

Annual Report

of the

**Independent Monitoring Board
HMP Wandsworth**

to

The Secretary of State

June 2010 to May 2011

STATUTORY ROLE OF THE IMB

The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison and Immigration Removal Centre (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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1 DESCRIPTION OF THE PRISON

HMP Wandsworth is a Category B Local male prison which serves the courts in south London. Although a Category B prison, the majority of men are Cat C prisoners; a proportion are on Indeterminate Sentence for Public Protection (IPP) or are Lifers. Over 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 Certified Normal Accommodation is 1086 so the majority of prisoners share cells which are cramped. The prison was built in 1851 and the residential areas remain the original Victorian buildings. The main prison, known as Heathfield, has five wings. The Onslow Unit is a separate building of three wings holding 365 Vulnerable Prisoners, mainly sex offenders: it will close in November 2012 for much needed refurbishment.

2 EXECUTIVE SUMMARY

External imperatives have influenced the course of the past year at HMP Wandsworth. The Comprehensive Spending Review in October imposed extreme budget cuts and the pressure on Governors to reduce costs remains acute. In response to a Regional Population Strategy, the prison's primary role is now to hold those on remand and convicted prisoners who have less than a year to serve. The prison population has changed with a quarter of prisoners 'churning', arriving or leaving the prison, each month. Much time and effort has been taken up in re-profiling the work of officers to deliver an appropriate regime at a lower cost. A new Core Day and new profiles were introduced.

Some members of the Senior Management team have shown strong leadership in communicating the need for change and this has had positive results. In last year's report we were critical of the service to prisoners provided by Property and Canteen but report here that both have improved. There is now a more cohesive management of Healthcare and a better standard of care is delivered to prisoners, though a Head of Healthcare needs to be appointed in order to drive this forward. We are pleased to report that there has been a significant decrease in the use of Control and Restraint (C&R). Although the figure is still too high, this is a most welcome decrease and is the first for a number of years.

Improvements in these areas are real achievements but a reliable regime has not been delivered across the prison this year. There have been enduring problems with staffing. The prison has lost experienced managers, often at short notice, through the Voluntary Early Departure Scheme. There is a shortage of officers and recruitment of staff in London is difficult. Staff sickness continues to be high and the position has been aggravated by the high number of bed watches. In order to maintain as good a regime as possible officers are redeployed leading to the closures of the gyms, workshops and training centres. Insufficient staffing means that appointments are cancelled and association is curtailed. Prisoners spend more time behind their cells doors.

It is of great concern that there has been little improvement in prisoner-staff relationships. While the Board has observed some good interaction between prisoners and staff, too often prisoners tell us that officers do not help them with the most basic enquiries. Instead they are frequently told to wait or try later. Prisoners have no confidence in the Personal Officer scheme and most staff do not appear to have the time to invest in this role. The frustration manifests itself on the wings in the mis-use of cell bells. More importantly there have been disturbances in the form of assaults on staff, cell fires and incidents of 'potting' (where a bucket of human excrement is thrown over staff).

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Since the most basic questions are not answered in person, the Application System is overloaded. Applications go missing or are lost, and responses are almost always late, if they arrive at all. The Prison acknowledges that this system does not work and during the year a new process has been identified, piloted and was launched in June (on this we will report next year).

The Board continues to be concerned with the management of the Foreign National population, which continues to rise. Eastern Europeans, who comprise over the 10% of the prison population, have particular difficulty. Their English is poor, they find it difficult to communicate and are not understood by officers. C&R in this group of prisoners is disproportionately high.

The number of Foreign National prisoners whose sentence has expired has increased from 31 to 47 men. This figure is unacceptably high. Some have spent as long as 2 years in the prison. Given the nature of their situation, many of these men become difficult to manage. To draw attention to their plight they have resorted to starting cell fires and dirty protests. Some have severe mental health problems and, depending on the severity, are held in the mental hospital wing or in the Care and Separation Unit. This year three such prisoners have spent up to five months in this unit. We continue to voice our concerns about this group of prisoners.

We are concerned at the almost complete cessation of general psychological therapies. The Counselling Psychology department has been disbanded and courses in Mood Management, Crisis Counselling, Bereavement Counselling and Violence Reduction have closed or will close in the coming months. While the ambition to get prisoners into work or training should be lauded, there is now little offered to help prisoners come to terms with their offending behaviour. The Sycamore Programme, a restorative justice initiative run by Chaplaincy volunteers, was stopped this year on grounds of cost and lack of accreditation. Family Man, an opportunity for men to focus on family relationships, has also been suspended. Under the new profiles evening visits have stopped and so has Homework Club, where fathers had an opportunity to share time and homework duties with their children. These activities and therapies helped men cope with their time in custody and allowed some to maintain contact with the outside world. The prison is a worse place for their loss.

There have been positive aspects this year. There has been a more robust approach to preventing drugs and mobile phones being brought into the prison. The prison has managed a number of high profile prisoners with sensitivity and professionalism. A daily Complex Case Review Meeting, during which action plans of the most vulnerable prisoners are reviewed by a multidisciplinary team, has proved effective. The kitchen continues to produce excellent food and the Chaplaincy provides consistently good support. A new group, Friends of Wandsworth Prison, has been set up to improve engagement between the prison and employers who have the potential to offer employment for prisoners on release.

It has been a tough year for the prison, with many changes and challenges being thought through positively. Staff now need to deliver a regime that is reliable and decent. This cannot be done without fundamental improvements in the quality of relationship between officers and the prisoners in their care.

3 QUESTIONS AND ISSUES FOR THE MINISTER'S RESPONSE

- The number of sentence-expired detainees awaiting decisions about deportation has risen this year and remains unacceptably high. What steps can be taken to manage detainees and move them out of the prison estate? **9.3, 10.1,**
- For the past 2 years we have reported the difficulty in recruiting doctors and nurses to custodial healthcare. The lack of successful applicants remains a real concern. What is being done at a national level to aid recruitment and retention? **8.1, 8.1. 2, 8.1.4**

4 QUESTIONS AND ISSUES FOR THE REGIONAL CUSTODIAL LEAD

- The use of the CSU to house prisoners for extended periods is a major concern. Both the prison & the prison service must do more to move these prisoners to other suitable establishments. What is the strategy to manage this particular population? **10.1**
- This year 5 psychological therapies and activities have closed on grounds of cost or lack of accreditation. These helped men cope with their time in prison and, importantly, addressed aspects of their offending behaviour prior to release. Their loss will not improve outcomes for prisoners? What will replace them? **7.6**
- The Foreign National population is likely to remain significant. The needs of this group of prisoners are poorly met and this leads to increased levels of tension. What steps can be taken at a strategic level to improve the management of and communication with this cohort? **6.1, 8.2, 9.3, 10.1, 10.3**

5 QUESTIONS AND ISSUES FOR THE GOVERNOR'S RESPONSE

- The prison Application System does not work resulting in frustration being felt by prisoners & huge volumes of Applications to the Board. A new system has been introduced. Can you give us evidence to show that improvements are occurring? **6.1, 6.12, 11.2**
- Cell bells and the response to their use have not been managed properly and should be. What monitoring is currently in place and what steps will be taken to ensure improvement. **6.1**
- Waiting lists for medical appointments, especially GP and dental appointments are unacceptably long. What is being done to reduce waiting lists to a manageable level and to keep prisoners better informed? **8.1.2, 11.2**
- We have observed low numbers of prisoners being taken to appointments in Resettlement. Given the importance of this activity, what will be done to improve attendance? **6.1, 7.1, 7.5**
- Visiting hours have been reduced and are less family-friendly. The suspension of Family Man and the closure of the Homework Club have made it harder for men to maintain relationships with family and friends. What alternatives can be offered to

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maintain these relationships, which are vital to resettlement and to reducing reoffending? **6.7**

- The Prisoner-staff relationship has been poor. There needs to be improvement. What is being done to ensure lasting and sustainable cultural change? **6.1, 9.3**

- For the third consecutive year there is still no permanent group provision for prisoners with depression and anxiety. Mental health staff are unable to offer any complementary therapies to prisoners who are depressed. How is this to be addressed? **7.6, 8.2**

6 REGIME

6.1 Heathfield

Heathfield is the main prison and is made up of five separate wings housing 1300 prisoners.

