



Annual Report

HMP Wandsworth

1 June 2012 to 31 May 2013

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

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

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

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

2. DIVERSITY AND EQUALITY STATEMENT

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

3. DESCRIPTION OF THE PRISON

3.1 HMP Wandsworth is a Category B Local male prison which primarily serves the courts in south London. Although a Category B prison, the majority of sentenced prisoners are Category C and some are Category D. In response to the Regional Population Strategy the prison's principal role is to hold those on remand, around 360 men, and convicted prisoners with less than a year to serve. The prison has a very high annual turnover of prisoners, exceeding 11,000. At any one time there will be a mix including sentenced prisoners serving longer than a year. A small proportion are serving Indeterminate Sentences for Public Protection (IPP) or are Lifers. Over half of the population are Foreign National prisoners of whom some are due for extradition and some are immigration detainees.

3.2 The prison was built in 1851 and the residential areas remain in the original Victorian buildings. The main prison, known as Heathfield, has five wings. The Onslow unit was a separate building of three wings housing Vulnerable Prisoners which closed for refurbishment in March 2012. It is expected to reopen, renamed as Trinity, in the Autumn of 2013 as a Category C Training prison with around 350 prisoners. Vulnerable Prisoners are now housed in a separated section of one of the Heathfield wings. With Onslow/Trinity closed, 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.

4. EXECUTIVE SUMMARY

4.1 The improvements noted in last year's report have been sustained. Staff-prisoner relationships have improved; time out of cell has increased and the core day is predictable. The prison has coped well with the changes introduced under Fair and Sustainable. However, there is considerable variation in the experiences of different sorts of prisoner in Wandsworth.

4.2 There is a wide range of work, training and learning activities at Wandsworth. This is particularly impressive given the complexity of the prison and the high turnover of prisoners. The Board has noticed a more positive attitude to work and training on the part of both staff and prisoners this year, and attendances have improved. There has been a clear emphasis on prisoners putting in a fair day's work. But there remain prisoners whose day is not filled with purposeful activity. The Board would like to see a clearer target for how many work, training or education slots are needed in the prison, allowing for the fact that this is a local prison with a high proportion of prisoners on remand and on trial. A plan for the number of activity places required will be particularly important with the opening of Trinity as well as a strategy for obtaining the necessary capital investment to transform the unused spaces in the prison into workplaces. (Sections 6 &10)

4.3 The Kitchen continues to provide good quality meals, despite the difficulties it faces such as falling budgets and high worker turnover. Complaints about food are low both to the prison and in Applications to the Board. The Board regards the quality of the food as a key factor in maintaining a well-operating prison. (Paragraphs 13.13 – 13.14)

4.4 Problems with prisoners' property persisted during the year (accounting for the highest number of Applications to the Board other than health issues). On a number of occasions the Board learnt that because of the absence of staff to receive it, visitors had to take home the property that they had legitimately brought in for prisoners. (Paragraphs 13.9 -13.10)

4.5 Healthcare has continued to improve and most of the concerns expressed in last year's report have been addressed. The Heathfield Health Centre has been a great success and the Central Pharmacy is working more efficiently. The dental service waiting list has been reduced by over a half. However, healthcare funding continues to be a significant issue. There is a considerable disparity in funding between Wandsworth and other London prisons. The ministerial response to last year's annual report on this point was unsatisfactory. (Section 7)

4.6 The concern was expressed in last year's report about the lack of facilities for wheelchair users. The situation has improved significantly. Five cells have been adapted on a wing for wheelchair users. This has freed up cells in the Jones in-patient unit. (Paragraph 5.7)

4.7 The foreign national prisoners now constitute over half of the prison population. With 76 nationalities represented, there has been difficulty meeting practical and cultural needs. The number of Immigration Service detainees has more than doubled to 57. These individuals, who were mainly appealing against deportation or had documentation issues, were frequently frustrated and more likely to self-harm or become disruptive, taking up a disproportionate amount of staff time. (Paragraphs 5.10 - 5.11, 9.8)

4.8 The use of the Care and Separation Unit (CSU) is, overall, commendably low for a prison of this size. However, there have been a number of long stay residents. The Board believes that more could have been done by the establishment and the wider prison service to move these prisoners out of CSU and to other prisons more quickly. (Paragraphs 12.4 – 12.5)

4.9 All too often, reporting officers have failed to attend Adjudications, sometimes resulting in the Independent Adjudicator dismissing the case. The Board believes that better planning could have avoided most of these situations. On the other hand the Board feels that some of the cases which were heard at Governors' Adjudications could better have been managed through the Incentives and Earned Privileges scheme. With fewer than 10 prisoners on Basic at many points in the year, the scheme has been underutilised. (Paragraphs 12.14 - 12.17)

4.10 The reduced use of Control and Restraint continues the pattern over the last three reporting years, which is very welcome. (Paragraph 12.18)

4.11 Too often the work of the prison has been frustrated by equipment breakdown or poor workmanship which has taken weeks or months to sort out. This included continuing problems with the showers for disabled prisoners, the severance of the computer link to the kitchen, and the breakdown of the equipment for producing prisoner ID cards. The Board has not pursued the source of these problems – they may be due to internal deficiencies or the way contracts at some level in the prison service have been drawn up. The Board feels this is an issue worthy of further investigation. (Paragraphs 5.7, 12.8, 13.6, 13.15)

4.12 The Board's main concern is for the future, with the prospect of more staff reductions under Benchmarking. There are numerous instances of good practice and welcome initiatives at Wandsworth, but some of them are frustrated by staff shortages or absences – eg workshops, gym sessions, library visits, recreation time and visits to sort out property issues are already prone to cancellation. The Board believes that if Wandsworth is to maintain the progress that it has made in the last two years, it needs to be appropriately staffed, reflecting its particular circumstances rather than dictated by comparison with dissimilar establishments.

Questions for the Minister's Response

- What justification is there for continuing to fund healthcare at Wandsworth at a lower level than other London prisons? (Paragraphs 7.8 – 7.10)
- What is being done to ensure that immigration detainees are housed in the most appropriate type of accommodation? (Paragraphs 5.11, 9.8)

Questions for the Regional Custodial Lead

- Will staffing levels, after Benchmarking and the opening of Trinity, be sufficient to allow the improvements noted at Wandsworth in this report to be maintained? (Paragraph 4.12)
- Will funding for capital investment be made available to ensure there are sufficient work and training places to maintain the level of purposeful activity when Trinity opens? (Paragraph 10.8)
- What more can be done to ensure more timely transfers of prisoners who are more suited to other prisons? (Paragraph 12.5)

Questions for the Governor's Response

- Do you accept the case for a fundamental re-assessment of the Personal Officer scheme as it applies in Wandsworth? (Paragraph 13.8)
- What is being done to ensure that staff make more use of the Incentives and Earned Privileges scheme? (Paragraphs 12.17, 13.4)
- What steps are being taken to offer more psychotherapy/counselling services? (Paragraphs 8.2, 8.9)
- What is being done to reduce the number of Independent Adjudication cases dismissed because of the repeated absence of the reporting officer? (Paragraph 12.14)
- How do you propose to ensure that Vulnerable Prisoners are offered timely induction? (Paragraph 14.6)

5. EQUALITY AND INCLUSION

5.1 In general, Wandsworth with its very diverse prisoner population takes equality very seriously. This year there has been much stronger strategic leadership and some significant improvements. However, the many staff changes at all levels within the Equalities team have affected continuity. The monthly Equality meetings have been held regularly. Although these meetings have been generally well attended, some key areas have not always been represented.

