

**Independent Monitoring Board
HMP Wandsworth**



Annual Report

of the

**Independent Monitoring Board
HMP Wandsworth**

to

The Secretary of State

June 2011 to May 2012

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 prison holds C and D category prisoners. In response to the Regional Population Strategy the prison's primary role is to hold those on remand, around 350 men, and convicted prisoners with less than a year to serve. In reality the majority of sentenced prisoners are serving longer than a year. A small proportion are serving Indeterminate Sentences for Public Protection (IPP) or are Lifers, though this number has recently reduced. Just under half of the population is Foreign National (FN) of which a few are immigration detainees.

The prison was built in 1851 and the residential areas remain in the original Victorian buildings. The main prison, known as Heathfield, has five wings. The Onslow unit is a separate building of three wings which, until March, held 365 Vulnerable Prisoners (VPs), mainly sex offenders. This unit has now closed for refurbishment and will re-open in 2013. As a result the population has reduced to an operational capacity of 1284. This number remains significantly higher than the Certified Normal Accommodation so the majority of prisoners share cells which are cramped.

2 EXECUTIVE SUMMARY

For the first time in two years we can report on an improving prison. The regime has become more predictable. Much effort has been made to ensure that the core day is adhered to across all wings. The amount of time that prisoners spent out of their cells has increased. The opportunities for prisoners to learn new skills and gain qualifications were good and the numbers of prisoners being taken to Work and Education and to the Resettlement area has increased.

We are pleased to report that a new prison application system, launched just before the current reporting period, is a great improvement. Straightforward requests were dealt with more quickly and the frustration felt by prisoners was much reduced. Lost or unanswered applications no longer featured regularly in our conversations with prisoners.

In the previous reporting year prisoner-staff relationships were of real concern to the Board. Prisoners often told us that officers were brusque or evasive. We have been impressed by the efforts made to encourage staff to improve their relationship with prisoners. All officers have attended a course in pro-social modelling and the Personal Officer scheme has been given renewed emphasis. This has begun to have an effect. More prisoners know who their personal officer is and there is evidence to suggest that the officers appear to be more willing to help them. The use of IMB Applications by prisoners to progress their basic queries has declined and this is to be welcomed.

For the second consecutive year the incidence of Control and Restraint (C&R) has decreased and now is at the lowest level recorded in recent years. This was in part due to training but also to the use of other disciplinary tools such as Tackling Anti-Social Attitudes (TASA), which was introduced this year, to challenge those prisoners with anti-social or potentially violent behaviour. When the Board has monitored planned interventions it has observed staff making every effort to de-escalate incidents so minimising the force used.

There are indications that the prison is a safer place than it was a year ago. There has been a notable decline in instances of self-harm, a decrease of 37% compared to 2010-11. A number of prisoners have made determined attempts to end their lives but have been prevented from doing so. This reflects not only on a more predictable regime but also the professional work

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done by the Offender Safety team and the vigilance of staff. A daily Complex Case Review Meeting continued to prove an effective forum for the review of the most vulnerable prisoners. Although there were four deaths in custody this year, none of them appear to have been self-inflicted.

There are other positive developments. The services provided to prisoners by Canteen and Property have continued to improve. A long awaited healthcare centre has opened and this has dramatically reduced the time prisoners wait before seeing a GP, though prisoners still wait too long for dental appointments. After a nine-month vacancy a Head of Healthcare was appointed in March and it is hoped that this will lead to a more cohesive management of healthcare services.

The prison has responded well to a number of unanticipated events. The Deputy Governor and the management team continued to show leadership during an uncertain period of several months before the appointment of a new Governor. Staff showed flexibility and professionalism in supporting the courts and police during the civil disturbance in August. Reception remained open for 3 nights. A number of high profile prisoners have been treated with sensitivity and professionalism.

The Foreign National population has risen to just under half the prison population (47%). The Board continues to be concerned about the management of these prisoners and their impact on the regime. Of particular concern is the Eastern European population. Additional time and resources have been needed to ensure these prisoners understand routine procedures, disciplinary hearings and medical interviews. There have also been special issues, such as phone calls and property, to be addressed. Many have, or claim to have, difficulty in understanding English which makes communications with officers and employment staff problematical. In addition, nationalities tend to congregate together which can create barriers making these groups difficult to integrate and manage.

The closure of Onslow in March was long anticipated. While the transfer of prisoners out of the establishment was well managed, around 70 VPs were relocated to the main prison. Heathfield has proved an inhospitable environment for disabled prisoners, particularly four prisoners who use wheelchairs. Only one cell in the main prison has an adequately wide door for wheelchair access. For these men access to daily showers was not a reality and getting to other areas of the prison such as the chapel, visits or workshops was difficult or limited. It was decided that these prisoners should be lodged in the prison's inpatient facility, or the drugs unit, while places were sought elsewhere. It was disappointing that accommodation for these wheelchair users was not sought at the earliest opportunity. It was a failure at Area level that no accommodation could be found for them at any other establishment.

3 QUESTIONS AND ISSUES FOR THE MINISTER'S RESPONSE

- The physical environment of the prison is not suitable for wheelchair users. Can improvements be made to this environment? If improvements cannot be made, what can be done to ensure that these prisoners are found accommodation at other establishments? **6.1, 6.2, 9, 10.2**
- Because of an historical allocation of funds, there is considerable disparity in funding of healthcare between HMP Wandsworth and other London prisons. When will this balance be redressed? **8.1.4**
- Too often prisoners who would be better placed elsewhere are held in Wandsworth because other prisons refuse to accept them. Too much management time is devoted to negotiating with other prisons about transfer and too often the result depends on the

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persuasive powers of Wandsworth staff. What is being done to ensure prisoners move quickly to the most appropriate prison? **6.1, 7.10**

4 QUESTIONS AND ISSUES FOR THE REGIONAL CUSTODIAL LEAD

- The Foreign National population has increased and is likely to remain high. The Eastern European population is of particular concern. What steps can be taken at a strategic level to improve the management of this prisoner group? **6.1, 6.3, 10.3**
- This year many D cat prisoners were held in the prison for long periods while awaiting transfer. HMP Wandsworth is not an appropriate environment for these men. What can be done to ensure that they are moved to an appropriate establishment in order to complete their sentences? **6.1, 7.10**
- For the second year we are concerned at the lack of psychological therapies for prisoners. These helped men cope with their time in prison and, importantly, addressed aspects of their offending behaviour prior to release. What plans are there to introduce such opportunities? **7.6**
- Prisoners are still too frequently delivered to Reception close to or shortly after the designated time of 7.30pm. When can this be stopped, thus protecting Reception, wing staff and nurses from being obliged to work late into the evening? **6.3**

5 QUESTIONS AND ISSUES FOR THE GOVERNOR'S RESPONSE

- For the fourth 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. Will this be addressed this year? **8.2**

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6 REGIME

6.1 Heathfield

Heathfield is the main prison and is made up of five separate wings housing some 1250 prisoners

Last year

- There was a lack of respect and positive interaction between prisoners and officers.
- The Prison Application system was poor.
- There were far too many instances of prisoners not being delivered to the Resettlement area and to the various workshops available to them.