Last year

- Concern over management of Canteen
- Incidence of illegal drugs and mobile phones found on wings
- Prison application system not working
- Probable serious downturn in time out of cell
- Too many Lifers

This year

- Staff shortages, often caused by staff sickness and a very high number of bed-watches, mean that the promised regime is not delivered. Workshops and gyms are shut, exercise is curtailed, prisoners spend longer behind their cell doors and mealtimes are changed. At one stage the evening meal was served as early as 4pm.
- The Board has been concerned that the regime differs from one wing to another. Staff who have been re-deployed are not familiar with a particular wing or its prisoners. Staff shortages at week-ends have a detrimental impact on an already limited regime.
- Time out of cell has not deteriorated as much as was feared although evening activities have been cut by about 15-20 per cent.
- There has been a significant increase in the numbers of Foreign National prisoners from around 450 to 600. On some wings there are 'gangs' of Romanian, Polish and other Eastern European nationals. Officers have found that, all too often, they do not understand of what the men in their charge are talking about. Prisoners exploit this and officers feel threatened.
- The Prison Application system still does not work well resulting in frustration being felt by prisoners and huge volumes of applications coming to the IMB.
- Prisoners are frustrated and mis-use their cell bells. Cell bell use is poorly monitored.
- Frustration among prisoners has resulted in cell fires and the smashing of cell furniture. Two instances of 'potting', caused great distress to the female officer victims.
- Earlier in the year there were additional stresses caused by a very poor Canteen operation by DHL but this now seems to be working fairly well
- We have observed low numbers of prisoners being taken to the Resettlement area and to Education and workshops. The facilities are available and the prisoners are keen to use them but prisoners have to be taken there.
- Security has tightened considerably on the inflow of drugs and mobile phones resulting in some 45-50 men now being on 'closed visits'.
- When inspected by Board Members, cell toilets are not clean. Not all cells have privacy screens, though the prison has audited this and ordered replacements. Brushes for cleaning toilets are not always available.
- Showers on some wings are not clean and these shared areas are often in a state of poor repair.
- External areas of the prison are mainly clean and the gardens are attractive.
- There has been a notable increase in working opportunities and Wandsworth has a range of job possibilities that many C Cat prisons would be proud of.
- Wing meetings and Wing Reps meeting are held regularly but attendance by staff and prisoner representatives is not reliable.

Concerns

- Lack of respect and positive interaction between prisoners and officers
- Prison Application system remains very poor
- Getting prisoners to both Resettlement and to the splendid array of workshops waiting for them must improve

6.2 Onslow

The Onslow unit houses 365 Vulnerable Prisoners, most of them sex offenders. It is a more stable population than Heathfield, as the majority are sentenced prisoners.

Last year

- Staff shortages and inconsistencies between staff in the treatment of prisoners
- Elderly and disabled prisoners continue to challenge resources
- Refurbishment long overdue

This year

- Empty cells on Onslow are used to provide temporary, overnight accommodation for Heathfield prisoners when the main prison is full. This may be necessary but is far from ideal.
- The Onslow regime has been affected by staff shortages. When the prison is short staffed, officers from Onslow are often redeployed to other areas of the prison. One casualty of this is the Personal Officer scheme which in the past has worked better on this unit than in other areas of the prison.
- There continues to be a wide and effective system of Prisoner Support Reps with responsibilities in various aspects of the regime.
- Prisoner Committee Meetings which should have been held regularly are not.
- Prisoners on drug maintenance regime receive minimal therapeutic support, just one session per week.
- There is evidence that new prisoners are not provided with the information they need at Induction. At the year-end, management were reviewing the Onslow induction and new touch screen computers for computerised induction had been introduced.
- The number of older and disabled prisoners has stabilised and appears to be well managed. During the year, a day care room was designated for sole use of older prisoners. At the year-end, a Care Plan was introduced to run alongside the Personal Officer scheme for those prisoners who are over 50 years old.
- We have observed prisoners standing in queues for long periods as they wait to receive medication. This is particularly difficult for older prisoners and those with disabilities.
- The system of applying for activities and work continues to operate well although there are considerably more requests for work from this group of prisoners than there are spaces available.
- The Onslow is a Victorian building in need of complete refurbishment. Closure and refurbishment were to start in May 2012 but has been stopped on grounds of cost. The refurbishment plans, now scheduled for November 2012, are much reduced in scope and cost.
- The aviary and gardens in the exercise yard continue to provide a positive environment.

Concerns

- Lack of adequate staffing resource creates inconsistent operating practices.
- Lack of therapeutic or detox support

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- Onslow building in urgent need of refurbishment

6.3 Reception, First Night and Induction

Last year

- The provision of medicine for newcomers who arrive late at Reception.
- Security scanning equipment, including a BOSS Chair and a Portal Scanner, was poorly used.
- Computer induction programmes were not available in several crucial languages such as Polish, Czech & Slovak, and Arabic.
- There was too much dependence on locum GPs who frequently lack appropriate experience.

This year

- Vans from court frequently still arrive after 7pm, as courts wait until they can fill the van; newcomers therefore have to be 'rushed through' reception. Property cannot then be processed that night and they are dependent on busy staff to take them to sort this out the following day. These delays may be longer over week-ends.
- Healthcare staff only start at 8am but the first vans leave Reception at 7.30am. Prisoners therefore frequently have to leave without their medication which is potentially dangerous.
- New 'bodycuffs' on the vans – 'Vipers' – allow prisoners more freedom of movement while being transported.
- Induction has now been moved to E wing. Newcomers now spend their first night on E2 and the following day move up to E3 & E4 for Induction and advice on work and education without having to move wings.
- The information contained on the Induction Computers is now mostly out of date, and is not available in Polish, Czech, Slovak, Arabic and Russian.
- Pin numbers are not always transferred with prisoners who arrive from other establishments resulting in prisoners being unable to make phone calls and often pay a penalty of £1 to reconnect.
- Pin numbers rarely function before Monday for newcomers arriving on Friday.

Concerns

- Frequent late arrivals who have to be rushed through reception.
- The lack of Healthcare staff to issue medication for early departures.
- Out of date information on the Induction Computers and the lack of information in several crucial languages.
- The problems with telephone pin numbers for newcomers and transfers.
- The repeated problems with the E wing lift.

6.4 Property

Last year

- Prisoners received a poor service from Property.
- The Board received more applications about property than any other subject. IMB's from prisons around the country wrote to us on behalf of prisoners who had lost property while at Wandsworth.
- Late return of prisoners from court add to pressure to an already stretched property system
- Reluctance of wing staff to leave their positions and go to Property to sort matters out.

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This year

- There have been some improvements to the management of property.
- Less property has been lost as a result of cell clearances.
- IMBs from prisons around the country write to the Board on behalf of prisoners attempting to retrieve their property, but these requests are less frequent this year.
- Wing staff continue to be unwilling or unable to leave their positions in order to sort out problems with property.
- Under new profiles introduced in May, officers from Reception and from the wings are profiled to deal specifically with property problems.

Concerns

- Reluctance of wing staff to resolve problems with prisoners' property.

6.5 Mail/Censors

Last year

- Generally a good service though a small number of prisoners complained that Rule 39 (Legal) mail had been opened.