5.2 There have been events to celebrate diversity. These included marking Black History Month; Lesbian, Gay, Bisexual and Transgender issues; Holocaust Memorial Day and St George's Day.

5.3 Responses to Discrimination Information Report forms have been monitored by an independent body. It has been reported that prisoners appear to have no confidence in the system. New procedures have recently been put into place, including more rigorous monitoring by senior prison staff.

5.4 Equality statistics reveal some disparities in Incentives and Earned Privileges (IEP) levels. This is under investigation. Data have also consistently shown a greater use of force on Black, Minority and Ethnic prisoners, although in recent months there has been a welcome improvement. Until very late in the reporting year no Equality Impact Assessments had been carried out for over a year.

5.5 Compliance in administering the Equality questionnaire on a prisoner's arrival has greatly improved this year. Equality prisoner representatives have been appointed and trained. The majority of them have provided an excellent and valuable service. Weekly focus groups have been held but, due to the wide range of minority groups, the areas covered had to be limited.

Disability

5.6 Evacuation equipment has been installed and Personal Emergency Evacuation Plans have been brought up to date.

5.7 Five cells have been adapted on Heathfield for wheelchair users. Although this is a great improvement, there were usually between 7 and 10 wheelchair users in Wandsworth at any one time. Access to regular showers for this group of prisoners has been a problem. For much of the year the only suitable shower was in a separate building (Jones unit) which could only be used when staff were available to escort prisoners. More recently the newly adapted shower on the wing has frequently been out of use due to installation problems. Access to sentence progression courses was also a problem and there was no direct access to the library facilities.

5.8 Although the Education Department has provided specialist help for those found to have learning disabilities, prison staff have not had guidance or training regarding the identification and special needs of this group.

Older prisoners

5.9 There were 116 prisoners (9.5%) aged 50 or over; 14 were aged 65 or over. Care plans were still only available for a small number of older prisoners. Healthcare input into

these plans has been limited because of staff resources and problems arising from prisoners wanting patient confidentiality to be maintained. Arrangements for long-term social care were minimal although Age Concern attended the prison to provide a few services for older prisoners.

Foreign Nationals

5.10 Foreign Nationals accounted for 54.5% of Wandsworth's population in May, a rise from 47% in 2012 and 35% in 2011. About 40% of this group were Eastern Europeans (approximately the same as last year). With 76 nationalities represented there have been difficulties in meeting the practical and cultural needs of all individuals. Translations for many documents have now been made available in the most commonly used languages; a notable exception is the Communications Compact that has to be signed on arrival.

5.11 At the end of the year there were 57 Immigration Service detainees. Four had been held for longer than one year. This was more than double the number for last year (22) due in part to the new agreement between the prison and immigration services for more prison places to be made available for this group of Foreign Nationals. These individuals were mostly appealing against deportation or had documentation issues. They were frequently frustrated and therefore more likely to self-harm or become disruptive in order to highlight their cases causing a disproportionate amount of staff time being spent on this small group.

Other Protected Characteristics

5.12 No travellers or gypsies were identified during the year. This was an unlikely situation and could reflect this group's unwillingness to be identified or issues with completing the initial Equality questionnaire. There was one prisoner undergoing gender reassignment in Wandsworth during the year. The situation was well handled. Nineteen Gay and 10 Bisexual prisoners were identified in May. Links with the Terence Higgins Trust were in the process of being set up primarily to help these prisoners with resettlement.

6. LEARNING AND SKILLS

6.1 The main educational provider for the London cluster of prisons changed from Kensington and Chelsea College to A4E in November 2012. Provision focused on assessment and the delivery of literacy, numeracy, English Speaking for Other Languages (ESOL), IT, arts, media and functional skills.

6.2 On entering prison detainees are given an initial screening in literacy and numeracy and any additional learning support is also identified. Once prisoners' needs have been identified they are monitored and targeted through an Individual Learning Programme (ILP) which is linked with their sentence planning.

6.3 Two major challenges in providing an appropriate provision were the high turnover of prisoners and the high percentage of Foreign National prisoners. A wide range of courses was available including 'starter' courses for learners on short sentences or those awaiting transfer to a second stage prison where achievement could be built upon and extended. Unfortunately, because of the high turnover of prisoners, courses were often cut short. Focus groups, needs analysis and course evaluation were used to review the curriculum. Improvements resulting from the reviews included offers of five sessions a week for

Vulnerable Prisoners, outreach provision on the CSU, higher level learning courses, a creative writing group being set up in the library, and improved access to the virtual campus.

6.4 General learner feedback was that they feel supported to achieve, with 76% saying they felt their learning needs were fully supported. Prisoners found teachers knowledgeable and approachable but generally felt the accommodation was poor.

6.5 Many classes have been operating below capacity. There seem to be a number of contributory factors: preference for paid work or courses that lead to jobs, prisoners not getting to classes, redeployment due to absent staff and the new core day, incorrect locations being given and issues around security clearance (although the number of jobs needing this has now been reduced). Civilian staff are not allowed to move prisoners around the wings even though they have keys and a radio.

6.6 Radio Wanno has won the Butler Trust Award for 'services in prison radio' as well as the IVCA Clarion Award which recognises work in communities. It was also entered for the Sony Radio Awards for best community and best speech. The Leo Burnett PR agency is working with Radio Wanno towards providing apprenticeships in the events industry. Radio Wanno regularly supplies programmes to National Prison Radio (NPR) and is under the brand Made in Wandsworth offering to provide local products for prisons which have NPR but not their own radio station.

7. PRIMARY HEALTHCARE

7.1 Primary Healthcare is provided by Community Services Wandsworth, a division of St George's Healthcare NHS Trust. Dental Services are provided by an independent organisation, NHS Dentist.

7.2 The Primary Healthcare service has continued to improve and succeeded in meeting all of its Commissioning for Quality and Innovation targets in full. Most of the concerns expressed in last year's annual report have been addressed.

7.3 The Heathfield Health Centre has been a great success. Patients are prioritised and then seen within one, three or five days of requesting an appointment. The appointment of Advanced Nurse Practitioners has also proved very successful and the number has been increased. Clinics covering long term conditions such as diabetes, chronic obstructive pulmonary disease and primary hypertension have been introduced and use a quality outcome framework similar to that used by health centres in the community. However, the centre is very small and cramped and is also insufficiently ventilated. The number of DNAs (Did Not Attend) is on the high side and figures fluctuate quite widely; this needs some investigation. The planned introduction of Healthcare reps on the wings may be of help in reducing the DNA rate.