This year

- The Prison Application system started to work properly resulting in fewer Applications to the Board.
- The Personal Officer scheme has been given greater emphasis leading to better prisoner/staff relationships.
- Time Out of Cell has improved and was more predictable.
- The non-availability of kit for prisoners was a problem for much of the year. Men were sometimes without change of T-shirt or towels for 2-3 weeks and the prison seemed unable to get to grips with the problem. A new system of laundering in-house started towards the end of the year and the supply of kit improved.
- As a result of regular inspections, there was a rapid improvement in the cell environment. Privacy curtains were made available to all cells; toilets have been deep-cleaned. Graffiti on the walls has been removed.
- External areas of the prison are mainly clean.
- The showers were frequently found to be in a poor state of repair and needed cleaning.
- There were regular and very well attended Wing Reps Meetings with representation from all residential wings, Kitchen, Visits, Healthcare, Prisoners Services, and occasionally Finance, Canteen and Wing Governors. An healthy exchange of ideas and suggestions was encouraged and achieved.
- The closure of the Onslow unit resulted in an influx of around seventy VPs to C Wing. This brought some problems initially – not least in that the same number of regular Heathfield prisoners had to be transferred elsewhere – and not always as near to London as they might have wished.
- Accommodation for about 70 prisoners, some of them kitchen workers, was made available on C wing. These men were housed on an upper landing while older prisoners and those with disabilities were located to a lower landing.
- Accommodation was needed for 4 wheelchair users but Heathfield has not proved a suitable environment for these prisoners. Attempts were made at local and Area level to move these men to a prison with appropriate facilities but places could not be found. They remained in the prison's in-patient facility, an inappropriate environment for men who should have had access to a full regime.
- D cat prisoners were held in the prison, some of them for long periods while awaiting transfer.

Concerns

- The lack of suitable accommodation for prisoners who use wheelchairs.
- The sheer number of foreign national prisoners. Both Officers and prisoners find communication difficult causing frustration on both sides.

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6.2 Onslow

The Onslow unit housed 365 VPs, most of whom were sex offenders. The unit has been in need of refurbishment for some years and was closed in March 2012. It will re-open in 2013.

This year

- Facilities for disabled prisoners were poor.
- There was slow progress in plans to provide a suitable environment for older prisoners.
- The closure created uncertainty among prisoners and staff.
- Weekly planning meetings were held to discuss plans to move prisoners to Heathfield, or to transfer them to HMP Brixton or other establishments. From November, small numbers of men were moved out on a weekly basis, though most were drafted from January when the accommodation at the new VP Unit at HMP Brixton was ready.
- All prisoners had been moved by early March and the contractors began work in April.

6.3 Reception, First Night and Induction

Last year

- Vans from court arrived late and prisoners were rushed through reception.
- Healthcare staff were not available to issue medication to prisoners leaving the prison before 8am.
- There was a problem with issuing telephone pin numbers to new prisoners and those transferring from other establishments.
- The information on the Induction Computers was out of date and was not available in enough of the languages spoken by the large foreign national population.

This year

- Between 60 and 80 prisoners passed through Reception each week day.
- Vans from the court continued to arrive late. At times healthcare staff worked until late into the evening in order to ensure the safety of prisoners. In spite of frequent attempts to agree an acceptable cut off time for delivery, 7.30pm, a contractual agreement was not made until February 2012. Since this time, vans that arrived after 7.30pm were turned away.
- A shuttle bus ran from Westminster Court to the prison on a regular basis throughout the day and has helped to reduce the number of late arrivals.
- Depending on the number of vans arriving before 7.30pm there could still be a bottle neck of prisoners waiting to be processed but this was more controlled towards the end of the year.
- All prisoners had access to an initial medical screen, first night pack, issuing of a pin number with a £1 Credit [carrying over of an old pin if they are in the system] and a hot meal. Only the processing of property was carried over to the next day.
- Prisoners on medication were not put on the vans until they had taken their recommended dose and possession of any further dose required later that day.
- The Reception area has been re-painted and new lighting installed. Information notices translated in various languages were on obvious display.
- Much work has gone on in improving Induction which took place on the third day after first night and second day medical screening. A new flat screen power point presentation was launched [phase1] with flip charts in various languages available. The computer room is phase 2 with the new Leaf system up and running. Fourteen

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languages are now available to explain the workings of the prison in a Q and A format.

- Touch screens have been installed on the Induction wing to help the integration process.

Concerns

- A number of VPs did not receive a full induction before going onto main location.
- In spite of improvements in Induction, Foreign Nationals continue to have difficulty in understanding the PIN telephone system.
- Staffing may be stretched if the incoming vans are full and arrive just before the designated cut off time.

6.4 Property

Last Year

- There was concern about the seeming reluctance of wing staff to deal with problems concerning prisoners' property.
- IMBs from prisons around the country wrote to the Board on behalf of prisoners attempting to retrieve their property.

This Year

- The number of property applications remained at the same level as the previous year: 12.5% of all applications to the Board were about property.
- Problems with prisoners' ability to gain access to their property persisted, and centred on the large volume of property brought in by prisoners' families on visits. All of this property needed to be sorted and recorded before collection. The prison seemed unable to deal with the amount of property (which filled a whole room) and the consequent administrative backlog. The Board raised the issue with the Governor at five board meetings during the reporting period.
- Throughout the year managers have tried to allocate specific times when wing staff could bring prisoners to collect their possessions from the property store. Improvements were seen in March when it was decided that items should be taken directly onto the wings for distribution. Additional Operation Support Grade officers (OSGs) were assigned to help with this.
- A large number of Onslow prisoners were transferred to HMP Brixton in the spring, but there was no space for their stored property. This property was returned to HMP Wandsworth and then moved to external, long term storage.
- During the first part of the reporting year the Board received a number of requests from other IMBs representing prisoners who had lost property whilst at HMP Wandsworth. No correspondence of this type was received in 2012.

Concern

- In spite of recent improvements, the Board continues to be made aware of the apparent reluctance of wing staff to assist prisoners in resolving difficulties with property.

6.5 Mail/Censors

Last Year

- Drugs were found in Rule 39 (Legal Mail).
- There was a reduction in the number of staff in the mail room resulting in delayed delivery to prisoners.

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This Year

- Changes to the way in which cash and Postal Orders were processed resulted in numerous complaints from prisoners who claimed not to have received their money. The Board drew this to the attention of the Governor in November. By January the department had reverted to its previous system and the problems were resolved. There appeared to be no further problems. Compensation was paid out to those prisoners who could provide proof that money had been posted to them.
- There was delay in dealing with the volume of mail and parcels over the Christmas period. A number of parcels accumulated in the post room and remained there for weeks. Extra staff were required to sort through the parcels and their contents before distributing them to prisoners or, returning the parcels to the sender.
- The "Email a Prisoner" scheme was introduced in September and proved very popular and convenient with well over 1,000 emails being received each month.
- Search dogs continued to check the envelopes of all Rule 39 mail.

Concern

- The prison is still holding a large sum of money in the account for anonymous Postal Orders and cheques, most of which did not find its way to the prisoners for who it was sent. Unless individuals make a claim (which is unlikely after eight months), this money will eventually be sent to charity.