This year

- Human error and poorly labelled envelopes are responsible for a small number of letters opened under Rule 39; the problem still persists, though it is infrequent.
- Drugs have been found in solicitors' letters. The dogs now check these envelopes daily.
- The post room team has been reduced in number from eight to four. As a result priority has been given to registered and legal mail. At the end of the year there were considerable delays in the sorting of normal mail and the prisoners have been informed to expect late deliveries.

6.6 Canteen

Last year

- Quality of service and poor handling of complaints were a constant source of prisoner disappointment and frustration. It resulted in a constant flow of complaints and applications.

This year

- At the start of the reporting period problems linked to the introduction of CNOMIS caused administrative chaos to the ordering process. The absence of recording of the IEP status precluded some 300 prisoners from receiving canteen.
- Changes in price of some items and changes relating to VAT increases were not well communicated and resulted in confusion.
- A review of the canteen function conducted by the prison identified problems and made recommendations which have yielded benefits. There has been a modest decrease in the number of Applications to the board about the Canteen service.
- A contract with a newspaper provider who charged high prices has been terminated. This had been a sore point with prisoners for a decade.
- The products on the Canteen list were reviewed by prisoners and some of the suggestions accepted.

Concerns

- The ease with which prisoners can take the canteen bags of others is worrying. Currently no ID is required and DHL staff do not know the prisoners.
- Many canteen bags have to be redelivered to prisoners who have been moved to another cell or a different wing.

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- The high number of prisoners leaving the establishment means many canteen bags cannot be delivered. Retrieving and returning the large volume of canteen items to stock can take time.
- The number of prisoners reporting to work in Canteen is erratic; at times the workforce is 50% below complement and this affects delivery and performance.

6.7 Visits

Last year

- Prisoners complain that the price of drinks and food sold in the visits hall are too high
- The officers need some direct electronic communication with the CCTV room to intercept breaches of rules more effectively.

This year

- Prices of refreshments in the Visits Hall increased further.
- At the start of the year Booked Visits staff had to work hard to address the complications and backlog caused by the introduction of CNOMIS.
- Visiting hours have been reduced. There are now no visits on Fridays. In addition, other services have been withdrawn: the Induction visit, which guaranteed all new prisoners a visit within a week; evening visits which results in no evening Homework Club for fathers and their children.
- Just one Family Day took place this year.
- To compensate for the loss in visiting hours, the capacity of the Visits Hall has been increased, as have the visiting hours during the day. The first visit of the day starts at 8.00am, the last ends at 4.30pm. Some prisoners tell us that it is impractical for their visitors to arrive at the prison in time for the 8.00am visit.
- Lack of supervision of the children's play area in visits hall means that it is used infrequently.
- Since January, Officers have been issued with earpieces so that they are able to respond to instructions of CCTV operators.
- When inspected the Visits Holding Room used by prisoners was dirty. The adjoining toilet was filthy. Both appear not to be cleaned regularly.

Concerns

- Reductions in visiting hours and the loss of the Induction Visit and Homework Club
- The new visits timetable offers less visitor-friendly hours.
- Visitors, many of whom cannot book a visit by other means, have extreme difficulty booking a visit by telephone.

6.8 Kitchen and Food

Last Year

- Concern at the number of special diets requested on medical grounds.

This Year

- The catering team provides meals for 1,665 prisoners on a daily budget of £2.10 per prisoner.
- There is a five-week menu cycle with seven choices for lunch and six for supper, followed by either fresh fruit or dessert. Prisoners receive menus in advance.
- The menus cater for different cultural and religious needs, and special food is prepared for those celebrating religious festivals. Prisoner surveys show that the food is good. IMB members taste meals regularly and confirm this.
- There has been a reduction in the number of special medical diets requested: these can now only be obtained with a Doctor's authorisation.

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- Since February kitchen staff have supplied special breakfast packs to prisoners with diabetes.
- The catering team was awarded Team of the Year in the prison's Annual Reward & Recognition Awards, recognising its consistently high standards and continuing commitment and success.
- Around two-thirds of prisoners working in the kitchen are from Onslow and the others are from Heathfield; the groups are co-operating well together.

Concerns

- Rising food prices threaten the quality of prisoners' meals.

6.9 Chaplaincy

Last year

- The enforced absence of a very experienced Imam.
- No Roman Catholic Chaplain was in post

This year

- 80% of prisoners who arrive at Wandsworth say that they have a religious faith. These include Christianity, Islam, Judaism, Buddhism, Hinduism, Sikhism, Mormonism and Paganism.
- There have been a lot of vacancies and staff changes throughout the year. The Chaplaincy team have worked steadfastly to overcome these difficulties. The Imam has remained off sick and is now expected to take retirement on medical grounds. Sessional Imams are providing care during this time. The new Roman Catholic Chaplain has been appointed and took up post in late April. A Co-ordinating Chaplain and four other full time Chaplains are supported by 15 sessional chaplains. Many volunteers from all faiths offer time to assist in both the day-to-day work and various special interest groups.
- Chaplaincy team contribute to ACCT reviews and the weekly Review in the Care and Separation Unit (CSU).
- The Muslim population is currently approximately 350 and is rising. There are a number of men who are attending prayers and who are not currently practising Muslims. The Imams are running religious classes for these prisoners.
- With regard to radicalisation, the Imams, assisted by the wing reps, monitor the situation both in the conversations and activities held in the Mosque and on the wings. Radicalisation has not so far been identified as a problem in Wandsworth.
- Much thought has gone into finding appropriate faith care for the Eastern European prisoners which has been a growing population over the year. It has not yet been possible to find a Russian Orthodox priest.
- The Resettlement Chaplain works closely with many outside agencies and organisations to provide continuity of care to many of the more vulnerable prisoners on their release.
- The Sycamore Course, a restorative justice initiative run by chaplaincy volunteers has closed on grounds of cost and lack of accreditation. This closure is regretted by prisoners and staff.
- Bereavement Counselling, run by Chaplaincy and Psychology, has been terminated.

Concerns

- The new Core Day has resulted in reduced time for evening activities, some of which will start earlier in the day. The future of these volunteer-led groups is uncertain because the volunteers, many of them in employment, are not available at these times.

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- The new Core Day had an impact on the timings of Christian Services. Service times have been shortened.
- Lack of a permanent Muslim Imam.

6.10 Library

Last year

- Book trolleys on several units, including the Care & Separation Unit (CSU) and Addison wing, were inadequate.
- The Toe by Toe literacy project was more successful in Onslow.
- A new literacy initiative by volunteers was launched, with excellent results.
- High incidence of books going missing, especially Russian, Chinese and Polish books.

This year

- About 1500 prisoners visit the library each month, though some wings are poorly represented. Since the new Core day regime was introduced there have been fluctuations in attendance rates. B wing, accommodating most of the workers, had low attendance rates.
- There tends to be shortage of foreign language books which come from a different supplier and are extremely expensive to buy. Legal books are particularly susceptible to theft, as are Russian, Polish, Czech, Slovak and Arabic books.
- Thefts of library books have been reduced by imposing fines if books are not returned, but this remedy is obviously successful only if the borrower has funds to pay the fine.
- Book trolleys on wings such as the CSU and Addison are still not restocked frequently enough.
- There are monthly book clubs in both the Onslow and Heathfield libraries which are proving very popular.
- The Toe by Toe literacy scheme is working well again, as well as the Heathfield Learning Tree adult literacy scheme which takes place weekly in the library.
- Onslow library's hours were greatly reduced for a few weeks due to security concerns.

Concerns

- There is a shortage of books in foreign languages.
- The frequent thefts of expensive legal books and foreign books.
- Books on the wings such as CSU & Addison need to be regularly restocked.

6.11 Recreational Gym

Last year

- The sudden cross-deployment of PE staff because of staff shortages led to the loss of gym activities.