7.4 The Central Pharmacy continued to be a success and has worked more efficiently now that patients have photographic identification and the amount of paperwork has decreased. The pharmacy service provides an integrated service utilising nurses and a pharmacy technician. There has also been the successful introduction of a poly pharmacy clinic. This is a GP-led service which reviews all patients who are prescribed five or more medications. The number of unaccounted for drugs has substantially decreased due to the fact that medications are issued for named patients rather than taken from stock. In-

possession medication has increased significantly but a problem has been identified with security and safety in shared cells so lockable boxes are being sourced to enable prisoners to store their medication securely.

7.5 The dental service waiting list has been reduced by over 50%. There are two reasons: prisoners with six months or less to serve are only offered emergency treatment, and DNAs are better managed with a reserve list given to the officers who collect the patients.

7.6 There was a good rapport between prisoners and Healthcare staff. Senior staff attended the monthly Wing Reps Meeting. There was also a positive response to the Healthcare survey carried out earlier in the year.

7.7 Complaints forms are received by Healthcare and are graded as either Complaints, requiring a full investigation or as Patients' Advisory Liaison Service (PALS) enquiries. This is in line with St George's policies. The number classed as complaints has dropped and none were received in the final two reporting months. Throughout the year complaints have been dealt with in the correct time frame. PALS enquiries, although usually dealt with in a timely manner, have not met the target times for written responses.

7.8 Healthcare funding continues to be a significant issue. Last year the Board identified the problem of insufficient funding which dated back to a national change in funding allocation instituted several years ago. Consequently there is a considerable disparity in funding between Wandsworth and other London Prisons. No information is available on the formula used to reach the original allocation. The Ministerial response said the disparity was likely to be addressed when the commissioning arrangements changed. This has not taken place.

7.9 However, if Wandsworth received a similar allocation per prisoner to other prisons, it would be able to offer more screening for conditions such as Hepatitis C. Areas that are not funded at present include physiotherapy and the provision of specialist nurses in areas such as diabetes. Healthcare would like to introduce tele-medicine which would mean less visits to hospital and therefore reduce the number of prison officers on escort duty as well as be a benefit to security. Health Education is an area where little is done at present due to lack of funds. Extra funding would also allow the introduction of Associate Nurse Practitioners.

7.10 The Board is concerned that the opening of Trinity will put great pressure on the Healthcare service as many of the welcome recent developments have been introduced since the closure of the Onslow unit.

7.11 In conclusion, Healthcare provision is much improved despite financial constraints. There is a committed team of professionals. Morale is high and there is good rapport with both prison managers and prisoners.

8. MENTAL HEALTH

8.1 The high incidence of mental health problems and the added complication of a very large number of Foreign Nationals within the prison population continued to challenge officers and healthcare staff.

8.2 The Psychotherapy service (line managed by the chaplaincy but fully integrated with the primary care mental health service) increased from 1 to 4 psychotherapists during the year (all acting on a voluntary basis). A weekly counselling session was offered to individual prisoners; the caseload at year-end was 15 prisoners and there was a waiting list.

8.3 The Primary Healthcare team provided mental health services to patients on the wings with problems such as depression and anxiety. The In-Reach team provided secondary care mental health services to those prisoners who had 'a severe and enduring mental illness'. Services were provided to the most seriously ill prisoners on a 12 bedded in-patient unit (the Addison unit) as well as to around 90 prisoners accommodated on the wings. The average time for a prisoner on the wing to see a community psychiatric nurse was 3 days and to see a dual diagnosis nurse was 5 days; the year before it was 5 days and 4 days respectively.

8.4 Addison unit residents' care plans were audited throughout the year. For the Quarter 4 period (January - March) 100% of prisoners had a copy of their care plan, 50% of care plans demonstrated collaboration with the prisoner including service user defined milestones and 79% of care plans were written in the first person and signed by the prisoner (this is standard practice in psychiatric hospitals). The corresponding figures for Quarter 3 were: 78%, 50% and 67%.

8.5 100% of patients on the Addison unit had an initial physical health screening (a 50 minute nurse led interview) in Quarter 4 as opposed to 78% in Quarter 3.

8.6 A range of activity groups were held for Addison unit residents, the most popular being the 'Hearing Voices Group' and the film club. In Quarter 4 a total of 170 activity groups were held which was 26% above the target. Average attendance was 53%.

8.7 Mental health awareness training was given to 53 staff across the prison in Quarter 4 compared to 36 in the same period the year before. Prison staff frequently showed great understanding and patience when working with patients with mental health issues, in particular on the CSU and the Addison unit, and for this they should be commended.

8.8 The average length of stay on the Addison unit has decreased with shorter waiting times between initial assessment and eventual transfer to a psychiatric unit.

8.9 The Board's main concern is that insufficient psychotherapy/counselling services are offered.

9. SAFER CUSTODY

Violence

9.1 The number of violent incidents during the reporting period was 657. This represents a drop of 18% - slightly more than the percentage fall in the prisoner population due to the closure of the Onslow. Although there was a lower level of violence over the summer in 2012, the number of violent incidents increased noticeably towards the end of the reporting period.

9.2 Where a prisoner has been subjected to violence by a fellow prisoner, there now exists a victim support process. This aims to provide support to those who have suffered

from either violence or threats of violence. The Board welcomes this initiative, and looks forward to its increased development and use.

9.3 Anti-Social Behaviour measures, where applied, do seem to be effective.

Deaths in custody

9.4 During the reporting period, there was one death in custody, which would appear to have been from natural causes.

9.5 A key concern from recent inquests has been the adequacy of access protocols for ambulances in case of emergency. As ambulances have still been held up at the prison gate recently, the Board has sought assurance that robust procedures are being put in place so that there is improvement in the future.

Suicide Prevention

9.6 The Board is pleased to note that there has been continued improvement in the quality of Assessment, Care in Custody, Teamwork (ACCT) documentation, but feels that there is still room for improvement. The Board has seen entries which are both meaningful and detailed, although there is evidence that the longer a prisoner remains on an ACCT, the less detailed the comments can become, with some notes being formulaic and not commenting on mood or demeanour. Additionally, although not as much of a problem as last year, some checks were done at predictable intervals. Staff remained proactive in opening ACCTs when a prisoner was deemed vulnerable. 527 ACCTs were opened during the reporting year.

9.7 Care maps varied in quality, and the case manager was not always listed. When a prisoner moves wing there can be a delay in updating the notes and identifying who is looking after a vulnerable prisoner.

9.8 There was an increase in instances of food refusal amongst prisoners who faced extradition or deportation. The Board remains concerned that this population can be ill-served in a local prison.