6.6 Canteen

Last Year

- The ease with which prisoners received the canteen bags of others was a concern.
- Prisoners were not required to show ID in order to take delivery of canteen.
- The number of prisoners moving to different cells or wings caused problems with delivery.

This Year

- In November the DHL workshop closed and Canteen was moved to HMP Swaleside.
- Prisoners' comments to us, and those made through the Wing Reps' meeting, indicated that there has been a great improvement in service.
- A new system was introduced whereby prisoners received their canteen sheets on a Saturday, once all weekly debits had been taken. Prisoners knew whether they had sufficient funds to cover canteen purchases.
- Any lack of stock at the Swaleside depot resulted in the prisoner receiving a credit note.
- Fruit had been a popular choice when canteen was based at Wandsworth. It is regrettable that fresh produce has not been on sale this year. Prisoners could only obtain fruit as part of their meals.
- Prisoner Applications to the Board regarding Canteen have fallen and now account for less than 2% of the total sent to the Board over the year.

Concern

- Prisoners' available spending money cannot keep pace with rising canteen prices.

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6.7 Visits

Last Year

- Visitors to the prison felt that the cost of refreshments sold in the Visits Hall was too high.
- The lack of supervision in the children's play area resulted in its underuse.
- The new visits timetable offered less visitor-friendly hours. The induction visit, which guaranteed all new prisoners a visit within a week, was withdrawn.
- Visitors had difficulty booking visits by telephone.

This Year

- There have been improvements to the management of Visits. The hall has been improved by new flooring and was noticeably cleaner and tidier.
- Induction Visits were re-introduced although evening visits were not. Saturday and Sunday were popular visiting days.
- Spurgeons took over the management of the canteen and children's play area (replacing the Prison Advice & Care Trust (PACT). The average price of refreshments was reduced at the end of the reporting period by 10%.
- There were four Family Days during the year compared with one during last year. These days were greatly appreciated by prisoners and their families.
- The play area in the Visits Hall was underused during the week as a result of a shortage of appropriate volunteers. Its usage runs at about 30% during these periods. It is, however, fully staffed at weekends.
- The Visitors' Gate has been reorganised to speed up the entry of social visitors and legal or professional visitors to the prison.
- The searching of visitors was carried out thoroughly and carefully monitored by managers.
- 70% of bookings were made by the prisoners themselves. The remainder were made by email and telephone.
- Toilets and basins in the Visits Halls were frequently found to be dirty.

Concerns

- The Visits Hall toilets require repainting and regular cleaning.
- Visitors who book their visits by telephone receive incorrect information from a recorded message on an answerphone. Great efforts have been made to have this message amended but have failed.

6.8 Kitchen and Food

Last Year

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

This Year

- The catering team continues to provide meals for 1250 prisoners on a daily budget of £2.10 per prisoner. To reduce costs more minced meat was served.
- There was a five-week menu cycle with seven choices for lunch and six for supper, followed by either fresh fruit or dessert. Prisoners received menus in advance. Meals for vegetarians, vegans and those on gluten free diets were provided.
- The menus catered for different religious and cultural needs and special food was prepared for those celebrating religious festivals.

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- A survey of prisoners in September showed positive appreciation of the quality of food. IMB members tasted the food regularly and always found it to be good.
- The closure of Onslow resulted in a loss of 45 trained kitchen workers. The kitchen appears to have managed this change well.

Concern

- The continuing challenge of maintaining good quality in the face of increased food costs.

6.9 Chaplaincy

Last Year

- The new core day had resulted in reduced time for evening activities. The duration of Christian services was shortened.
- There was no full-time Imam in post.

This Year

- 88% of prisoners who arrived in the prison this year said they had a religious faith. 60% were Christian, 20% were Muslim and the remaining were split between other religions including Judaism, Buddhism, Hinduism, Sikhism, Mormonism and Paganism.
- Sessional Imams provided for the Muslim population until the Imam took up the full time post in February.
- The full time post of Church of England Chaplain has remained vacant throughout the year due to an embargo on recruitment. This was lifted in May and the post has been advertised.
- The Chaplaincy team contributed to Assessment Care in Custody Teamwork (ACCT) reviews, critical case reviews and the weekly Review in the Care and Separation Unit (CSU). They have also been involved in the resettlement of prisoners. A new initiative, 'Wandsworth Community Chaplaincy', has been set up to develop links with volunteers in the community.
- The number of prisoners on remand or serving shorter sentences increased the pressure on chaplaincy staff to provide continuity of care to a more transitory population.
- Weekly lunchtime Christian prayer meetings were held for staff.
- There has been no evidence of radicalisation within the Muslim population this year and the Imams have been engaging with the prisoners and dealing with any minor tensions that have arisen.
- Due to changes in prison regime it has not been possible to allocate sufficient time to run both Anglican and Roman Catholic services on Sunday mornings. They have been split and alternate between mornings and afternoons. This has not been ideal as it has, on occasions, been difficult to find outside priests and volunteers.
- All major religious festivals have been observed and every effort made to ensure that all prisoners have had the opportunity to attend.
- The Sycamore Course, a restorative justice programme, restarted in February with funding provided by the Prison Fellowship. Twenty prisoners attended this course and three more are scheduled for 2012.

Concerns

- Lack of a Church of England Chaplain.

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6.10 Library

Last year

- There was a shortage of books in foreign languages.
- Theft of legal and foreign language books was frequent.

This year

- The number of visits to the library has fallen by a third. Last year 1500 prisoner visits were made to the library each month, this year 1000 prisoner visits were made. Attendance from two wings was particularly low.
- Most visits to the library were scheduled in S&D (Social and Domestic) periods, when prisoners were often busy doing other things (e.g. working, cleaning cells, taking showers or going to medical appointments or the gym).
- The results of a prisoner survey conducted by library staff indicated that just under half of the prisoners who responded said that they had never been offered a library visit.
- There was good liaison between library staff, education and adult literacy groups. Staff initiatives included play readings, concerts, poetry workshops and the National Six Book Challenge, a scheme encouraging prisoners to read six books of their own choice.
- There were a number of successful projects run by prisoners. These included a series of readings to celebrate Dickens' bicentenary. There has also been co-ordinated work producing a 100 page book to celebrate the Olympics. The upholstered cover was embroidered by Fine Cell Work. It was part of the Cultural Olympiad and will be displayed at the Hayward Gallery, London.
- There was an instructive exhibition on mental health.

Concerns

- There has been a significant drop in the number of visits to the library, with some evidence that this reflects a lack of opportunity to visit the library at suitable times.

6.11 Complaints and Applications

Complaints

Last year

- The Board's report welcomed the reduction in the number of complaints.
- The handling of forms had been poorly managed.

This year

- There were 3602 prisoner complaints in 2011-12 compared with 4109 in 2010-11, a decline of 12%. This was not primarily due to the decline in prisoner population following the closure of Onslow as the decline in average complaints per prisoner was 9%.
- 97.4% of Complaints were replied to in time (ie within the target of 3 days) – a slight improvement on the 97.0% achieved last year.
- Property was the most common complaint raised by prisoners through complaints (though medical complaints are covered by a separate procedure).

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Applications

Last year

- The Prison Application system was not working effectively with forms not reaching the intended recipient, no reliable system for tracking progress, and prisoners not receiving adequate answers to their queries and enquires.
- The ineffective operation of the system was leading to prisoner frustration, tension on the wings and a large number of basic enquiries to IMB.