This year

- 50% of prisoners are inducted to use the gym. Each wing is allocated eight sessions a week – two on the Astroturf, two in the sports hall (gym 1) and four in the weights and remedial gyms 2 and 3.
- One small but vital part of the department's work is Tackling Drugs through PE, a course for men on the Short Duration Programme (SDP) for drug-misusers.
- Extra evening recreational sessions had been planned for the over-50s and disabled prisoners and for the football club on the Astroturf in the 7.30 to 8.30am slot. But re-deployment and staff re-profiling have halted both for now.

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Concerns

- Cross-deployment of staff frequently resulting in cancellation of PE for prisoners

6.12 Complaints and Applications

Last year

- The large number of complaints was an indicator of difficulties between staff and prisoners.
- The Application system was not working.

Complaints

This year

- The number of Complaints (Comp 1, Comp 1A and Comp 2 forms) has decreased and this is to be welcomed.

Applications

This year

- The Application System is largely ineffective. Prisoners do not receive adequate answers to their queries and enquiries.
- Application forms do not reach the relevant person or department because they are lost or not correctly delivered.
- There is no reliable system of logging applications or tracking their process. Queries are not answered in a timely fashion.
- During the year a new system has been piloted whereby prisoners submit applications to wing staff at a specified time each day. Wing staff will summarise the request in an email to the relevant department. Each Application request is logged and tracked and the answer supplied to the prisoner in a timely fashion. The new Application System was launched across all wings at the close of our reporting period.

Concerns

- Prisoner frustration with the poor Application process causes tension on the wings.
- The large number of basic, day-to-day enquiries, which the IMB receives as result of the failure of the Prison Application system.
- Handling of Complaints forms has been poorly managed.

7 RESETTLEMENT

Resettlement is central to the prison's purpose and strategy. The majority of prisoners held at HMP Wandsworth are on remand or sentenced to less than a year.

A prisoner's resettlement needs are considered at three stages: within days of arrival a prisoner is assessed to identify his training needs; there is an on-going process of educational assessment; shortly before release a prisoner will attend a discharge board to help him prepare for release and refer him to the agencies that can assist with housing, training, work or benefits.

7.1 Learning and Skills

Last year

- The department received a very good report from Ofsted.

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This year

- With a staff of 26 full-time / fractional teachers and 32 sessional ones, this large department runs an average of 54 classes a day, divided roughly equally between morning and afternoon. During the past year staff taught a total of 32,632 hours, including Functional Skills in all the Vocational Training Centres (VTCs).
- Numeracy and literacy, ESOL (English for Speakers of Other Languages), IT and Functional Skills comprise the bulk of these classes. But there is also a substantial offering of art and associated disciplines such as design and photo shop linked to IT classes. All offer vocational qualifications to facilitate eventual employment.
- Three art tutors contribute substantially to the department's curriculum, offering 20-22 prisoners a day the opportunity to gain Northern Council for Further Education (NCFE) certificates, and also the chance for those from differing racial and national backgrounds to exchange ideas and thus improve their English.
- In IT an average of 54 students a month take the old Oxford, Cambridge and RSA (OCR) Clait levels 1 and 2 – now known as IT Qualification level 1, which is based on helping IT-users to cope with real situations and problems.
- The Wanno Media Centre provides an in-house media, communications and information management system employing eight prisoners. It produces the prison newspaper, brochures and pamphlets used around the prison, and computer applications to support the prison's internal systems. Radio Wanno won a prestigious Clarion Award of the International Visual Communications Association in 2010 for its radio documentary 'Safety in Custody', and this year has been nominated for a Sony Radio Academy Award.
- 270 RW students achieved 63% accreditation in Business and Enterprise skills, including 43 awarded the National Council for Further Education's (NCFE) level 1 certificate in radio broadcasting, and 48 who gained level 1 of the National Union of Journalists' course.

Concerns

- Regrettably not all spaces on courses are filled. Attendance is poor, primarily because of failure of staff to deliver prisoners to classes and activities.

7.2 Vocational Training Centres (VTCs)

Last year

- Much progress was achieved in this area, particularly by the newly-opened Timpson Academy

This year

- Last year 26% of men released from Wandsworth got jobs – an excellent record by prison estate standards for a local prison with over 1600 largely short term prisoners of widely varying abilities, levels of English and motivation; especially in view of its recent staffing shortages and changes
- The Timpson's Academy provides training for 15 men in engraving, watch and shoe repair but problems with the selection process have meant that spaces are not always filled.
- The 'wet trades' (bricklaying and plastering) are now taught to both Onslow and Heathfield prisoners. This course includes plumbing, tiling, carpentry and painting and decorating, and has been successfully passed by a total of over 70 men.
- The motorcycle VTC has concentrated this year on entry level 3 of the Institute of Motor Industry, a 5-week introductory course to the motor trade which was passed by 94 men during the reporting year.
- Two new classes, Food Safety and Catering, have been introduced in a very popular six-week programme for eight students aimed ultimately at their being able to prepare, cook and serve a meal to guests.

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- The garden centre VTC, now reduced to half-strength with only five workers and one member of staff, was unable to compete at the Chelsea and Windlesham shows this year – both sites of former triumphs, however it has somehow managed to maintain the prison's wonderful floral environment.
- The forklift truck-driving course has had to close, at least for the present, because of the state of the building in which it is taught.
- Bicycle maintenance has been revived and the refurbishing of garden tools has started, both as activities for older prisoners. Both have enthusiastic cohorts, and appropriate qualifications are being investigated.
- The Prisons Information Communications and Technology Academy continues to provide 12-15 students with highly marketable skills in computer maintenance and repair.

7.3 Gymnasia

- The PE department and the Football Foundation jointly launched Positive Pathways, an education and resettlement project aimed at using sport to help prisoners live healthier lives and gain employable skills, thereby reduce re-offending.
- The department focuses on courses leading to qualifications and ultimate employment. The main courses are: Health Trainer; First Aid; Gym Instructor; Football Association coaching, all offered at level 1 and then at level 2 for those who pass level 1.
- The Gym Instructor's course levels 1 and 2 was successfully completed by the current 16-student cohort, who are now on to the next stage, the FA coaching course level 1 in association with Queens Park Rangers and Fulham.
- Those who complete level 2 in any course, subject to the agreement of the tutor, could qualify to take the Certificate in Preparing to Teach in the Lifelong Learning Sector, a key qualification for anyone wishing to enter teaching or training.
- FOCUS has now replaced Greenwich Leisure as the main employer of Wandsworth PE graduates, largely because of its extensive links to leisure centres, whilst Health Trainers often get jobs with PCTs.

7.4 Job Club

- Job Club is a key aspect of Wandsworth's resettlement strategy. The intention is that within the last few weeks of a sentence, a prisoner can go on this 2-3 week course which provides advice and practice in writing a CV, searching for jobs, interview technique, and how and when the job-seeker should disclose his criminal record. Typically 21 prisoners a week are invited to attend with an average attendance of 14 men. Job Club was given a glowing report in the recent Ofsted inspection.
- Job Club is supported by volunteers with business experience through the Friends of Wandsworth Prison. Employers regularly come to the prison to talk to prisoners and help them prepare for interview. This work is at an early stage. There is some concern from volunteer advisers that they are not able to concentrate on those prisoners who are most likely to benefit from their support.

7.5 Housing

- The St Giles Trust has a contract with the prison to deliver housing support which helps prisoners both secure their existing accommodation and find accommodation on release.
- In 2010-11 74% of prisoners discharged claimed they had settled accommodation on release.

Concerns

- Some instructors worry that not enough of the vocational instruction and education they deliver will lead to prisoner employment.

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- A large number of appointments are made but many fail to attend.
- A quarter of prisoners are discharged without accommodation. This figure is too high.

7.6 Psychology and Interventions

Last year this department was known as Forensic Psychology and Counselling Psychology. This department has been reorganised and renamed.

