is not working.
- Restructuring of staff has had a negative impact on the Disability department. There was no Disability Liaison Officer in post for some months. One Senior Officer took on the responsibility of both Disability and Foreign Nationals, with much of time spent on the latter.

Areas of Concern

- Management of Disability Department appears to be non-existent

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6.3 Foreign Nationals

Last year

- The high number of sentence expired prisoners
- Insufficient interpreter provision made for Foreign National prisoners
- Resettlement needs of Foreign National prisoners not taken into account

This year

- One third of prisoners in Wandsworth are Foreign National (FN) prisoners. There has been a significant increase in the number of Eastern Europeans. Men from Poland, Romania, Latvia and Lithuania make up over 10% of the prison population. The overwhelming issue is one of language difficulties and communication. This affects several areas of the prison:-
- Adjudications are often adjourned because of difficulties with translation. On many occasions, an accompanying prisoner may translate and this is preferred to the use of Language Line.
- Landing staff do not understand prisoners who have poor English language skills which leads to frustration on both sides. This can result in the use of control and restraint and an increase in self-harm for these prisoners. Officer training in this area together with cultural awareness is desirable to prevent the use of physical restraint.
- It is difficult for staff to identify any Security issues when prisoners speak in their own languages on the wings. Clearly the landing staff do not understand the variety of Eastern European languages.
- A UKBA (UK Border Agency) office is based in the prison. During the first half of the year the number of Foreign National prisoners whose sentence had expired was reduced from 30 to 17 in January 2010. However a decision taken by the Public Protection Unit at NOMS now prevents MAPPA prisoners being transferred to the Detention estate and the number has risen to 31. This is unacceptable.
- FNs have more problems obtaining access to the UKBA (UK Border Agency) because wing staff do not understand the processes involved. This is another identified training need.
- There are no specific Key Performance Targets (KPTs) for Eastern Europeans, only those from Black/Minority/Ethnic.
- Variable staffing levels in this department have led to a lack of cohesion and leadership. Staff have remained in post for short periods (two months) and then been replaced.
- Ineffective leadership over the past year but this has recently been addressed by the return of an effective Manager to the FN department.
- To cater for the large number of Polish prisoners, the Induction Pack has recently been translated at a cost of £1,500.
- Many Eastern Europeans are on short sentences, which makes it difficult to engage them in Activities, Education and Training.

Areas of Concern

- The prison lacks a clear future strategy to deal with this fastest growing group of prisoners.
- Increase in gang culture fuelled by the fact that prisoners can plan openly without being understood.
- Too much use of Control and Restraint on FNs because of culture and lack of communication.
- Self-harm is more prevalent in FN prisoners, particularly Polish and Eastern Europeans. This issue should be a focus for staff.

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7 SAFER PRISON

7.1 Care and Separation Unit (CSU)

Last year

- Robustness and design of fixtures and fittings in cells and on CSU landing

This year

- The CSU has 13 Cells and two special cells. Occupancy levels of the CSU were 66%, similar to those in the previous year (70%).
- A continuing encouraging development has been the limited use of the special cell. It has been used eight times, the body belt has been used once.
- The use of the CSU to house prisoners for extended periods of time is a major concern. There have been far too many instances where prisoners have been held in the CSU for two-three months. Now that the IMB can no longer refuse to sign on prisoners during the weekly Segregation Reviews, we can only continue to voice our serious concerns about long stay CSU prisoners. Both the prison and the Prison Service should do more to move these prisoners to other establishments.
- During the early part of the year the furniture and the fittings in almost all the cells were destroyed by prisoners. With the arrival of the new Governor new, more robust furniture was installed into all cells.
- IMB Board members continue to spend part of their rota visits in the CSU and are impressed by the professionalism of the CSU staff. In spite of the disturbance caused by some volatile prisoners, most prisoners on the CSU continue to experience an acceptable level of regime. Opportunities to participate in a wider range of activities including education are limited.
- Prisoners in the CSU are offered books from a trolley. Despite having raised our concerns about the staleness of these books, nothing has been done to refresh the selection of books available

Areas of concern

- Too many long stay prisoners in CSU

7.2 Adjudications

Last year

- High levels of adjourned adjudications

This year

- Governor's adjudications are held in the CSU six days a week. The Judge's adjudications, of which about 20-25 are dealt with at each session, are held fortnightly.
- This year there have been 4,263 governors' adjudications. There has been a significant increase in numbers of adjudications in the last year when there were 2700. 64% of all Governors' adjudications are adjourned or dismissed compared with 78% last year.
- There has been a major improvement in the attendance of reporting officers.
- During the year 807 judge's adjudications were held, again a significant increase on the previous year when 690 were held. The majority of judges' adjudications are concerned with the possession of drugs and mobile phones.
- The increase in Governors' and judge's adjudications does give us cause for concern. It is, we believe another manifestation of prisoners' increasing frustration with the management of the prison's inability to deal with their concerns.