This year

- A new Prison Application system was launched just before the current reporting period whereby a prisoner submitted applications to wing staff; wing staff summarised the request in an e-mail to the relevant department, with each Application logged and tracked.
- The new system worked well. Straightforward requests were dealt with quickly and only those that needed to be were formally recorded. There were fewer formal complaints. The Prison Application system no longer features regularly in our meetings with prisoners.
- The use of IMB Applications by prisoners to progress their basic queries has declined.

7 RESETTLEMENT

Resettlement is central to the prison's purpose and strategy. A prisoner's resettlement needs are considered at three stages: training needs within days of his arrival; there is on-going educational assessment; and 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:

- Not all spaces on courses were filled. Attendance was often poor, primarily because of failure of staff to deliver prisoners to classes and activities.

This year

- The target 62% of course completion was achieved, the staff of 26 full-time and over 30 sessional teachers delivering over 32,000 hours of class-based teaching combined with 'embedded' or functional skills in the Vocational Training Centres (VTCs).
- The main subjects taught were numeracy, literacy and English for Speakers of Other languages (ESOL). There was also art, and graphic design linked to IT. All classes were aimed at equipping students for eventual employment.
- In IT 58 students took the Oxford, Cambridge and RSA (OCR) Clait levels 1 & 2, now known as the IT Qualification (ITQ), with a special section for web, animation and graphic design.
- A Business Enterprise department has opened on open learning principles, where learners develop their own courses on a roll-on roll-off basis in Social & Life Skills, Food Safety & Nutrition, Health & Safety, Salesmanship and Citizenship.
- Over 200 students achieved a 63% accreditation in Business and Enterprise Skills.
- The Wanno Media Centre continued to produce documents, posters etc for use throughout the prison and translations of them into several languages using special software.

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- A 6 week full-time course of the Chartered Institute of Environmental Health (CIEH) in basic cooking and food safety, leading to the City & Guilds 7107 entry level course in catering and hospitality, was running successfully with 10 students out of an eventual 18.
- 23 kitchen workers gained NVQ level 1 in catering and food preparation during the year.

Concern

- The Main Educational Provider for the London cluster of prisons has not yet been finally announced. This has created uncertainty for those working in education.

7.2 Vocational Training Centres (VTCs)

Last year

- There was a disappointing fall-off in numbers on the Timpson shoe and watch-repairing courses and in the garden detail.
- The ‘wet trades’ of brick-laying and plastering and Motor Cycle courses both flourished.

This year

- The Timpson Academy was closed down by the company.
- The Onslow building and plastering workshop closed down but the main workshop remained. 106 men gained the City & Guilds level 1 certificate in basic construction skills.
- The Motor Cycle workshop continued to attract high numbers for its Institute of Motor Industry (IMI) 5-week introductory course. Between 20 and 25 students joined each new course and 138 certificates were awarded during the year. Several students went on to NVQ levels 1, 2 and even 3, and one was recently accepted to do an apprenticeship at Lambeth College.
- The Multi-skills workshop had an equally dedicated team of instructors teaching between 30 and 50 men daily the basics of carpentry, painting and decorating, plumbing and hard landscaping. 400 prisoners gained a City & Guilds certificates.
- In VTC 3 one group learned embroidery (of regimental insignia, ancient crests, etc) with the Fine Cell Work charity, and during the year 15-18 of them gained National Council for Further Education (NCFE) certificates in Creative Crafts. Between 20 and 30 others learned how to refurbish furniture, bicycles and garden tools, for which they were awarded a Kensington and Chelsea College (KCC) record of achievement.
- The Prisons Information Communications and Technology Academy (PICTA) was slightly below numbers at 8-9, but the Sisco Systems qualification taught there is a highly marketable one.
- 55 men achieved the NCFE certificate levels 1&2 in Radio Production. Radio Wanno had an increasingly important role in the life of the prison. Programme content includes information about Induction and availability of courses. The deputy Governor ran a monthly 30-minute ‘Question Time’, answering prisoners’ questions on any topic. ‘Working Prison Day’ is another new venture in which prisoners discuss aspects of prison life. This goes out as a one-hour programme on National Prison Radio to 65 other prisons.

Concern

- The need to reduce costs will lead to reductions in the training offered to prisoners.

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7.3 Gymnasia

Last year

- The cross-deployment of staff resulted in the cancellation of PE for prisoners.

This year:

- The department had suffered a reduction in staffing to one SO and 10 PE Instructors (PEIs).
- The backbone of their accredited work was Positive Pathways, the joint venture between WW PE Dept and the Football Foundation, then in its 3rd phase delivering qualifications in health training, first aid, gym instruction, and FA coaching. Two men had actually qualified at level 3 to become personal trainers on their release.
- Two additional PEIs offered a holistic care programme to IDTS (Integrated Drug Treatment System) prisoners in the D Wing gym, with such features as acupuncture, relaxation, diet and team-building.
- A programme was also in place for prisoners being monitored under Assessment Care in Custody Teamwork (ACCT).
- Despite these specialist courses, the bulk of PEI time was spent delivering each wing 4 sessions of recreational gym a week.

Concerns:

- The department has lost one of its two gyms to the laundry, with the result that the sports hall is now half-filled with machinery, making such activities as volleyball, cricket, 5-aside soccer and other group-friendly indoor activities impossible.
- It was the prisoners who stood to lose out when PE staff were cross-deployed to other duties.

7.4 Employment Prospects and Job Club

Last year

- In 2010-11, 26% of men released from Wandsworth went into employment.
- Job Club was at an early stage.

This year

- The percentage of men released from Wandsworth who went into employment remained at 26% (an additional 15% went into education or training).
- Job Club has continued to provide prisoners with support in job search with around twelve prisoners per fortnight on the course which provides a National Open College credit in "Building a Personal Career Profile".
- HMP Wandsworth has built up a good set of contacts with employers and voluntary partners who help improve the prospects of prisoners gaining employment on release. This includes mentoring from volunteers with business experience through the Friends of Wandsworth, and the Bounce Back scheme, started in Wandsworth, under which ex-offenders can develop their skills and complete qualifications on leaving custody.

At the start of the year the level of attendance at the Resettlement Unit was disappointing – sometimes running at only 40% of those with appointments to attend. However, following a concerted drive by senior officers, an emphasis on explaining why prisoners were being invited to boards, and a policy of reporting attendance levels at the Governor's morning meeting, the rate attendance at resettlement boards has improved significantly, sometimes reaching well over 90%.

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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 settled accommodation on release.

Last year

- In 2010-11, 74% of prisoners discharged had settled accommodation on release.

This year

- The percentage of prisoners discharged with settled accommodation rose to 76%.
- Finding accommodation for prisoners on release has been made more difficult by the closure of several hostels and the reluctance of private landlords to take persons under 35 because of the new housing benefit regulations that were introduced in January.

7.6 Psychology and Interventions

Last year

- The Counselling Psychology department was disbanded and opportunities for counselling were extremely limited.