9.9 The Board is concerned that the prison needs a more robust approach to recruiting and maintaining a full complement of Listeners (and an adequate coverage in foreign languages). With a ratio of one listener to every 50 prisoners, numbers of those trained have been far lower than desirable for a prison of this size. Recruitment has not been as smooth or consistent as it could have been.

9.10 Although it is recognised that the work Listeners do is valuable, the shortage of trained prisoners has meant that there is not always a Listener on each wing. This can cause delays for troubled prisoners who wish to speak to someone, and the Board notes that this may be more of a problem at night (which is concerning given there are more than twice as many incidents of self-harm during the night than in the day).

9.11 There were 222 incidents of self-harm during the reporting year. This is a drop from 282 incidents last year. 527 ACCTs were opened during the reporting year. With the number significantly higher than the number of incidents of self-harm, this shows that staff remain proactive in opening ACCTs when a prisoner is deemed vulnerable. Compared to last year,

there were fewer ACCTs opened, but this in part reflects the reduction in population due to the refurbishment of Onslow.

10. PURPOSEFUL ACTIVITY

Types of Activity

10.1 There is a wide range of work, training and learning activities available at Wandsworth. They can be grouped into five categories:

1. Training leading to nationally recognised qualifications, eg motor-bike maintenance, catering, sports coaching, the multi-skills workshop (carpentry, plumbing, painting and decorating) and several IT courses.
2. Workplaces which are integral to the functioning of the prison (eg kitchen, Radio Wanno, the cleaning science and barbers courses) also enable prisoners to gain a qualification.
3. Work provided by contracts with commercial firms and other organisations, e.g. the laundry (contract with Sunlight Laundry for the repair of sheets or their reconstitution into pillow-cases), the textile workshop (contract with the prison service for the assembly of pre-cut-out white coats), the recycling and waste management centre (contracts with various companies to which it sells metallic and paper waste – and also reconstituted carpet tiles), the Fine Cell Work charity. In all of the above workplaces functional skills – literacy, numeracy, ESOL, self-expression - are being 'embedded' alongside the main activity to help prisoners' all-round development.
4. Educational and academic courses, e.g. ESOL, numeracy and literacy, art, social and life skills.
5. Activities which are mainly routine and wing-based, e.g. cleaners, painters, orderlies of various sorts (kit, laundry, gym, hotplate), which do not normally offer qualifications.

Suitability for developing skills

10.2 The vast majority of activities listed above are designed to develop a prisoner's skills and habits. All the courses and activities listed in the first three categories above help the development and acquisition of a wide range of practical, manual and cognitive skills. The educational courses not only develop cognitive and academic skills but also can help develop successful interpersonal relationships in the workplace.

10.3 Those prisoners employed on the wings as orderlies of various kinds are the least likely to develop particular skills and acquire qualifications. Quite often they lack ambition and are content to 'keep their heads down' in jobs they know to be unchallenging. But some are prevented from working away from the wings for reasons of poor health, a lack of adequate English, or for being considered a security risk.

Procedures

10.4 There has been considerable improvement in the procedures for allocating work, training and education places. The first-night induction records a summary of a prisoner's basic education, work experience and broad ambition whilst at Wandsworth. At the education induction session his levels of literacy, spoken English and maths are tested. The Resettlement Board allows him to choose from a wide range of work, education or training. Personnel from resettlement now visit the wings to enrol prisoners who have missed the

Resettlement Board. Over the last three months of the reporting period the figure of 300 or so prisoners who had missed enrolment was reduced to around 200 by staff visiting the wings and recruiting directly.

10.5 There has also been a considerable improvement in the availability of information on take-up rates. Numbers of places available in all areas are published every morning and the subsequent take-up is reported back promptly.

Numbers in Purposeful Activity

10.6 The Board noticed a more positive attitude to work and training on the part of both staff and prisoners this year. Attendance levels were between 80%-90% compared to 60%-70% in previous years. On the last full day of the reporting period (May 30) 614 prisoners attended training and education or work sessions in categories 1-4 listed above out of 777 available places – a 79% attendance rate.

10.7 The number of prisoners purposefully occupied amounts to about 60% of the total prison population. Considering the high turnover of prisoners in Wandsworth and the large number of remand and Foreign National prisoners, this seems a creditable achievement, and is certainly a considerable improvement on previous years. There remain, however, significant numbers of prisoners who are not involved at all in employment or training activities some of whom may be or are prevented by psychological, other health, or security limitations from participating.

10.8 The Board is concerned that the prison has no clear target for the number of work, education and training places there should be, allowing for the characteristics of a complex local prison. There is unused space in the prison but capital investment would be required to transform it into workplaces. The deficit of activity places will become more pressing when Trinity opens with a relatively stable population in need of work and training. The Board would be concerned if this development was addressed by a major shift to part-time working. Assessing the links between work in the establishment and on release have to be seen in the context of the average prisoner being in Wandsworth for only a few months - few stay more than a year. This makes it unlikely that the pattern of training, newly established under 'Making Prisons Work' and to be funded under OLASS4, will be followed by most Wandsworth prisoners (at least until Trinity opens).

Links with work on release

10.9 Of courses offering a nationally recognised qualification, the motor bike course achieves an entry level certificate from the Institute of Motor Industry but higher level qualifications in vehicle maintenance would be needed to translate this into employability on release. Similarly with the gym instructor's course; level 1 is not difficult to achieve, but it is levels 2 and 3 which hold the key to possible employment. Those who achieved the City & Guilds level 1 multi-skills certificate have also made a start on their journey into the workforce, but will need to take their development much further. The IT courses have always been successful, with students gaining qualifications which enable them to start somewhere on the IT ladder.

10.10 Of those activities which support the running of the prison, perhaps the best qualified on release will be the Radio Wanno graduates, who achieve knowledge of radio production and journalism as well as some business and enterprise skills.

10.11 Men working in the kitchen and the catering course should have a good chance of finding work on their release, albeit at probably quite a humble level.

10.12 As for the prison's profit-making activities, qualifications are being arranged for the recycling, textiles and laundry groups. These are the prison's highest earners and, with the exception of the kitchen workers, are the nearest to achieving the Government's ideal of a 40-hour working week in prisons.

10.13 The Board regrets the closure of the Brickshop earlier this year. For years, up to 100 men had passed NVQ level I in basic construction skills, and a smaller number NVQ level 2. The walls, arches, etc, they built and knocked down again, and the walls they plastered all mirrored the work done in any typical technical college Brickshop. They were taught by Laing's instructors, who described them as 'a good bet for any labouring job on a building site'.

10.14 To enter the job market it is vital that a prisoner's Individual Learning Plan (ILP) containing his qualifications and work record is fully up to date - especially if he has moved between prisons, as most of Wandsworth's prisoners will have. The prison has considerably improved its performance in this respect, and most ILPs are now fully up to date.