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Areas of concern

- Greatly increased levels of both Governors' and Judges' levels of adjudications
- High levels of adjourned adjudications

7.3 Control & Restraint (C&R)

Last year

- High levels of C&R

This year

- For the period June 2009-May 2010 C&R was used 576 times. This is a significant increase compared with the previous year when C&R was used 520 times. This is a worrying and continuing upward trend.
- Management within the prison has also been concerned with the high levels of C&R. Use of Force meetings have been held and attempts have been made to understand why force is used and what can be done to reduce the incidence of C&R. A full time Use of Force Coordinator is in place to monitor and manage the use of force within the prison.
- The major increase in the use of C&R has been against Other White prisoners and in particular East European and Polish prisoners. C&R against these prisoners (13% of the prison's population) now accounts for 19% of C&R usage.
- When analysing the reasons for the use of C&R amongst the East European prisoners the main reasons given were Threatening/Assaulting staff and Non-Compliance. These reasons are generally based on the perceptions of staff rather than on more objective reasons such as fighting or wrecking cells.
- The use of C&R on Black, Minority and Ethnic (BME) prisoners has shown a significant reduction, 49% compared with 61% last year. C&R used against Caribbean prisoners has also shown a significant drop. C&R in this group accounted for 19% of the total compared with 27% last year.

Areas of concern

- Continuing high levels of C&R, particularly amongst East European prisoners
- Core underlying factors contributing to the continuing growth of C&R have not been identified and addressed.

7.4 Death in Custody, Suicide Prevention, Violence Reduction

Last year

- There were 0 deaths in custody.
- There were 240 incidents of Self Harm (SH)
- There were 504 Assessment Care in Custody Teamwork (ACCT) forms opened on potentially suicidal prisoners.
- The Personal Officer scheme was seen to be working reasonably well. Prisoners generally knew which officer had been assigned to them.
- ACCT reviews were not taking place at designated times and were frequently not attended by other agencies e.g. Chaplaincy, Healthcare.
- The Samaritans telephones were not working for much of the year.
- There was lack of liaison with external agencies prior to release of prisoners on ACCT or those who's ACCT had recently been closed.

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This year

Death in Custody (D.I.C.)

- There were 9 deaths in custody. 4 were self inflicted, 3 from natural causes and 2 as yet unexplained.
- The Suicide Prevention Co-ordinator worked tirelessly through the year, constantly reinforcing staff awareness of prisoners' vulnerability.
- Well attended monthly meetings were held with bi-monthly prisoner representation by Listeners (prisoners trained by the Samaritans). Feedback and ideas were canvassed from all present.
- ACCT awareness training was obligatory for all staff.
- Counselling is offered to staff and prisoners immediately involved in or affected by a Death in Custody. Memorial services were held for the deceased.

ACCT (Assessment Care in Custody Teamwork)

- 683 ACCT forms were opened during the year to monitor potentially suicidal prisoners.
- There were 490 recorded incidents of Self Harm (S.H.)
- ACCT reviews now take place at pre-arranged times with attendance by other agencies the norm.
- ACCT reviews monitored by the IMB Board have been impressive. Concern for and knowledge of the prisoner has been apparent from both discipline staff and other agencies attending.
- The Samaritans telephones have been working.
- Multidisciplinary pre-release meetings are now held for prisoners on ACCT and those whose ACCT's have recently been closed. These aim to have Probation, housing, medical care etc. in place prior to release.
- Concerted efforts are being made to update next of kin details and work continues to identify those prisoners who do not have visits and are potentially very isolated.
- The quality of entry on the ACCT forms has improved with greater evidence of meaningful interactions between prisoner and staff.
- Surveys carried out by the Suicide Prevention Co-ordinator indicated that the commonest cause of self harm amongst Foreign Nationals was attributed to 'Regime' i.e. frustrations over the day to day working of the prison. This hints at the problems of communication for non English speakers and/or staff prejudice . The commonest cause amongst British nationals was mental health problems.