This year

- Forensic and chartered psychologists have worked in the prison as part of the Greater London Psychological Service (GLPS).
- Key performance targets for prisoners attending the Sex Offender Treatment Programme (SOTP) and Enhanced Thinking Skills (ETS) were met. Since the closure of Onslow, SOTP is no longer provided.
- Two interventions that had been suspended last year have returned to the prison. There were two Family Man programmes and the Sycamore Tree (Restorative Justice Programme) restarted in February. Both were appreciated by prisoners.

Concerns

- The lack of counselling therapies available to prisoners is detrimental to prisoners and is highly regrettable.

7.7 Offender Management

Last year

- Staffing problems resulted in slow progress in the Offender Assessment System (OASyS) and in Offender Categorisation.

This year

- The backlog of OASyS assessments has decreased by approximately 60%, thus speeding sentence planning.
- The Offender Categorisation system and the Annexe A procedures have continued to facilitate the transfer of prisoners, including those from the CSU, to other establishments.

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7.8 Legal

This year

- In spite of difficulties caused by the temporary redeployment of staff, the team has worked well together.
- Extended extradition appeals have been very time-consuming because of the short (seven day) period available for information gathering and obtaining legal support.

7.9 Probation

This year

- The gathering of data, the supporting of prisoners moving out of Onslow and the liaising with staff at HMP Brixton was a major project. The team worked well together and helped to facilitate the smooth transfer of prisoners.
- Information about Release on Temporary Licence (ROTL) was promoted on posters around the prison and in programmes on Radio Wannu. The team has also developed further contacts with businesses and charities as potential employers on prisoners' release.
- Home Detention Curfew (HDC): the increased period for information gathering, together with the central collecting point, has allowed applications to be processed more easily. The number of prisoners on ROTL has doubled this year.
- Violent Sex Offender Register (VISOR): the team appreciated the effectiveness of the system but the recent introduction of Key Performance Targets has increased pressure on the team.

Concerns

- HDC: Where there are problems with individual applications, the causes seem often to lie with poor communication between the various parties and the prisoner.

7.10 Lifers

Last Year

- Lifers were held for too long in HMP Wandsworth when they should have been moved on to more appropriate establishments.
- Repatriated lifers waited excessively for a tariff to be set and sentence plan drawn up.
- Some prisoners experienced difficulties in contacting their Offender Managers.
- Delays in action promised after quarterly Lifer Meetings.

This Year

- The closure of Onslow and the transfer of prisoners out of the establishment has meant a reduction in Lifers, from 33 to 15 prisoners, and those held on IPP from 87 to 36 prisoners.
- Recently there has been a marked improvement in the transfer of lifers to appropriate prisons with suitable courses.
- Problems of repatriated prisoners' tariffs have reduced, and only a very small number are currently affected.
- Quarterly Lifer Group meetings are valued by prisoners as a source of information and as an opportunity to discuss specific lifer issues. Action points from these meetings seem to have been followed through.

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Concerns

- The issues discussed at Lifer Meetings need to be reviewed in order to make sure that they are relevant to the lifers who remain in the prison.
- There are still too few establishments offering appropriate courses for lifers.
- The inability to move suitable prisoners out of the prison because of the lack of space in the Category D estate.

8 HEALTHCARE

Throughout the year Community Services Wandsworth (CSW), a division of St Georges Healthcare NHS Trust (SGHT), has been the principal provider of healthcare. Dental Services are provided by an independent organisation, NHS Dentists.

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.

8.1 Primary Healthcare

Last Year

- There was no Head of Healthcare in post.
- There was a need to improve communications with prisoners especially regarding information about appointments.
- There were difficulties in providing regular doctors with appropriate experience.
- Medical staff were not using a single prescribing practice.
- Incidents regarding the issuing, recording and storage of drugs continued. Of particular concern was the number of drugs unaccounted for.
- There was little evidence of positive action being taken in response to investigation outcomes.

This year

8.1.1 *Clinics*

- Waiting lists, especially for dentistry, have been long due to high demand. At the start of the year the number of Did Not Attends for the dental clinic were unacceptably high but a triage system and booking extra patients into a session has helped. During the year the waiting time for a dental appointment was 3 months. Though this was reduced to seven weeks by the end of the year, this was still too long.
- It has now been agreed that, in line with Department of Health Guidance, dental treatment for short term and remand prisoners will be restricted to urgent treatment only and a proposal is being put to the prisoners for consultation.
- Because of the pressure of the population, not all prisoners were seen by a doctor at 2nd Day Screening. A process of prioritisation was in place and all prisoners are seen by a nurse who then makes necessary referrals to the doctor.
- Heathfield Healthcare Centre (HHC) opened during April. This is a nurse led clinic. It is staffed by Advanced Nurse Practitioners and Nurses. HHC has three treatment rooms, is open Mon – Friday and is able to see 40 men per day. During the first operational month the waiting list backlog for the GP was eliminated. There is a triage system in place for all appointments and patients are given appointments in 24hrs, 48hrs or 5 days, according to assessment of their needs. All patients requesting an appointment are seen within these time limits.

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8.1.2 Medical care

- Central Pharmacy opened in July to provide a central point for prisoners to receive their medications. It has been staffed by nurses who work alongside a pharmacy technician. Due to staff shortages it has often been staffed by agency nurses who are unfamiliar with the system, the layout and the patients resulting in a slow service. Prisoners without official photographic identification have slowed the service down further. The Board has observed long queues of prisoners waiting to collect their medication. The prison regime has been delayed and officers have raised concerns about security. The prison is now tackling this problem.
- There have been instances where a mismatch between prison regime and healthcare regime has impacted adversely on the standards of care e.g. in clinic attendance or pharmacy dispensing times. During May there has been an initiative to work together with the prison and resolve these difficulties
- The number of reported incidents involving missing medication continued to be high, though the number of incidents fell during the final quarter of the year. This drop coincided with the introduction of a daily visit to each wing by a pharmacist.
- A Flu vaccination programme for staff and prisoners was successfully completed.
- TB screening has not taken place because of IT problems.
- Two methods were used for prescribing as System One, the medical computer system, was still not set up appropriately.
- A treatment room re-opened during the year to serve needs of Reception and First Night in Custody unit, thus ensuring all alcohol dependant prisoners receive appropriate medication on arrival at Wandsworth.
- A new reception policy has been written and is now being implemented.

8.1.3 Staffing

- The Head of Healthcare position was vacant until March.
- Two full time GPs and 1 part time GP are in post. In addition there are 3 regular locums. This is an improvement on the previous year when only 1 permanent GP was in post.
- One Advanced Nurse Practitioner has been trained & one Nurse Practitioner has been recruited.
- Recruitment has continued to be difficult and vacancies currently stand at 18%. This is split across Band 2-6 nursing and administration posts.
- During the year poor staff attitudes and poor performance have been challenged and staff sickness carefully monitored.
- The staff shortage has led to a high dependence on Agency staff. These staff may not be familiar with prison systems and, therefore, slow down delivery of some services.
- At the end of the year it was noted that staff morale had improved considerably.

8.1.4 Administration

- A review of Healthcare Administration has taken place and has led to improved efficiency, with staff having clearly defined roles.
- Complaints were high at the start of the year but had come down by three quarters at the end of the reporting period. A reduction in complaints about staff attitude is encouraging and indicates that staff are now attempting to address prisoners' health issues as they arise.