11. RESETTLEMENT

Offender Management

11.1 All main areas covered by Offender Management achieved their Key Performance Targets (KPTs) during the year. However, a 25% backlog in the processing of Offender Assessment System (OASys) documents built up, making achievement of the 8 week requirement sometimes impossible. The recent extension of OASys, now applying to all prisoners serving more than a 12 month sentence, will substantially increase the workload of Offender Supervisors.

11.2 Despite these problems, newly arrived sentenced prisoners have received appropriate information and had an opportunity via the Local Initial Screening and Reducing Re-Offending Tool to indicate their individual needs. The subsequent OASys and Sentence Plans have been of high quality. Objectives have been realistic and many required courses and programmes included in them are available at Wandsworth. However, some requirements which are needed for parole are not available at Wandsworth in their accredited form, and the shortage of course places in other establishments has led to concern and frustration for certain prisoners.

11.3 The internal Probation team has continued to give strong support, although there remain some prisoner complaints about the timing and reliability of parole documents relating to external Offender Managers.

Public Protection

11.4 Significant numbers (currently 225) are risk assessed and managed under the Multi-Agency Public Protection Arrangements, and staff have made timely and vital contributions to sentence planning, categorisation and transfers. The Violent and Sex Offender Registration team have appreciated the extended time available to complete the complex process of setting up communication with police and probation in order to manage the around 200 registered prisoners, and to enable them to be monitored closely on release.

Release on Temporary Licence

11.5 The stringent assessment process for Release on Temporary Licence (ROTL) leaves only a minority eligible, but this year numbers have risen and a total of 892 days were spent outside the prison. Officers have worked with other staff in Resettlement to extend links and partnerships with businesses and charities in the community. Those released in this way have reflected all seven Reducing Reoffending Pathways and been able to attend employment interviews, Resettlement Day Release for family support, hospital and Alcoholics Anonymous meetings and maintaining a clean environment outside the prison walls. Two current and two former ROTL prisoners have worked with officers and the Wandsworth Borough Intervention team engaging with the local community by talking to groups of young people deemed to be at risk of offending. The team has maintained close links with military charities, facilitating support for significant numbers of ex-military prisoners and their families who have concerns about accommodation, employment and family issues on their release.

Home Detention Curfew

11.6 892 prisoners were eligible to apply for Home Detention Curfew, with increased numbers (83) accepted. Although in some cases prisoners were unsuitable, there also continued to be a number who experienced problems with the process. Because of the limited language and literacy of many prisoners and the complexity of the process, more help and support particularly from Personal Officers is required. The Board feels that, given the time the assessment takes and the occasional difficulties of accessing information from outside bodies, prisoners should receive some interim reassurance that their cases are being taken forward.

Legal Services

11.7 All newly convicted and sentenced prisoners have been visited shortly after their arrival by the small but experienced Legal Services team, given an opportunity to discuss individual concerns, needs or support required and have received the Legal Services information document (available in 10 languages). Thereafter staff are available to offer practical advice on procedures for bail, appeals, fines and immigration, in addition to giving help with finding and contacting a solicitor. On average two officers have dealt with some 20 prisoners each day.

On Release

11.8 The percentage of men released from Wandsworth who went into employment was 24% compared with 26% in the previous year. But the percentage going into training rose from 15% to 17%.

11.9 The percentage of discharged prisoners with settled accommodation on release was 78% this year - a rise from 76% in 2011-12 and 74% in 2010-11.

12. SEGREGATION, CARE AND SEPARATION

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

12.2 There were 328 spells of detention in the CSU during the year. About 20% of prisoners resided there for cellular confinement following Adjudication. Just under half were held under Rule 53 and a third were held on Good Order or Discipline (GOOD).

12.3 This year the average occupancy level of the CSU was 42%. This compares with 36% last year (though that year was the lowest for a decade).

12.4 Of the prisoners held during the year, there were 18 men who spent 20 or more days in the CSU. This group accounted for 6% of the prisoners during the year in CSU but 30% of the usage of cells. Of these, five prisoners spent 40 or more days in the CSU. The Board believes that more could have been done by the establishment and prison service to move these prisoners out of the CSU.

12.5 Prisoners designated for transfer to other prisons were often held in the CSU for longer periods than necessary or desirable.

12.6 A number of men had serious mental health problems and were, after assessment, transferred to the Addison unit where they received appropriate care.

12.7 Board members have continued to be impressed by the professionalism of CSU staff, particularly when dealing with complex and vulnerable prisoners. The Board was regularly notified of a prisoner's arrival and members of the Board were able to speak freely with prisoners on the unit.

12.8 During the year the Board has had some concerns about the physical environment of the CSU. At one stage four cells had no furniture except for a bed. When some furniture was eventually replaced it was not the appropriate CSU safety furniture (the company that supplied the furniture had gone bankrupt). There were no in-cell lockers though these have been ordered. Prisoners have told us that the cells are too cold in winter and too hot in summer. This is partly because there is no thermostat and because prisoners have blocked the vents with tissue paper in order to control the temperature.

12.9 Prisoners in the CSU experienced an acceptable level of regime. However, when the prison was short-staffed, officers from the CSU were redeployed to the residential wings and the regime in the CSU was curtailed with prisoners being confined to their cells for longer periods.

12.10 GOOD Reviews are held regularly on Thursdays and are attended by Chaplaincy, Probation and In-Reach, as well as members of the Board. In recent months a representative from Education has also been present, resulting in 1 to 1 in-cell education sessions for a small number of prisoners. An Exit and Reintegration Plan for each prisoner has also been introduced.

12.11 During the first half of the year one governor was responsible for chairing Reviews providing a continuity that was beneficial to both prisoners and those caring for them. Since January it has been the task of the daily Duty Governor to lead Reviews and this has proved less satisfactory. Actions agreed at one Review were not always carried through. Relevant information about prisoners was not passed on. The Board welcomes a recent appointment of a Custodial Manager for CSU, and the commitment to record and circulate minutes of Reviews so that continuity of care is more likely to be achieved.

Adjudications

12.12 Governors' Adjudications are held in the CSU six days a week. Independent (ie Judges') Adjudications are held fortnightly.

12.13 All cases involving brewing of alcohol are now referred to Independent Adjudications.

12.14 All too often, reporting officers have not attended Adjudications. Cases have been adjourned or even dismissed because of non-attendance. This was of particular concern at Independent Adjudications where the charge was usually of a serious nature. In recent months the Independent Adjudicator has dismissed cases where a reporting officer has not made him or herself available for the second time. Closer liaison between the CSU and Central Detail is needed in order to facilitate the attendance of officers.

12.15 A number of cases have been dismissed by the Independent Adjudicator because evidence gathered from mobile phones or SIM cards has taken too long to be sent, analysed and returned to the prison. This is of concern to the prison and the Board.

12.16 At times a high number of Adjudications were dismissed (eg in February 45% of all Adjudications were dismissed). This figure included Adjudications that were not completed because a prisoner was transferred and those that had not proceeded through lack of evidence, though a breakdown of such categories was not available. However the Board has observed that the administrative process that supports Adjudications has not always been efficient. On one occasion 4 cases involving prisoners who had failed Mandatory Drugs Tests were dismissed because the paperwork had not been served to prisoners within the time period.