Forensic Psychology is now organised by regional office and a service level agreement will be drawn up between Regional Psychologists and the Governor.

Last year

- Not enough experienced and qualified staff to manage those in training.

This year

- Until end of the year the department has been run by an Acting Head, the only qualified Psychologist on the team. This person has now been appointed Head.
- There have been gradual improvements in staffing, with just two posts remaining vacant.
- 81 prisoners from the Onslow and Heathfield have completed the Thinking Skills Programme (TSP) though a number of prisoners do not complete the course. An interim agreement has been made so that prisoners on TSP are not moved to other prisons until their course has been completed
- 66 prisoners completed the Sex Offender Treatment Programme, meeting the Key Performance Target.

Counselling Psychology has been disbanded. Opportunities for therapies have been extremely limited with one part-time psychotherapist providing services, all of which have closed, or will close in the autumn.

This year

- Crisis Counselling, providing short term Cognitive Behaviour Therapy (CBT) to prisoners for the last 7 years, has been reduced and will stop in September 2011.
- Two courses of Bereavement Counselling have taken place on both Heathfield and Onslow. This is a collaborative venture run by Chaplaincy and a psychotherapist. It has been popular with prisoners but will stop in September 2011.
- Mood Management, a CBT course for prisoners with low to moderate depression has taken place on Onslow and Heathfield but has stopped.
- SVI or Shame Violence Intervention, a once a weekly psychodynamic programme, has been terminated.
- Family Man has been temporarily suspended due to lack of prison staff and facilities. There are no new parenting courses delivered in the prison.

Concerns

- The lack of counselling psychology is detrimental to prisoners and highly regrettable

7.7 Offender Management

Last year

- Delays in the Offender Assessment System (OASys) reviews

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This year

- Major efforts have been made to address the backlog of initial OASys assessments. Progress has been slower than anticipated due to high staff turnover and the need to train new staff.
- There have been delays in Offender Categorisation because of re-deployment and staff sickness. Staff are not always available to undertake interviews at the once-weekly board. This has affected prisoners on both Healthfield and Onslow.
- Annex A transfer procedures are adhered to. Area management does not always appear to be responsive in facilitating the departure of some prisoners from Wandsworth, particularly those who have been in the Care and Separation Unit (CSU) for long periods.

7.8 Legal

- Staff levels remain the same and the unit continues to work effectively.

7.9 Probation

Last year

- Shortage of staff

This year

- This year the team appears to be well managed. There are more staff to collate and prepare material for reports.
- The Probation unit has continued to function well particularly in regard to the Public Protection work.
- Release on Temporary Licence (ROTL) continues with modest numbers of prisoners going on work placements.
- Home Detention Curfew (HDC): a single point of contact for risk assessment and collection of data has meant that more prisoners have been released on HDC in recent months.
- Violent and Sex Offender Register (VISOR): new legislation last year has tightened the process but increased the workload.

7.10 Lifers

Last year

- Problems with new Public Protection Unit Database (PPUD) not prioritising pre-tariff prisoners.
- Lifer team under strain despite the addition of an SO.
- Some frustration amongst prisoners at not getting response from their Offender Manager (External Probation Officer).

This year

- During the reporting year the number of lifers has increased slightly from 31 to 33.
- The number of IPP prisoners has reduced from 101 to 87 prisoners.
- The issues with the PPUD have been corrected.
- There are now four Lifer Liaison Officers in Onslow who, after training, will provide extra support on a day-to-day basis.
- Quarterly Lifer Group meetings are held in both Heathfield and Onslow. These provide an opportunity for lifer representatives to raise issues of concern and for the lifer specialists in the prison to explain developments to prisoner reps. However, apart from problems experienced by repatriated prisoners, most of the issues raised are procedural. There is a need for the frequency of meetings to improve, for minutes to be circulated and action points followed through.
- Workload on the lifer team remains higher than is comfortably manageable.

Concerns

- Wandsworth, as a category B local prison, should only hold lifers in transition not for their entire sentence. It is important that they are moved on to an appropriate establishment.
- Lifer meetings have proved to be a source of frustration. A greater concentration on delivering promised actions (so that actions are not simply carried over from one quarterly meeting to another) would help prisoner/staff relations.
- Repatriated lifer prisoners experience lengthy delays before a tariff is set; some have experienced difficulties in receiving a sentence plan and being allocated an external probation officer.
- There continue to be difficulties generally with prisoners getting hold of their Offender Managers.

8 HEALTHCARE

8.1 Primary Healthcare

Throughout the year Community Services Wandsworth (CSW) has been the principal provider of healthcare within the prison. Initially the responsibility for CSW lay with the local Primary Care Trust (PCT) but on 1 October 2010 CSW merged with St George's Healthcare NHS Trust (SGHT). A consortium of other organisations has contributed to the services provided within the prison. Dentistry continued to be commissioned separately by the PCT and was provided by independent contractors ('NHS Dentists' took over from 'Weymouth Dental Services' in December 2010). Genito-urinary services were provided by SGHT. Mental healthcare (including the In-Reach team and Addison Wing) was provided by the South West London and St George's Hospital Mental Health Trust.

Last year

- Lack of a cohesive management strategy across the different areas of healthcare
- Number of unfilled posts
- Poor communication with prisoners regarding their requests and complaints and the progress of their appointments
- Incidents relating to the issuing, handling and recording of drugs
- Slow implementation of planned initiatives and lack of multi-disciplinary approach
- EMIS (electronic medical information system) not being used effectively

This year

8.1.1 *Provider update*

- Commendably smooth transition of CSW from PCT to SGHT which has included CSW and healthcare staff having to adapt to new systems.
- Access to SGHT resources has been helpful.

8.1.2 *Clinics*

- Dental, chiropody, optician and genito-urinary clinics have continued. Feedback regarding dental care positive with improved standard of care from new provider.
- Waiting times for appointments variable and on occasions unacceptably long due to high demand especially for GP and dentist with inadequate processes to prioritise appointments effectively.
- The number of DNAs (Did not Attend) disappointing.

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- Implementation of a health promotion strategy and clinics for long-term conditions continues to be slow as facilities not yet available.
- Treatment rooms small and inappropriate for medical consultations.

8.1.3 Medical care

- Dedicated senior nurses have continued to provide high standards of care.
- Jones Wing, a six-bedded unit, was refurbished and opened in June 2010. It has been adapted to care for prisoners with extra medical needs and the standard and level of care has been excellent. The facility has been cost effective, reducing hospital admissions and number of staff needed for escort duties.
- Incidents regarding the issuing, recording and storage of drugs continue. Of particular concern is the number of unaccounted for drugs.
- Although attempts are being made to investigate incidents in a more appropriate and timely fashion, delays have meant that outcomes are frequently inconclusive.
- Low proportion of patients is prescribed in-possession (I-P) medicines. Higher numbers are essential for the new facilities to be effective.
- The need to adapt the prison regime in response to circumstances can adversely affect healthcare delivery, e.g. clinic attendance, dispensing of drugs.
- X-ray machine has been installed and TB screening is to commence soon.
- Discharge policy is being reviewed.
- Pharmacy review not yet concluded.

8.1.4 Staffing

- The Head of Healthcare retired in April. Recruitment for a replacement has not yet begun.
- Only one permanent GP throughout the year despite active recruitment campaign. A second GP recently appointed and some nurses now being trained as Advanced Nurse Practitioners.
- High dependence on agency and bank staff many of whom cannot draw keys. The supervision and management of these staff has improved.
- Nursing roster changed in May to improve use of resources. New nursing structure also being implemented.
- A governor was appointed in February to act as a liaison officer and to help facilitate proposed healthcare changes.