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- Complaints have mostly been about waiting times for GP clinics. Complaints in the main have been answered promptly, in line with SGHT policies. However enquiries to the Patients' Advisory Liaison Service remain unanswered in the prescribed time.
- Incidents involving medication have been high. They include incidents involving the administration of drugs, the prescribing of drugs and drugs that go missing and cannot be accounted for.
- Communications with patients appear to have improved. Acknowledgment slips were issued to show receipt of a medical application.
- Posters showing the prisoners position on the waiting list for all clinics, (with the exception of GUM), are now displayed on wing landings. Prisoners are identified by their number rather than their name to preserve confidentiality.

Concerns

- Because of an historical allocation of funds there is a considerable disparity in funding between Wandsworth and other London Prisons.
- System One prescribing has still not been implemented and this was the same position as at the end of the last reporting period.
- Prisoners who are wheel-chair users are residing in the in-patient facility when their needs would better be served on main location. Their presence prevents these cells being used by prisoners in need of medical treatment.
- Central Pharmacy administration of medicines is not yet pharmacy led which is putting pressure on the nursing budget.
- Medical staff are not using a single prescribing practice.

8.2 Mental Health

Last year

- The Primary Mental Healthcare Team was a more established presence in the prison though there was frustration among staff that they were unable to offer complementary therapies to prisoners.

This year

- The high incidence of mental health problems within the prison population continued to challenge officers and specialist staff. Prison staff, often with little training in mental health, were expected to look after violent, self-harming, prisoners, some with severe mental illnesses. Almost all staff showed understanding and patience and for this they should be commended.
- Under the supervision of the primary care mental health team a limited counselling service began in November 2011. One part-time counsellor was available to offer one-to-one counselling.
- A daily meeting was held in order to assess prisoners referred to In Reach, rather than a weekly meeting. As a result the time prisoners had to wait before being seen by In Reach was reduced.
- The In Reach team, providing secondary care mental healthcare, continued to work effectively, serving an average of approximately 110 prisoners with mental health problems.
- Secondary care mental health services were also provided in the Addison Unit, a 12 bed in patient unit providing care for prisoners with severe and enduring mental health problems.
- Improvements have been made to the service offered to prisoners in the Addison unit. New prisoners have been presented with a welcome pack which includes information about medications in different languages. Care Plans, focussed on a prisoner's recovery, were monitored weekly for evidence of patient involvement in the process.

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- Activities, such as yoga, classes in relaxation, and the popular ‘Hearing Voices Group’ were well organised and popular. Positive interaction between prisoners and staff was commonly observed on the Addison unit.
- The redecoration of the treatment room was a welcome improvement for patients and staff.
- A full time post was created to manage the transfer of prisoners to secure mental health accommodation. The average waiting time was 6 weeks though transfer waiting times for individual cases continued to vary widely.

Concerns

- Unless there is an enforced national standard for the time period within which a hospital bed must be found, some prisoners will continue to wait months to be transferred from prison to a mental hospital.

9 DRUGS

Last year

- There was a need for multi-disciplinary support to encourage prisoners towards abstinence.

This year

- Initial detox and stabilisation of prisoners took place on the Induction wing. Further management of prisoners on maintenance took place on D wing, the designated to the Integrated Drug Treatment Strategy (IDTS).
- The numbers of prisoners receiving methadone or subutex has increased to 261 men, in comparison with 182 last year (comparative figures at the end of each reporting year).
- On D wing there were concerns about the long queues of prisoners waiting for their medication. The methadone dispensing equipment did not work. Agency staff, less familiar with the routine, took longer to administer drugs.
- The Counselling, Assessment, Advice and Throughcare team (CARAT) provided group work to support prisoners.
- Two Physical Education Officers provided regular gym sessions and a four week holistic programme to prisoners on D wing.
- IDTS objectives aim towards eventual abstinence. This was supported by senior management and staff, though is difficult to achieve in a transitory population of prisoners serving short sentences.
- Rehabilitation of Addicted Prisoners Trust (RAPT) provided a number of prisoners with a six week short duration programme called ‘The Bridge’. This has taken place in The Bridge Unit Addictions Recovery Wing. Towards the end of the year, two spaces on this wing were taken by non-participant prisoners who were wheelchair users.
- Links with community based drug services were improved.
- Alcoholics Anonymous and Narcotics Anonymous meetings took place on Onslow and Heathfield.

Concerns

- The increasing number of men on maintenance.

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10 EQUALITIES AND FAIRNESS

10.1 Equalities

Last year

- Too many RIRFs (Racial Incident Referral Forms) related to IEP or unemployment.

This year

- In spite of there being three functional heads during the year the Equalities team has remained a cohesive group. A Principal Officer (PO) joined the team in May.
- In September monthly Equality meetings replaced the bi-monthly REAT (Race Equality Action Team) meetings. Meetings were chaired by various governors due to staff changes and several were cancelled thus no continuity. Staff attendance was very variable though prisoner reps were present.
- Weekly Focus Groups for minority groups, including gypsies/travellers and sexual orientation, were scheduled but frequently had to be cancelled.
- DIRFs (Discrimination Information Report Forms) replaced RIRFs a year ago but still bedding down so no meaningful trends highlighted. New monitoring procedures recently introduced.
- Statistics continued to show that more Black Minority Ethnic (BME) prisoners were involved in adjudications, segregation, use of force and adverse IEP outcomes.
- There was some lack of transparency regarding how employment and activities were allocated.
- An Equality questionnaire (e.g. disability, sexual orientation, ethnicity) should be completed on arrival but level of compliance was variable therefore data unreliable.
- 57.5 % prisoners were BME at the end of May (65% last year).
- Black history month was held in October.
- Equality reps were trained, with 2-4 per wing, but were frequently transferred out.
- Action and Assessment plans have received very little attention.

Concerns

- Equality meetings are not held regularly and staff attendance was sometimes poor.
- The higher involvement of BME prisoners in disciplinary procedures.
- DIRFs require further monitoring.
- The lack of reliable information regarding minority groups.
- The high turnover of equality reps.

10.2 Disability and Older Prisoners

Last year

- Disability forms were not available in other languages.
- Suitable additional care was needed.

This year

- This population decreased following the closure of Onslow.
- DLO (Disability Liaison Officer) has been active in supporting this group but was seconded to another area for three months.

Prisoners with a disability:

- In May there were approximately 130 prisoners with a known disability.
- Aids, such as grab rails, fitted more promptly and evacuation equipment acquired.

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- There was no progress for those with learning disabilities.

Wheelchair users:

- A growing number (10 in May).
- Shower facilities (other than on Jones Wing) were inadequate. Funding for improvements was not made available. Simpler less costly options are to be considered. Daily showers were not a reality.
- Only one cell on Heathfield with an adequately wide door for good access and access to other areas of the prison difficult or severely limited (eg chapel, gym, library, visits and employment).

Elderly prisoners:

- Population of elderly prisoners (aged over 50) was 133 in May (4 of these were over 70).
- Care plans for the elderly were commenced with Healthcare input but still a long way to go.
- The Older prisoners steering group was subsumed into the Equalities meeting.
- No contact with community agencies regarding long-term care of the elderly.
- No dayroom facilities or occupations for elderly.