12.17 The Board feels that some of the cases heard at Governors' Adjudication could be better managed through the IEP scheme.

Control and Restraint

12.18 The number of times that Control and Restraint (C&R) was used has reduced by 7%. This continues a downward pattern over the past three reporting years. About half of incidents of C&R arise because of planned interventions, the remaining half because of assaults on staff or fighting on the wings. Handcuffs are used in just over a third of the occasions that C&R is used. Batons have been drawn on seven occasions but have not been used. These figures are a credit to staff and management. Use of Force has been carefully monitored. Staff training has improved the way in which officers interact with prisoners in order to de-escalate. To use force has been a last resort. Members of the Board have attended incidents when C&R has been used. The Board has been impressed by the professionalism of the C&R supervisors and their teams. The installation of close circuit television on residential landings may have been a contributory factor towards this reduction.

12.19 A continuing encouraging development has been the reduction in the use of the Special Cell. Last year the Special Cell was used 11 times. This year it was used on five occasions. This is welcome and is symptomatic of a much more considered use of C&R. The Body Belt was used on one occasion this year.

13. RESIDENTIAL SERVICES

Wing Accommodation

13.1 Staff-prisoner relationships have improved somewhat this year. There is, however, a marked difference between the five residential wings with E wing having the best relationships and A and B wings where there was scope for improvement. This is an area that the new Residential governor has identified for further attention.

13.2 Time out of cell has improved and the core day is predictable. There has been an extra 45 minutes a day in workshops. Although there are considerable variations between different types of prisoner, on average prisoners are spending just under seven hours out of their cells daily during the week and three and a half hours at weekends.

13.3 The availability of kit for prisoners appears to have improved since last year and recently there has been a very large order placed to bring kit levels up to acceptable levels.

13.4 The IEP scheme has not been successful. Officers are not using the IEP scheme as a disciplinary tool, preferring to use Adjudications. With fewer than 10 prisoners on Basic at many points in the year, the scheme is surely underutilised.

13.5 The monitoring of cell bells has not been given the attention and management focus that it merits. There is a computerised monitoring system in place but no action has been focussed on achieving acceptable levels of response. Under the new Residential management this is now happening and unacceptable levels of response, 18 bells unanswered after eight minutes on one day in March 2013, are being investigated.

13.6 The state of the showers on the wings has been mixed. There has been a programme to paint the shower rooms, but the Board has been surprised by the need for frequent re-painting, suggesting a possible problem with the quality of work which should be investigated.

13.7 There were regular and very well attended Wing Reps meetings with representation from all wings and from most areas of the prison. A healthy exchange of ideas and suggestions was encouraged and achieved.

13.8 The Personal Officer scheme has not been working satisfactorily. Although prisoners may know who their Personal Officers are, the operation of the scheme has been bedevilled by shortage of staff, poor supervision of the scheme, very few entries on prisoners' records by staff and an overall lack of direction. A key question is whether a Personal Officer scheme, as currently deployed, can ever work in a busy Category B Local prison with a large turnover of prisoners. With a current ratio of one officer to 25 prisoners (and with this likely to increase under Benchmarking), more than half the prisoners being Foreign Nationals, the increasing proportion of short sentence prisoners, and the fact that working prisoners spend more time with work rather than wing-based officers, it is clear that a fundamental re-assessment of the objectives and operation of the Personal Officer scheme should be undertaken.

Property

13.9 Severe problems with property persisted during the year. Property requests accounted for 16.5% of the total number of Applications received by the Board, making it the second-highest area of concern (and an increase on the previous year's figure of 12.5%).

13.10 During the first few months of the reporting year, sufficient numbers of staff were available to take in prisoners' property which had been brought by family and friends on Visits. However later in the year a lack of staff led to a very large backlog awaiting distribution. Further distress was caused to prisoners and to their families when the Property desk sometimes could not be opened due to shortage of staff. On many occasions, and continuing to the end of the reporting period, visitors had to take back home permitted property they had brought to the prison.

Mail/Censors

13.11 The Mail/Censors department worked well over the year, handling around five sacks of incoming mail every morning and dealing with any attachments or enclosures, taking the letters to the Public Protection Unit (PPU) for checking, and generally managing to get the mail to the prisoners the same day. There were a few problems in the course of the year which were all resolved: incoming parcels were not dealt with in the absence of a sick member of the mail room staff and parcels were returned to the senders; in August packages and cartons delivered to the prison were held for too long at the vehicle lock before being collected by staff; in November it was found that items of prisoners' mail had left the establishment without being checked by the PPU.

Canteen

13.12 The Canteen system operates, on the whole, adequately. It accounts for a small number of Applications each month, and the level of Applications has been consistent over the past year. The main area of concern last year was that prisoners' spending money was not able to keep pace with rising prices, and this continues to be a concern. In addition, prisoners report their frustration when popular items are removed from the Canteen list without warning. This is particularly problematic when items for those on vegetarian and Halal diets are delisted.

Kitchen & Food

13.13 The Board is impressed with the quality of food at Wandsworth. The last survey of prisoners had a positive response. The Board received very few applications about food and when Board members have tasted the food both in the kitchen and on the wings, it has invariably been good. The high turnover of prisoners means that it is a constant challenge to train and keep kitchen staff. In general the kitchen staff have coped well.

13.14 Another significant challenge has been the 15% reduction in the daily budget from £2.20 to £1.91 per prisoner, which came into effect in April. So far this seems to have been well-managed. Savings have been made by making more meals in-house and increasing the amount of mince served. Portion size and quality have been maintained. The menus still cater for different religious and cultural needs and special food is prepared for those celebrating religious festivals.

13.15 During the year the kitchen was unable to use the computer for three months. Although they coped well the very slow response time in sorting the problem out was a major frustration for staff.

Library

13.16 Wandsworth has a well-stocked library with over 9000 books - over 1000 of which are in foreign languages. Each wing has a dedicated library day, but attendances have been irregular, due either to wing staff being too busy on other duties to accompany prisoners there, or to the prisoners themselves choosing to use the time for other purposes. To encourage fuller use of its resources the library began opening till 7.00pm on two evenings a week – an innovation which is already proving a considerable success with working prisoners who no longer have to choose between the library and domestic tasks.

13.17 The Board is concerned that further staff reductions in the coming year could threaten evening opening. It is important that every effort is used to maintain this in order to give prisoners the maximum opportunity to make use of the library's excellent facilities and the support available from the keen library staff.

13.18 In April the provision of library services was transferred from Wandsworth Council to Greenwich Leisure Ltd. under a new contract. All staff were transferred. So far this exercise appears to have gone smoothly.

13.19 The library has responded well to the significant increase in the number of foreign prisoners. Library leaflets are now published in the five most popular languages and some important forms are printed in up to 27 languages. In response to recent requests a wide range of books has been added in Romanian and other Eastern European languages.