8.1.5 Administration

- Responses to Requests and Complaints have been improving but delays are still a source of frustration.
- The continuing lack of information regarding appointments (especially hospital, GP and dentist) is a particular disappointment.
- Administrative systems are continually under review but lack of staff resources has hampered progress.

8.1.6 Healthcare computer system

- A new computer system (SystemOne) replaced EMIS (electronic medical information system) in October 2010 and is considered to be more user-friendly.
- SystemOne is still not universally used across Healthcare for prescribing.
- Inconsistencies with input and coding resulting in insufficiently robust data for auditing and contract monitoring.

8.1.7 Refurbishment

- With funding from the King's Fund, an area of Healthcare has been refurbished for secondary healthcare screening of prisoners on their second day.
- Refurbishment of dental suite prior to new provider taking over.

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- Refurbishment being completed in Heathfield to provide a single Walk-in Treatment Centre and a Patient Pharmacy which will dispense all medications except Methadone. These two areas will replace the treatment rooms on each of the wings and it is hoped this initiative will provide an improved service and address many of the concerns raised above.

Concerns

- Need to appoint a Head of Healthcare to drive forward a strategic management policy across the different areas of healthcare within the prison.
- Medical staff not using a single prescribing practice.
- The number of incidents relating to drugs and lack of evidence that incidents of unaccounted for drugs are being robustly investigated.
- Lack of evidence of positive action being taken in response to investigation outcomes.
- The need to improve communications with prisoners especially regarding information about appointments.
- Difficulties in providing regular Doctors with appropriate experience.

8.2 Mental Health

Last year

- The Addison Unit and In Reach provided a good service though the Primary Mental Health team was too small to have real impact on prisoners
- Poor communication between healthcare teams

This year

- The high incidence of mental health problems within the prison population continues to challenge officers and specialist staff. Prison staff, often with little mental health training, are expected to look after often violent, self-harming, prisoners, some with severe mental illness. Almost all staff show understanding and patience and for this they should be commended.
- The Primary Mental Healthcare Team has a more established presence. They receive 70-80 referrals each month and liaise well with uniformed staff and In Reach team.
- NHS cuts on Agency nurses means that nurses from this team are regularly redeployed to primary health duties.
- The In Reach Team, providing secondary mental health care, continues to work effectively. Prisoners have access to 3 psychiatrists. A lead nurse oversees the care and management of those patients admitted to the Addison Unit, a 12 bed in patient unit providing care for prisoners with enduring mental health problems.
- There is now a Matron who manages the In Reach team and those who work with patients in the Addison Unit.
- This year a number of Foreign National prisoners with severe mental health problems have remained on this unit for long periods.
- Transfers to secure mental health units were not unduly delayed
- For the first time in two years group therapy for prisoners with low to moderate depression has taken place. Three six week courses of 'Mood Management' were delivered on Heathfield, and two courses on Onslow. This was a collaborative venture between Primary Mental Healthcare and Psychology but will stop.
- Courses in Acupuncture, Yoga and Art therapies have not been established.

Concerns

- There is no access to day care services for patients having difficulties coping on the wings.

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- There is frustration among staff that they are unable to offer any complementary therapies to prisoners.

8.3 Drugs

Last year

- There were concerns about achieving long term aims towards reducing numbers on long term opiate substitution
- Integrated Drug Treatment Strategy (IDTS) had not yet been implemented

This year

- IDTS is now operational with project manager in post who has proved effective in leadership.
- The number of prisoners receiving methadone or subutex has reduced from last year from 240 to 182 (comparative figures at the end of each reporting year). Of these 55 men are on a detox regime; 50 are on a maintenance regime, 28 are being stabilised and 49 are still under review.
- IDTS objectives clearly aim towards eventual abstinence, and this is strongly supported by senior management, but some staff still seem reluctant to aim for this.
- Locum GP's have not always had the relevant clinical experience to undertake first night prescribing.
- There is acknowledgement that more psycho social interventions are needed to help through detox and to aim for abstinence.
- Substance Misuse prisoners are located on one wing. Treatment rooms are cramped.
- The methadone dispensing equipment does not always work.
- There is better integration and closer working between relevant groups. CARATS and substance misuse teams work in a shared office. Prisoners are included in Review Meetings. The liaison with community drug teams is also improving.
- Alcoholics Anonymous and Narcotics Anonymous are available to prisoners separately on Heathfield and Onslow units.

Two residential programmes have closed this year. Both were of six months duration, a time period now thought inappropriate for prisoners serving short sentences.

- The RAPt programme, a 12 step programme for 29 prisoners with drug and alcohol addictions. This has been replaced with an 8 week short duration RAPT 'Bridge' programme.
- The Nehemiah New Directions Unit, a non-accredited rehabilitation project for prisoners with alcohol addiction.

Concerns

- Achieving abstinence from methadone will not be possible without strong support from all staff in the prison

9 EQUALITIES AND FAIRNESS

The Diversity Team has been named Equalities and Fairness.

9.1 Race Equality

Last year

- More BME (Black Minority Ethnic) prisoners were involved in Adjudications, IEP (Incentives, Earnings and Privilege), segregation and use of force incidents.
- The Diversity team was severely depleted.

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- REAT (Race Equality Action Team) meetings that should have been held regularly were frequently postponed and rescheduled.
- The failure to process large numbers of RIRFs (Racial Incident Forms). The number of reported racist incidents fell possibly because prisoners had lost confidence in the reporting system.

This year

- As last year, nearly 65% of prisoners on Heathfield are described as BME. The number of BME prisoners on Onslow has increased to 50% of the population. 100-150 prisoners are categorized “no declared ethnicity’ or ‘not stated’.
- The Prison Reform Trust visited Wandsworth and organized workshops to help the Race Equality Action Team (REAT) define their role and improve performance.
- REAT meetings now take place bi-monthly. There are also focus groups held on Onslow. A specialist group for Muslim prisoners was abandoned because of lack of funding.
- Race Equality Action Plans (REAPs) have been followed through.
- From April 2011, RIRFs are to be phased out and replaced by DIRFs (Discrimination Information Report Forms) to include complaints about race, gender and sexuality.

Concerns

- 70% of racial complaints made by prisoners are about staff.
- Too many RIRFs relate to IEP or unemployment.
- Officers say they have insufficient time to communicate and discuss racial issues.

9.2 Disability and Older Prisoners

Last year

- National funding and a grant for improvements to Heathfield and Onslow were not received.
- Links with outside agencies were not followed through.
- There was no dedicated Disability Liaison Officer in post – a senior officer covered the role whilst also taking responsibilities for Foreign Nationals.

This year

- The new Disability Liaison Officer (DLO) is assisted by three prisoners who have been appointed as Equalities Red Bands.
- The DLO is in the process of re-establishing links with outside agencies to improve practice in the prison.
- A Disability questionnaire is distributed on the First Night Centre but there is evidence that the information given is not processed.
- The adaptation of a landing on Heathfield and on Onslow for those requiring special facilities is being considered by the Older Prisoners’ Steering Group which has met regularly this year.

Concerns

- Disability forms are not available in other languages.
- Suitable additional care is needed

9.3 Foreign Nationals

Last year

- The prison lacked a clear strategy to deal with this group of prisoners
- Too much C&R was used on Foreign National Prisoners.

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- Self-harm was more prevalent in FN prisoners, particularly Polish and Eastern Europeans

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.
- Adjudications are often adjourned because of difficulties with translation. Although the Big Word translation service may be used, on many occasions an accompanying prisoner may translate. This may be necessary, but is far from ideal.
- Although 10 officers attended Polish language classes this year, most landing staff do not understand prisoners who have poor English language skills and this leads to frustration on both sides and can result in the use of control and restraint and an increase in self-harm. 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.
- A UKBA (United Kingdom Border Agency) office is based in the prison. The number of Foreign National prisoners whose sentence has expired has increased from 31 to 47. This is unacceptable. Although most are being held for several months after their sentence has expired, for the minority it can be much longer. There are often difficulties in transferring these prisoners to removal centres
- 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.
- Many Eastern Europeans are on short sentences, which make it difficult to engage them in Activities, Education and Training.
- DAS, the independent Detention Advisory Service, has had its funding cut and their representative now attends the prison only fortnightly.