Concerns

- Lack of facilities for wheelchair users, in particular poor access to cell and lack of suitable showers.
- Slow progress of care plans and provision of facilities for older prisoners.
- Lack of provision for those with learning disabilities.

10.3 Foreign Nationals

Last year

- More documents needed to be translated.
- 47 prisoners were detained beyond their sentence.
- Self-harm was prevalent amongst detainees.
- Lack of a co-ordinated multi-agency approach to the management of sentence-expired prisoners.

This year

- At the end of year the Foreign National (FN) population was 47% in May (35% a year ago). Eastern Europeans made up 46-60% of this group (this included those with no recorded nationality).
- In April there were 71 nationalities in Wandsworth.
- Quarterly meetings were not always held as scheduled and were chaired by a variety of governors. Prisoner reps were present.
- By the end of the year UKBA (United Kingdom Border Agency) were holding weekly surgeries on most wings.
- The number of prisoners detained beyond their sentence was more than halved – 22 in May (47 a year ago). Three had been held for between one and two years.
- DAS (Detention Advisory Service) attended fortnightly and every prisoner had access this service by phone.
- Good progress has been made in translating documents though the number of languages understandably limited.
- FN issues were not always robustly addressed (eg phone calls, property).

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- Applied Language Solutions translation service replaced Big Word. Staff have found the new service works satisfactorily.
- European Language Day held in September and attended by Polish and Italian embassy staff.

Concerns

- The need to monitor the impact of an increasing FN population on the prison regime.
- Addressing issues relating to FN prisoners.

11 OFFENDER SAFETY

11.1 Care and Separation Unit

Last year

- There were too many long stay prisoners in CSU, particularly immigration detainees.

This year

- The CSU has 13 Cells and two special cells.
- Occupancy levels of the CSU were 36%, a significantly lower level of occupancy when compared to the previous year (58%) and the lowest level of occupancy that we have recorded in the last 10 years.
- The use of the CSU to house prisoners for extended periods of time continues to be a concern. For sentenced prisoners they end up spending lengthy periods of time in the CSU.
- A continuing encouraging development has been the reduction in the use of the Special Cell and Body Belt. In 2006 the Special Cell was used 84 times. This year it has been used eleven times. The body belt was not used this year. This is a very welcome development and is symptomatic of a much more considered use of C & R.
- Prisoners on the CSU continue to experience an acceptable level of regime.
- All aspects of CSU Policy have recently been reviewed and rewritten where necessary.
- IMB Board members have continued to be impressed by the professionalism of the CSU staff, particularly when dealing with the more volatile prisoners.

Concerns

- There are still too many long-stay prisoners in the CSU.

11.2 Adjudications

Last year

- The poor attendance of reporting officers at Adjudications.

This year

- Governor's adjudications are held in the CSU six days a week. Judge's adjudications, of which about 20-25 cases are dealt with at each session, are held fortnightly.
- This year there have been 4227 Governors' adjudications, a significant increase in numbers of adjudications compared with the last year when there were 3335.
- A continuing area of concern has been in the attendance of reporting officers particularly for Judge's adjudications. All too often these have to be adjourned or even dismissed because of non-attendance.

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- During the year 434 Judge's adjudications were held, again a significant increase on the previous year. Almost half of Judges' adjudications are concerned with the possession of mobile phones.

Concerns

- The poor attendance of reporting officers at Adjudications.

11.3 Control & Restraint

Last year

- The continued high levels of C&R used against BME and East European prisoners.

This year

- C&R was used 436 times, a decrease on the previous reporting period (when C&R was used 455 times). This is second consecutive year when levels of C&R have decreased to what is now the lowest level recorded in recent years. This can be attributed to improved staff training but also through more considered use of other disciplinary tools such as TASA and IEP.
- In the previous reporting year the Board was concerned at the C&R was used disproportionately against East European prisoners (23% of total C&R usage). This year the incidence of C&R in this group of prisoners has reduced.
- In previous years the Board was concerned that C&R was used disproportionately among BME (Black Minority Ethnic) prisoners. For the first time in a number of years the incidence of C&R in this group of prisoners has reduced.
- Members of the Board have attended incidents when C&R is used. The Board has been impressed by the professionalism of the C&R supervisors and their teams.

Concern

- The need for further reduction of C&R.

11.4 Death in Custody, Suicide Prevention, Violence Reduction

Last year

- There were seven deaths in custody.
- 661 Assessment Care in Custody Teamwork (ACCT) documents were opened to monitor potentially suicidal prisoners.
- There were 448 recorded incidents of self-harm.
- The number of violent incidents was 1286.
- The telephones that prisoners use to contact the Samaritans were not always in working order.
- Pertinent information about violent incidents was not always being sent by officers to the Violence Reduction Co-ordinator.

11.4.1 *Death in Custody*

This year

- There were four deaths in custody, all of which currently appear to have been from natural causes.
- Members of the Board have observed most of the inquests held at the Coroner's Court in Westminster.

11.4.2 Suicide Prevention

This year

- There has been a notable decline in instances of self-harm. During the reporting period, there have been 282 cases. This marks a decrease of 37% compared to 2010-11, which is a commendable achievement. As well as the regime being more predictable and stable, this reduction reflects the professional work done by the Offender Safety team.
- The number of ACCTs opened has remained steady. 645 were opened for prisoners who were seen to be at risk, which represents a very slight decrease. As most ACCTs are not opened in response to an incident of self-harm, this highlights that staff are spotting potential risks and responding proactively.
- Throughout the year, Board Members have found that ACCT documentation is generally in good order, containing meaningful and useful comments that have helped in the management of the prisoner.
- There have been occasions where the listening suites have been used for other purposes (e.g. as a holding cell for prisoners waiting for medical appointments), and have not always been available when required. However, the Board welcomes the steps which have been taken by the prison to try to ensure that these are reserved exclusively for Listeners.
- The focus of the monthly meetings now alternates between strategic oversight (attended by functional heads) and operational/residential issues (attended by prisoner representatives as well as staff).
- The Board has witnessed sincere and caring behaviour from officers and staff on constant observation duties. These staff actively engaged with the prisoners rather than just observing in an aloof fashion.
- The daily Complex Case Review Meeting continued to be a good forum during which interlocutors from different teams discussed high risk prisoners. Rather than working in silos, this multi-disciplinary approach encouraged successful case management and has helped foster effective working relationships.
- There were improved induction processes for foreign national prisoners. Literature was provided in a variety of languages, and Equalities Reps were on hand to talk with incoming prisoners means so that problems could be understood and dealt with.

11.4.3 Violence Reduction

This year

- There were 802 incidents of violence, a noteworthy reduction of around 37% on the same period last year.
- A new Violence Reduction Co-ordinator has worked hard on introducing a revised violence reduction strategy. This has incorporated best practice from HMP Belmarsh and the TASA booklet is now widely used throughout the prison. The documentation records any interventions deemed necessary and puts a 'care map' in place for the aggressor, so that they can address and improve their behaviour. The scheme has been used for a wide range of anti-social behaviour (including all forms of verbal and physical assault and bullying against prisoners and staff), and the Board commends the progress that is being made in this area.

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- A better quality of reporting and information exchange took place and potential problems were more easily identified.