13.20 The library staff aim to put on a special event every six weeks. Successful examples in the last year included a "Meet the authors" session with Emlyn Rees and James Henry. In March there was a weeklong literary festival which included a forum involving representatives from The Big Issue, Inside Time and Not Shut Up which was well attended with lively discussions. In August volunteers from Highfield Learning Tree, who help prisoners develop literary skills, increased their prison visits from one to two days per week.

14. RECEPTION, FIRST NIGHT AND INDUCTION

14.1 This year Reception at HMP Wandsworth handled over 11,000 incoming prisoners, a significant increase on last year. Although still a rather intimidating part of the prison, its image has softened over the year and the officers have become more welcoming and less officious.

14.2 The cut off time of 7.30pm for vans arriving from court is now in place and seems on the whole well observed and the bottleneck of prisoners waiting to be processed is now under control with all prisoners having access to an initial medical screen, first night pack, £1 credit on their issued PIN number and a hot meal.

14.3 The Reception nurse is on duty from 7am which has meant an improvement in the distribution of medicines to prisoners departing to court.

14.4 There has been a significant improvement in the information displayed in the Reception area particularly those signs available in different languages.

First Night and Induction

14.5 Wandsworth has done much to improve its Induction protocol. The Induction programme takes place over five days with second day medical screening, two phases delivered on a computer, education and skills assessment, seeing the Resettlement Board and gym induction being the main components. The workings of the prison are now explained in 14 different languages and information touch screens are available on the Induction wing.

14.6 The process for inducting Vulnerable Prisoners (VP) is less well organised and is a cause for concern. VPs have one fixed afternoon a week (Tuesday) when they are taken over to the Induction wing from the VP unit for the computer delivered phases of the programme. This means that some VPs may have to wait nearly a week before undergoing parts of the Induction programme and would be reliant on obtaining information on how the prison regime operates in an ad hoc way from other prisoners and officers on the wing. VPs are also reliant on the staff who deliver other phases of the Induction programme coming over to them on the VP unit before they can be signed off as properly inducted. The Board is concerned that VPs taking up work opportunities quickly may miss some of the Induction programme.

15. SECURITY

15.1 The management of this department is efficient and effective in spite of the substantial staffing changes implemented as a result of the introduction of Fair and Sustainable.

15.2 The introduction of the Mercury database in the second quarter of 2013 has resulted in an increase in Intelligence Reports as they can be logged directly from the wings rather than being submitted on a form. Finds of illicit items as a result of targeted searching has been more productive.

15.3 The installation of netting over all the exercise yards has meant that no more parcels of contraband can be thrown over the prison walls.

15.4 The brewing of alcohol during the year was of concern. The retention of the five-litre plastic bottles used by wing cleaners enabled substantial amounts to be made. Use of the search dog and destruction of the plastic bottles immediately they are empty has eased the problem.

15.5 Significant numbers of mobile phones continued to be found in the establishment together with SIM cards, chargers and batteries.

15.6 The Bodily Orifice Security Scanner (BOSS) chair is still located in the CSU but was not in operation for four months at the beginning of 2013. There is now a maintenance contract in place.

16. VISITS

16.1 During the reporting period, several Family Days were held on a Friday. These have proved popular with prisoners and their families and are fully booked. Concerns were raised that the redeployment of staff from the Visits Hall on Fridays would result in cancellation of these events but this has not yet materialized.

16.2 The Canteen and Play Area continue to be run by Spurgeons. Unfortunately, the Play Area is closed 70% of the week due to a shortage of volunteer staff.

16.3 The Board has concerns about the Visits Hall staff. They are perceived to be uncommunicative when observed by members. They do not circulate around the Hall or interact with prisoners or visitors.

17. DRUGS

17.1 The Integrated Drug Treatment Strategy (IDTS) has been implemented. The multi-disciplinary team (nurses, officers, substance recovery workers and physical education instructors) carried out joint assessments and reviews, held weekly case meetings and shared training and briefings. Because of recruitment difficulties, the IDTS team had had no psychiatrist for more than five months.

17.2 First night substance misuse triage assessment and prescribing of opiate substitutes has run smoothly.

17.3 The average number of prisoners receiving methadone or subutex for stabilisation, maintenance or detoxification decreased from 286 last year to 246 men this year.

17.4 Last year's report noted long queues of prisoners waiting for their methadone and subutex on D wing. This year these queues were greatly reduced. This was due to a second treatment room being opened, the use of methadone dispensing equipment based on iris recognition software and the employment of experienced Bank staff (as opposed to Agency staff) who were familiar with the prison routine.

17.5 Longer-term abstinence-based programmes were not offered any more because of the relatively short lengths of stay of most prisoners. A six week abstinence programme was run by the Rehabilitation of Addicted Prisoners Trust (RAPT) on the Bridge unit which was located in a separate building. Unfortunately when 'Bridge graduates' returned to the Drug Recovery wing there was no separate drug-free area of the wing for them to be placed on. However, efforts were made to move prisoners who had graduated from the Bridge unit, if they had sufficient time still to serve, to prisons where longer abstinence-based courses were available.

18. OFFENDING BEHAVIOUR PROGRAMMES

18.1 Greater London Psychological Services runs the psychology and interventions service for all London prisons. The only intervention currently offered at Wandsworth is the Thinking Skills Programme (TSP). The Sex Offenders Treatment Programme has not been available since the closure of the Onslow Unit. TSP has run 6 courses, each for 10 men. There were 56 completions (exceeding the target of 54). There were six referrals from

across the prison to the psychology service of which five were accepted. Overall these figures seem remarkably low.

19. GYMNASIA

19.1 On average every prisoner gets up to four sessions of recreational physical education (PE) and a session on the AstroTurf each week. A prison survey is undertaken every six months to ascertain what prisoners would like from PE. One result of this is that activities such as volley ball, cricket, football and rugby are now being held on the AstroTurf.

19.2 Various special activities were organised to coincide with the Olympics. These 'Wandsworth Olympics' were much appreciated by prisoners.

19.3 The gym on D wing, which is solely for substance misuse prisoners, tackles addiction through PE. There are separate gym sessions for the over 50's and those on doctors' referrals. Prisoners who are graduates from the Bridge programme (RAPT) act as health trainers and others as assistants.

19.4 PE instructors (officers) ensure prisoners complete a fitness form asking whether they have certain conditions before being passed fit for the gym. If anything is highlighted the prisoner is referred to Healthcare and then signed up for a GP referral where they can then be directed to remedial PE. The Board is therefore satisfied that the criticism of inadequate screening made at a recent inquest has been addressed.

19.5 Because of the recent cuts staff are often redeployed especially at weekends and evenings resulting in cancellations of gym sessions. The new profiling in April, with the change in the core day, has also caused problems in prisoners getting their full gym session both in the mornings and the evenings. To combat the later staff start of 8.00am the PE staff volunteer to come in at 7.30am to enable all the full-time workers to get a gym session every morning. Also the roll check now being at 4.30pm can result in the evening meal being delayed leaving less time for the evening gym session.