Violence Reduction

- The Violence Reduction Co-ordinator has shown much initiative through the year, monitoring and recording trends and problem areas and has worked hard to implement the anti social behaviour strategies and has encouraged better reporting of incidents.
- There has been a marked increase in fights, particularly amongst Eastern European prisoners.
- Violence Reduction Prisoner Reps. are easily identified by their yellow T shirts. They are given training and encourage mediation and reconciliation to defuse potentially volatile situations on the wings.

Areas of Concern

- Self harm figures have more than doubled over the past year and the graph continues to rise alarmingly.
- Transfers, particularly of short term prisoners have been responsible for a number of self-harm incidents including blade swallowing. Such transfers disrupt continuity of care, family ties, post release housing and job arrangements.
- Self harm amongst the mentally ill is frequent.

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- Cell sharing risk assessment (CSRA) is hampered by lack of information about the prisoner. Previous convictions are not always available at first assessment .
- CSRA reviews are often overdue despite a daily register of those requiring such assessment.
- Post arrival information from Probation, solicitors, family and key changes in prisoner's circumstances. E.g. divorce, children going into care etc. is not always passed on and documented in the wing observation books or prisoners records.
- Prisoners no longer know who is their Personal officer. The system has failed.
- Prisoners increasingly complain of the lack of predictability in the daily regime. The lack leads to unrest, anger and self harm.
- The reporting of violent incidents and unexplained injury needs improvement. Wing observation books do not always mirror security reports and the necessary forms are not always forwarded to the Violence Reduction Co-ordinator.
- The trafficking of drugs and mobile 'phones continues to cause debt, fights and bullying.
- The Board is very concerned about the impact of budget cuts. Those prisoners who are severe self harmers, suffer from mental health problems and are potentially suicidal will be put at greater risk with any decrease of time out of cell or meaningful activity.

7.5 Access to Drugs and Mobile Phones

Last year:

- All reasonable steps should be taken to reduce the number of mobile phones brought into the prison. Jamming mobile phones so that they are rendered useless is a priority

This year

- 261 phones were found in the prison compared with 371 last year
- In addition to the 261 phones, there were 277 occasions when SIM cards/chargers were found.
- The BOSS chair, used for identifying mobile phones and weapons secreted inside the body, has been repaired and relocated in Reception (November). Many officers still prefer to use detector wands for searching prisoners. A new Security Portal has also been installed in Reception.
- A most positive development was the installation of netting over the C wing exercise yard. This, and varying of times of exercise has disrupted the flow of packages thrown over the prison walls.
- Illegal drugs were found in the prison on 158 occasions compared with 219 occasions during the previous reporting period.
- The Dog Section is used effectively, with several good finds being made and new dogs trained.
- The Security department received a good audit.
- A review of Red and Blue Band prisoners has resulted in a new protocol to ensure that suitable prisoners are given work and that this work is time limited. Though positive, this review has resulted in fewer Red and Blue Bands being in post.
- Gang related activity has been evident on the wings, particularly during the late spring. Increased dialogue between Residence and Security resulted in the 'main players' being identified and transferred out of the prison.
- Security has an improved working relationship with the Borough's Police Station

Areas of concern

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- Although the IMB has recently been involved in discussions with the Prison Service in connection with the jamming of mobile phone signals, an effective system urgently needs to be put into place.
- There are still too many mobile phones coming into the Prison.
- Monthly Security meetings should be held regularly, and are not.
- Reviews of Closed Visits should be undertaken monthly.

8 WORK OF THE IMB BOARD AT WANDSWORTH

8.1 General

- Board Members work well together as a Board.
- Three new members joined the Board, were mentored and attended the Foundation Course for New Members. During the year three members resigned or retired from the Board.
- We continue to be dissatisfied with the length of time it takes for new members to be appointed and to receive security clearance.
- Board Members' visits to the prison are shown on the following table

8.2 IMB Members visits to Wandsworth 1 June 2009 to 31 May 2010

Name	Board	Applications	Rota	Other	Total
P Burton (1)	0	0	0	0	0
J Cockram	11	19	13	12	55
K Collings	6	15	17	20	58
S Dykes	10	17	14	18	59
N Essex	10	14	20	14	58
J Fletcher (4)	8	14	9	23	54
R Gilbert (2)	6	8	4	1	19
E Hicks	11	16	17	11	55
D Jamieson	11	13	12	57	93
F Johnston (4)	9	18	10	16	53
P Jones (4)	9	17	4	4	34
B Knowles	9	10	13	12	44
M Pope (3)	1	2	2	0	5
P Pumphrey	5	10	15	6	36
M Shepherdson	9	16	15	13	53
L Slade	11	12	15	55	93
J Weston	12	31	15	29	87
V Weguelin	10	17	15	7	49
A Westwood	12	16	9	6	43