Concerns

- A high number of prisoners have not properly gone through the initial Cell Sharing Risk Assessment procedure, which is designed to reduce the risk of vulnerable prisoners being subjected to violence or intimidation in their cell.
- There is evidence to suggest that ACCT observations are being made at predictable times. Best practice requires that observations are made at unpredictable times. The Board feels that management checks of documentation should take this into account more.
- ACCT documents are often tatty with the risk that pages become loose and that potentially significant information may be lost.
- Repairing or replacing any broken Listeners and Samaritan telephones should be given a high priority.
- The Board would encourage the prison to ensure that there are always a sufficient number of Listeners available.

11.5 Access to Drugs and Mobile Phones

Last Year

- The number of prisoners on Closed Visits was high.
- Too few Security Incident Reports (SIRs) were raised by staff.
- Monthly Security meetings were not held regularly.
- Illicit drugs and mobile phones were found in the establishment.

This Year

- There was a change of management at the beginning of the reporting period resulting in a thorough and much more effective delivery of policies and procedures. Improved team management has had a major impact on performance.
- Regular monthly Security Meetings were held and carefully minuted.
- A review of Closed and Banned Visitors was held monthly. Its policy was open and transparent. There were only two prisoners on Closed Visits at the end of the reporting period.
- The Bodily Orifice Security Scanner (BOSS) chair was located in the CSU. There was a protocol in place and it was regularly used, particularly by staff from Reception when their searching wands indicated a possible illicit item.
- Portable mobile phone detectors were in use on the wings and the Visits Hall.
- 115 mobile phones were found inside the prison and 49 being found in Visits and thrown over the wall. 74 sim cards or chargers were found.
- There were 56 drugs finds internally and 16 finds through Visits or over the wall.
- The Dog Section provided a more flexible resource that can be called upon at short notice. A new dog has been trained to detect illicit alcohol and has proved very effective as it can smell "hooch" through cell doors. Dogs were used to search staff on nine occasions.
- Mandatory Drug Testing achieved a figure of 11.5% over the year, within its Key Performance Target of 15.5%. This KPT figure has been revised to 13.5% for 2012.
- Records are now being kept of those prisoners who require lap top computers (presently 12) for assistance with appeals etc. The list is reviewed regularly.

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Concerns

- Illicit alcohol (hooch) has been identified as a cause for concern. Its brewing/storing in cells needs to be reduced significantly.
- Drugs and mobile phones, sim cards and chargers continue to be found in the prison.

12 WORK OF THE BOARD AT WANDSWORTH

- Board Members work well together.
- Members have attended inquests.
- The Board was represented at the IMB Annual Conference and at IMB Area Chairs' meetings.
- 4 new members joined the Board, 4 members resigned.
1 Board member sits on the National Council's Learning and Skills Support Group.

12.1 IMB Members visits to Wandsworth 1 June 2011 to 31 May 2012

Name	Board	Rota	Applications	Other	Total
E Barker	9	26	19	11	65
J Cartwright	11	26	11	15	63
J Clarke (1)	0	0	0	0	0
J Cockram	9	5	10	18	42
K Collings (2)	1	4	0	1	6
D Deaton	12	19	17	13	61
S Dykes	9	17	13	23	62
N Essex	12	12	17	15	56
E Hicks (3)	5	4	5	2	16
D Jamieson	7	6	5	5	23
F Johnston (4)	4	2	10	10	26
P Jones	9	13	24	10	56
R Knowles	8	17	8	6	39
P Pumphrey	9	5	11	0	25
M Shepherdson	11	21	17	11	60
C Sharples	10	17	24	14	65
L Slade	8	13	0	56	77
J Stallibrass *	5	0	0	13	18
V Stone *	4	7	4	7	22
M Travis *	4	5	4	5	18
J Vassell *	4	0	0	11	15
V Weguelin	9	8	5	8	30
J Weston	12	16	24	23	75

Visits total: 920

* New Members joined January 2012

(1) Resigned June 2011 (2) Resigned July 2011

(3) Resigned November 2011 (4) Resigned January 2012

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12.2 Applications: June 2011 to May 2012

Topic	2011-12	2010-11
Regime		
Canteen	20	54
Cell moves	12	17
Earnings/cash	50	66
IEP	12	18
Licence recall	4	9
Mail	31	37
Property	119	116
Reception	2	1
Regime	60	91
Release dates	15	27
Telephones	33	65
Time out of cell	1	2
Visits	26	38
Resettlement		
Categorisation	22	44
Education	4	16
HDC	36	34
Legal	15	13
Probation	12	16
Resettlement	9	15
Transfers	63	77
Work	21	28
Healthcare		
Medical	136	140
Clinics/outpatients	72	67
Detox/drugs	18	15
Diversity		
Diversity/race relations	7	7
Foreign nationals	24	39
Safer prisons		
ACCT	0	1
Allegations	39	53
Security	13	21
Miscellaneous	54	82
TOTAL	930	1209

This year

- There has been a decrease in the number of applications to IMB from 1209 last year to 930 this year – a reduction of 23%. This was not primarily due to the decline in prisoner population - the average complaints per prisoner declined by 16 %.

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- Applications decreased during year from an average of 91 in the first eight months to an average of 51 in the last four months. Only one-third of this drop can be attributed to the closure of Onslow.
- The Board welcomes the decrease in routine regime queries (eg canteen, telephones).
- The number of Confidential Access applications to the Chair decreased slightly from 80 last year to 72 in this reporting year.

Concerns

- Applications about property, healthcare and HDC have remained at high levels.

12.3 Board Training

- Monthly Training sessions continue (prior to each Board Meeting) and the subjects have included Violence Reduction, Equalities and Fairness, Corruption Prevention.
- Four Board members successfully completed their induction year in October. Four new members joined in January and are being inducted.
- 4 members attended courses run by the National Council. Two members took part in a training session about Serco organised by the IMB at HMP Wormwood Scrubs. Board Members have also attended conferences and training delivered by AMIMB and the Prisoners' Education Trust.
- All members completed Ministry of Justice Information Assurance Training.

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13 GLOSSARY OF PRISON-RELATED ABBREVIATIONS USED

ACCT	Assessment Care in Custody Teamwork
BME	Black Minority Ethnic
BOSS	Bodily Orifice Security Scanner
C&R	Control and Restraint
CARAT	Counselling, Assessment, Advice and Throughcare
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
ESOL	English Speaking for Other Languages
ETS	Enhanced Thinking Skills
FN	Foreign National
GLPS	Greater London Psychological Services
GUM	Genito-urinary Medicine
HDC	Home Detention Curfew
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
OSG	Operational Support Grade
PACT	Prisoner Advice & Care Trust
PALS	Patients Advisory Liaison Service
PICTA	Prisons' Information, Communication and Technology Academy
PO	Principal Officer
RIRF	Racial Incident Referral Form
ROTL	Release On Temporary Licence
S&D	Social & Domestic
SDP	Short Duration Programme (for drug misusers)
SIR	Security Incident Report
SO	Senior Officer
SOTP	Sex Offender Treatment Programme
TASA	Tackling Anti-Social Behaviour
UKBA	UK Border Agency
VISOR	Violent Sex Offender Register
VP	Vulnerable Prisoner
VTC	Vocational Training Centre