Concerns

- Efforts have been made to translate documents into other languages but further work needs to be done.
- The number of sentenced expired prisoners is unacceptably high.
- Self-harm is still prevalent among Foreign National prisoners.
- Because of the separation of services there is a lack of control over the increasing numbers of sentence-expired prisoners. The lack of a co-ordinated multi-agency approach to the management of sentence-expired prisoners.

10 OFFENDER SAFETY

10.1 Care and Separation Unit

Last year

- Too many long stay prisoners in CSU.

This year

- The CSU has 13 Cells and two special cells. Occupancy levels of the CSU were 58%, lower to those in the previous year (66%).
- The use of the CSU to house prisoners, particularly immigration detainees for extended periods of time continues to be a major concern. Three such detainees have

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spent up to five months in the CSU. During the year five prisoners accounted for 20% of the occupancy of the CSU. We continue to refuse to sign on these prisoners during the weekly segregation reviews. Very little appears to be done by the Prison Service and the UKBA to address this issue.

- A continuing and encouraging development has been the reduction in the use of the Special Cell. In 2006 the Special Cell was used 84 times. Last year it was used eight times and this year it has only been used ten times and the body belt has been used three times. The Chair of the IMB is called when a prisoner is placed in the Special Cell or body belt.
- Prisoners on the CSU continue to experience an acceptable level of regime. A decision was taken during the year to remove televisions from the CSU. Whilst this is considered acceptable for the majority of short-stay CSU residents, it is not acceptable for those men who are in the CSU for their own protection.
- Last year we had serious concerns about the robustness of the fixtures and other fittings in the CSU and their potential use in self-harm or incidents. During the year the furniture and the fittings in most cells were replaced. However there have still been a number of incidents where the new furniture has been destroyed.
- IMB Board members spend part of their rota visits in the CSU and have continued to be impressed by the professionalism of the CSU staff, particularly when dealing with the more volatile and long stay prisoners.

Concerns

- Too many long stay prisoners in the CSU, particularly immigration detainees.

10.2 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 3,335 Governors' adjudications. There has been a significant decrease in numbers of adjudications in the last year when there were 4,263.
- An area of concern has been in the attendance of reporting officers particularly for Judge's adjudications. All too often these have to be adjourned because of non-attendance. This problem had improved significantly last year but it appears to need attention again.

10.3 Control & Restraint

Last year

- High levels of C&R was used amongst East European prisoners
- Underlying factors that contributed to the use of C&R were not identified.
- No action being taken on prisoners' property that was lost when moving to CSU.

This year

- This year C&R was used 455 times. This is a significant decrease compared with the previous year when C&R was used 576 times. This is a most welcome decrease and is the first for a number of years.
- The board believes that much of the credit for the significant decrease in the use of C&R should be given to the current Use of Force Coordinator who appears to have been very successful in getting his message through to wing staff. De-escalation and

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conflict resolution skills have been rolled out across the prison and appear to be working. Much more needs to be done and the overall use of C&R levels are still high but the significant decrease is to be welcomed.

- The use of C&R continues to be high. Focus groups conducted within the prison have shown consistently that BME prisoners feel they are being treated worse and differently to white prisoners. C&R is used disproportionately amongst East European prisoners (23% of the total C&R usage).
- When analysing the reasons for the use of C&R the main reasons were Assaulting/Attempting to assault staff, Threatening behaviour and Fighting. Apart from Fighting the other reasons are generally based on staff's perceptions and concerns rather than on actual assaults. The board believes that this could have arisen because of national training where staff are told to use force if they perceive they could be in danger. If the training message could be modified and levels of threat more objectively evaluated, particularly when dealing with BME and East European prisoners, this may go some way to addressing the issue.
- The board attends many incidents when C&R is used. We continue to be impressed with the professionalism of the C&R supervisors and members of the C&R teams.

Concerns

- Continuing high levels of C&R used against East European prisoners

10.4 Death in Custody, Suicide Prevention, Violence Reduction

Last year

- There were nine deaths in custody.
- 683 Assessment Care in Custody Teamwork (ACCT) forms were opened to monitor potentially suicidal prisoners.
- There were 490 recorded incidents of Self Harm.
- Prisoners increasingly complained of the lack of predictability in the daily regime which caused unrest, anger and self-harm.
- The reporting of violent incidents and unexplained injury needed improvement. Wing observation books did not always mirror security reports and the necessary forms are not always forwarded to the Violence Reduction Co-ordinator.

This year

10.4.1 Death in Custody (D.I.C.)

- There were seven deaths in custody. Three appear to have been self-inflicted, and four appear to have been from natural causes.
- When there is a death, counselling is offered to staff and prisoners who have been affected.
- Members of the Board have observed the inquests held at the Coroner's Court in Westminster.

10.4.2 Suicide Prevention

- Offender Safety Meetings (formerly Safety Custody Meetings) continue to take place and are a useful forum for various interlocutors to come together. As well as staff, representatives from the prisoners who are listeners also attend and provide input. There is now also attendance from members of UKBA, which is a welcome development given that a number of prisoners self-harm due to immigration matters.
- The Suicide Prevention Co-ordinator has worked hard throughout the year, reinforcing staff awareness of prisoners' vulnerability.
- Despite some initial monthly increases, there has been a decline in the instances of self-harm. During the reporting period, there have been 448 cases, which is a decrease of 10% when compared to last year.

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- There have been 661 ACCTs opened for prisoners who were deemed to be potentially suicidal. This marks a slight decrease of 3% on the same period last year.
- The majority of ACCTs (384, or 59%) are opened due to staff concerns rather than in response to an incident of self-harm. This shows that officers are being proactive and are taking action before it is too late.
- During the reporting year, 56% of self-harm incidents were carried out by prisoners who were British Nationals, and 51% of ACCTs were opened for the same group.
- Although there is no longer a requirement for the prison to maintain Personal Officer system, the Board welcomes the fact that the intention is to maintain this (or a similar system). However, there will need to be improvements in the effectiveness of the system if it is to be of use.
- A worthwhile development is that a daily Complex Case Review Meeting now takes place. Multi-disciplinary in approach, it allows for action plans to be widely agreed rather than being taken in isolation.
- Since the end of the reporting year Listeners are present in Reception as well as the 'First Night in Custody' wing. This means vulnerable prisoners can be noticed earlier, with any relevant information being fed to other Listeners within the prison.

10.4.3 Violence Reduction

- The number of violent incidents was 1286.
- The Violence Reduction Coordinator has continued to be proactive, working hard to establish reasons for violence within the prison. As well as compiling statistics and identifying trends, prisoners have been surveyed (in English and other languages).
- There have been concerns about the quality of Cell Sharing Risk Assessment (CSRA) procedures, which are designed to reduce the risk of vulnerable prisoners being subjected to violence or intimidation in their cell. Assessments were not consistently carried out, with five minutes being taken on some wings compared to thirty minutes on others. CSRA procedures have now changed, with there only being two levels (high or standard). Prisoners are initially assessed on their first night in custody, and then should have a full multi-disciplinary review the following day.
- A significant number of violent incidents (as high as 75% some months) involve prisoners who are within the first three months of being received into Wandsworth. This hints at violence being linked to prisoners possibly feeling unsettled upon reception.
- Violence Reduction Orderlies have been phased out as they did not receive training and did not have a clearly defined role. It is anticipated that the Listeners network will be able to explain to prisoners where they can get help if necessary.