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(1) Resigned November 2009 (2) Resigned October 2009 (3) Resigned January 2010
(4) Joined July 2009

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8.3 Applications

Number of applications: June to May

Topic	2009-10	2008-09
Regime		
Canteen	60	28
Cell moves	19	19
Earnings	81	71
IEP	24	20
Licence recall	7	11
Mail	16	31
Property	202	189
Reception	0	0
Regime	96	99
Release date	15	26
Telephones	62	42
Time out of cell	1	0
Visits	40	48
Resettlement		
Categorisation	25	23
Education	6	12
HDC	22	17
Legal	31	26
Probation	13	17
Resettlement	7	17
Transfers	58	59
Work	14	25
Healthcare		
Medical	141	137
Clinics/outpatients	16	24
Detox/drugs	17	20
Diversity		
Diversity/race relations	11	19
Foreign nationals	29	29
Safer Prisons		
ACCT	0	2
Allegations	57	56
Security	17	19
Miscellaneous	101	76
TOTAL	1,188	1,157

- There has been a slight increase in the number of Applications made to the Board.
- It should be noted that the number of Applications received about Canteen has doubled.
- We continue to receive a high volume of applications about Property and Medical matters?
- The number of Confidential Access made to the Chair has increased from 125 in 2009 to 151 this year.

Area of Concern

- We believe that the number of applications received by the Board, around 100 a month, is an indication of the poor state of the Prison Application system.

Independent Monitoring Board HMP Wandsworth

9 IMB Training

Last year

- Training sessions remained an established feature of the Board's monthly meetings.
- The Board Development Officer (BDO), helped by colleagues, further developed its Induction Programme for New Members.

This year

- The monthly training sessions continued and included short talks, followed by Q&A, on Healthcare, Interventions, IEP, St Giles, Transfers, Education, and IT & Chaplaincy.
- Instructive visits to/from Wormwood Scrubs.
- Further improvements to the Induction Programme for New Members.
- Evening workshop on team working and the applications process.
- Training on CJSM and CNOMIS for all members

Independent Monitoring Board HMP Wandsworth

GLOSSARY OF PRISON-RELATED ABBREVIATIONS USED

ACCT	Assessment Care in Custody Teamwork (formerly F2052S) BME
	Black Minority Ethnic
BOSS	Bodily Orifice Security Scanner
C&R	Control and Restraint
CNOMIS	NOMS Information System (computer system)
Comp1	Complaint (form)
Comp2	Confidential Access (form)
CSRA	Cell Sharing Risk Assessment
CSU	Care and Separation Unit
ETS	Enhanced Thinking Skills (now TSP)
EMIS	Electronic Medical Information System
FN	Foreign National
HMCIP	Her Majesty's Chief Inspector of Prisons
IDTS	Integrated Drug Treatment Strategy
IEP	Incentive and Earned Privilege scheme
IPP	Indeterminate Sentence for Public Protection
IRC	Immigration Removal Centre
KPT	Key Performance Target
MAPPA	Multi Agency Public Protection Arrangements
NOMS	National Offenders Management Service
NVQ	National Vocational Qualification
OASys	Offender Assessment System
OMU	Offender Management Unit
OS	Offender Supervisor
OSG	Operational Support Grade
PACT	Prisoner Advice & Care Trust
PCT	Primary Care Trust
PER	Personal Escort Record
PICTA	Prisons' Information, Communication and Technology Academy
PMU	Prisoner Management Unit
PO	Principal Officer (2 pips)
PPUD	Public Protection Unit Database
RAPt	Rehabilitation for Addictive Prisoners Trust
R&C	Requests and Complaints
REAP	Race Equality Action Plan
REAT	Race Equality Action Team
RIRF	Racial Incident Referral Form
SO	Senior Officer (one pip)
SOTP	Sex Offender Treatment Programme
SVI	Shame & Violence Intervention
TSP	Thinking Skills Programme
UKBA	UK Border Agency
VISOR	Violent and Sex Offender Register
VPU	Vulnerable Prisoners' Unit (now Onslow Centre)
VTC	Vocational Training Centre