20. OCA AND TRANSFERS

20.1 The Observation, Classification and Allocation (OCA) system has worked very effectively with minimal delays. Extended tracking information on C-NOMIS has allowed easier access for other staff and provided evidence for departmental accountability. The recently created Initial Categorisation Prisoner Notification sent to all sentenced prisoners within four days, informing and giving reasons for decisions, has contributed to sharper communication between staff and prisoners.

20.2 During the year some 11,000 prisoners have been processed for transfer, but the recent closure of prisons has caused problems, particularly with out-of-area transfers, negatively affecting family contacts, and also with finding suitable places for the achievement of sentence plan objectives. However, the difficulties of moving Category D prisoners have eased.

21. LIFERS

21.1 This year there were 20 lifers and 22 prisoners held on IPP (compared with 15 and 36 respectively in the previous year). Monthly lifer/IPP forums are valued by prisoners, and

well attended by prisoner representatives and staff. Action taken following questions and complaints has been processed and explained more promptly. The prisoners' main concerns have been problems with dossiers for oral parole hearings and the difficulty of accessing accredited courses to meet parole requirements. Particular frustration has been felt about the TSP, which only certain prisoners are able to benefit from, and about lack of information specifically targeted at this group, where in many cases a Personal Officer should act as a conduit.

22. CHAPLAINCY

22.1 The split between religions in Wandsworth is not greatly different from last year - at the end of this reporting year the two main groups were Christians (45%) and Muslims (19%). However a rise in the number of Foreign National prisoners, especially Eastern Europeans, has led to pressure on the Roman Catholic provision.

22.2 There has been no evidence of radicalisation among the Muslim prisoners and the Imam has been running a course on Taryibah which explains the fundamental meanings of Islam.

22.3 The team was strengthened this year by the appointment of a full-time Church of England Chaplain. Good links with the community have been developed through the formation of the Wandsworth Community Chaplaincy Trust. This has provided an opportunity for the employment of an outreach worker who will recruit, train and supervise volunteers to support and mentor prisoners on their release.

22.4 All prisoners arriving in Wandsworth are visited by a member of the Chaplaincy team. They also play a valuable role in the ACCT reviews and in the CSU Reviews. As well as the team employed by the prison service the Chaplaincy department has a strong network of over 100 volunteers both outside and coming into the prison. They offer support in the fields of resettlement, psychology and faith based services. The whole multifaith team, both staff and volunteers, are tremendously enthusiastic about their roles and bring much appreciated care and support to the prisoners.

23. APPLICATIONS AND COMPLAINTS

23.1 Last year's report welcomed the new prison Application system whereby a prisoner submitted applications to wing staff who summarised the request in an e-mail to the relevant department. However, this year the system has not been working well. In May 2013 a revised prison Application system was introduced, based on wing-based logbooks, application forms in triplicate and a much clearer indication of where applications should be sent if not dealt with by wing staff.

23.2 There were 1858 complaints received by the prison during this reporting year. Figures for earlier years are not available on a comparable basis. 96.8% of complaints were answered in the prescribed time of 5 days – exceeding the target of 95%.

24. WORK OF THE INDEPENDENT MONITORING BOARD

24.1 Board members have worked well together in the course of this year. Sadly John Weston, our longest serving member, died in January 2013. Three further members left the Board and two new members joined the Board. Meetings of the Board were held every month, starting with a half-hour training session on a wide variety of subjects including the Kitchen, the Muslim Chaplaincy, and InReach. In addition the Board held an evening training session on Serious Incidents, with a tour of the Command Suite. Five members made a night visit in April 2013. The Board was represented at the IMB Annual Conference and IMB London area chairs' meetings. One Board member sits on the National Council's Learning and Skills Support Group. Whenever possible, the Board have attended inquests at the Coroner's Court. A Board member attends the weekly GOOD reviews. The Annual Team Performance Review was held in May.

IMB Members visits to Wandsworth 1 June 2012 to 31 May 2013

Name	Board	Rota	Applications	Other	Total
E Barker	11	13	13	12	49
J Cartwright	11	17	7	13	48
J Cockram (1)	3	5	2		10
D Deaton	12	11	7	24	54
S Dykes	11	9	15	21	56
N Essex	11	13	18	2	44
T Harris *	10	15	8	12	45
D Jamieson	10	11	11	7	39
P Jones	9	11	15	10	45
R Knowles	11	17	7	11	46
P Pumphrey (2)	6	10	4	1	21
T Salem *	8	12	7	18	45
M Shepherdson	9	11	13	10	43
C Sharples	10	13	11	14	48
L Slade	9	16	2	30	57
J Stallibrass	11	11	13	16	51
V Stone	11	12	7	8	38
M Travis	10	6	9	5	30
J Vassell (3)	2			3	5
V Weguelin	9	11	11	11	42
J Weston (4)	7	11	16	11	45
Total	191	235	196	239	861

(1) Left Board August 2012

(2) Left Board January 2013

(3) Left Board September 2012

(4) Died January 2013

* New members joined August 2012

Board Statistics

Recommended Complement of Board Members	20
Number of Board members at the start of the reporting period	19
Number of Board members at the end of the reporting period	17
Number of new members joining within the reporting period	2
Number of members leaving within reporting period	4
Total number of Board meetings during reporting period	12

IMB Applications

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

24.2 There has been a decrease, for the second year running, in the number of applications to the Board. The number fell by 26%, greater than the fall in the average prisoner population. There were significant reductions in applications concerning Accommodation, Family/visits and Transfers.

24.3 The board is concerned that the number of applications relating to property remains high with 68% being about internal property (within Wandsworth).

24.4 Healthcare applications have dropped by over 40% but remain the largest category. Two-thirds of Healthcare applications concerned appointments, pharmacy and primary healthcare. The remainder were about substance misuse, dental or mental health.

25. LIST OF ABBREVIATIONS

ACCT	Assessment Care in Custody Teamwork
C&R	Control and Restraint
C-NOMIS	NOMS Information System (computer system)
CSU	Care and Separation Unit
DNA	Did not attend
ESOL	English Speaking for Other Languages
GOOD	Good Order and Discipline
IDTS	Integrated Drug Treatment Strategy
IEP	Incentives and Earned Privileges scheme
ILP	Individual Learning Programme
IPP	Indeterminate Sentence for Public Protection
KPT	Key Performance Target
NPR	National Prison Radio
NVQ	National Vocational Qualification
OASys	Offender Assessment System
OCA	Observation, Classification and Allocation
PALS	Patients' Advice and Liaison Service
PPU	Public Protection Unit
PE	Physical Education
RAPT	Rehabilitation for Addictive Prisoners Trust
ROTL	Release On Temporary Licence
TSP	Thinking Skills Programme
VP	Vulnerable Prisoner