Concerns

- There are cases of people being trained up to be a Listener, only to be transferred to another establishment either before completing the course, or soon after being made available. The role of a Listener is very important, and training takes a considerable period of time and happens infrequently, so it is regrettable when this happens.
- When immigration correspondence is served to a prisoner who is on an ACCT, it should be done in person by officials from UKBA, and the Wing SO should also be informed so that they are aware that the prisoner may be distressed. However, this has not always been happening. Correct procedure has been reiterated and it is important that this continues to be monitored and enforced by the prison.
- Despite good work being undertaken, the forms which are to be completed after an incident are still not always being sent by officers to the Violence Reduction Coordinator.
- The telephones that prisoners use to contact the Samaritans are not always in working order.

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- Not all officers are in the habit of recording everything on CNOMIS. Although this was introduced some time ago, entries are not always made as frequently or in the same way they were when History Sheets were completed. This means that some useful information may not be recorded. The Board hope that the introduction of specified 'administration time' into an officer's working day will help this.
- ACCT paperwork is complicated and time consuming to complete. Although most paperwork is completed to a satisfactory standard, time and resource pressures mean that entries may not always be meaningful or complete.
- The Board continues to be very concerned about the impact of budget cuts imposed by the recent Comprehensive Spending Review. Those prisoners who self-harm, 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.

10.5 Access to Drugs and Mobile Phones

Last year

- There were still too many mobile phones coming into the prison.
- Monthly security meetings should have been held regularly and were not.

This year

- 163 mobile phones were found in the prison compared with 261 last year, a major decrease. In addition to the 163 mobile phones that were found, 131 sim cards/battery chargers were also found.
- There were 83 occasions when illegal drugs were found in the prison.
- Prisoners who pose a risk to security are continuously identified and are monitored. Troublemakers are generally relocated to alternative wings or transferred out.
- The BOSS Chair in the Reception is in good working order and has been used more consistently than in the previous year. The Security Portal, installed last year, is in use but is not as reliable.
- The Dog Section is a more visible presence during prison searches.
- Mandatory Drugs Tests (MDT's) are carried out on 5% of the prison population, some 80 prisoners per month. A Key Performance Target of 15.5% was failed during one quarter, but over the year 12.2% was achieved as a result of drug supply reduction work.
- The system of Blue and Red Band worker prisoners has been reviewed. Blue Band prisoners no longer exist; 'Red Band' prisoners hold their privileged position for short periods and carry pass books to record their movement across the prison.
- A Security Audit took place in December 2010. Shortcomings in the security of Escorts and Bed watches were identified.
- Building works were well under way and on target for the new Control Room opening at the beginning of July 2011
- Regular Security Meetings are now being held with Minutes effectively recorded

Concerns

- The number of prisoners on Closed Visits has doubled. Some prisoners have remained on Closed Visits for long periods whilst their case was reviewed. The Board has concerns that the review process is taking far too long.
- Graffiti in foreign languages is not understood by staff and this threat needs to be managed.
- Fewer Security Incident Reports (SIR's) have been submitted this year. The number has decreased from 4500 in 2010 to 4000 in 2011. Collators of SIR's report that prison staff enter sensitive information on the CNOMIS but do not raise it on an SIR.

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- Continued and effective use of all available resources to prevent the supply of illicit drugs and mobile phones needs to be a top priority.

11 WORK OF THE BOARD AT WANDSWORTH

- Board Members work well together.
- For the first time the Board has an Information Officer whose monthly reports provide valuable updates.
- This year 5 members have attended inquests of former prisoners.
- The Board was represented at the IMB Annual Conference and at the IMB Chairs' meetings; the Board's Application form was amended in line with suggestions made by National Council.
- The Board contributed to the Ministry of Justice Green Paper on Reoffending.
- 5 new members joined the Board in October; 2 members resigned.
- 1 Board member sits on the National Council's Learning and Skills Support Group.

11.1 IMB Members visits to Wandsworth 1 June 2010 to 31 May 2011

Name	Board	Rota	Applications	Other	Total
E Barker *	8	0	8	30	46
J Cartwright *	5	3	10	17	35
J Clarke *	4	0	4	6	14
J Cockram	8	8	7	15	38
K Collings	7	22	14	21	63
D Deaton *	7	9	11	16	43
S Dykes	12	10	13	22	57
N Essex	10	14	15	11	50
J Fletcher (2)	3	0	2	1	6
E Hicks	10	14	16	6	46
D Jamieson	7	12	12	3	34
F Johnston	12	13	14	34	71
P Jones	10	13	24	8	55
R Knowles	10	17	16	8	51
P Pumphrey	8	18	12	1	39
M Shepherdson	10	15	13	19	57
C Sharples *	7	12	12	15	46
L Slade	11	18	4	48	81
V Weguelin	7	16	15	5	43
A Westwood (1)	2	0	7	0	9
J Weston	12	17	31	21	81

* New Members joined October

(1) Member resigned July 2010

(2) Member resigned October 2010

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11.2 Applications

Number of applications: June to May

Topic	2010-11	2009-10
Regime		
Canteen	54	60
Cell moves	17	19
Earnings	66	81
IEP	18	24
Licence recall	9	7
Mail	37	16
Property	116	202
Reception	1	0
Regime	91	96
Release date	27	15
Telephones	65	62
Time out of cell	2	1
Visits	38	40
Resettlement		
Categorisation	44	25
Education	16	6
HDC	34	22
Legal	13	31
Probation	16	13
Resettlement	15	7
Transfers	77	58
Work	28	14
Healthcare		
Medical	140	141
Clinics/outpatients	67	16
Detox/drugs	15	17
Diversity		
Diversity/race relations	7	11
Foreign nationals	39	29
Safer Prisons		
ACCT	1	0
Allegations	53	57
Security	21	17
Miscellaneous	82	101
TOTAL	1,209	1,188

- There has been a modest increase in Applications to the Board.
- There has been a significant decrease in Applications received regarding Property.
- There has been a modest decrease in Applications regarding Canteen.
- The Board continues to receive a high volume of Applications about Healthcare.
- The number of Applications about Medical Clinics and outpatient appointments has increased four times and reflects the need to improve communication with prisoners.
- The number of Confidential Access to the Chair has decreased from 151 in 2010 to 80 this year.

Concern

- This year the Board received about 100 Applications a month. This is an indication of the poor state of the prison Application system.

11.3 Board Training

- Final touches were made to our Induction Pack which our new members found very helpful during their Induction period.
- Monthly Training sessions continue (prior to each Board Meeting) and the subjects have included Security, Canteen, Equality and Fairness.
- All members received training in how to use the new computer system, CNOMIS, and completed Ministry of Justice Information Assurance Training.
- 4 members attended National Council training courses
- In March we visited HMP Winchester.

12 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
CARAT	Counselling, Assessment, Advice and Throughcare
CBT	Cognitive Behaviour Therapy
CNOMIS	NOMS Information System (computer system)
Comp1	Complaint (form)
Comp1A	Comp1 appeal (form)
Comp2	Confidential Access (form)
CSRA	Cell Sharing Risk Assessment
CSU	Care and Separation Unit
DAS	Detention Advisory Service
DIC	Death In Custody
DIRF	Discrimination Information Report Form
DLO	Disability Liaison Officer
EMIS	Electronic Medical Information System
ESOL	English Speaking for Other Languages
FN	Foreign National
HDC	Home Detention Curfew
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
MDT	Mandatory Drug Testing
OASys	Offender Assessment System
PACT	Prisoner Advice & Care Trust
PCT	Primary Care Trust
PICTA	Prisons' Information, Communication and Technology Academy
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
ROTL	Release On Temporary Licence
SDP	Short Duration Programme (for drug misusers)
SIR	Security Incident Report
SO	Senior Officer
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 (Onslow Centre)
VTC	Vocational Training Centre