



HMP Winchester
The Independent Monitoring Board

Annual Report
2012 / 2013

HMP WINCHESTER

IMB ANNUAL REPORT: JUNE 2012 – MAY 2013

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(Topics shown in bold below are areas that must be reported on, according to current IMB guidelines)

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2. INTRODUCTION

In this document the Board's aim has been to describe the workings of the Prison in a logical manner, while still addressing the eight areas that must be reported on according to current IMB guidelines. These are: Equality & Inclusion, Education, Learning and Skills, Healthcare & Mental Health, Purposeful Activity (including work), Resettlement, Safer Custody, Segregation, Care & Supervision, and Residential Services (which includes accommodation, food, catering and kitchens). These are identified in bold in the table of contents.

Winchester Prison is of typical Victorian design with radial wings plus a gatehouse. It is a local Category B prison with several additional buildings inside the prison walls, including a Healthcare wing and two further blocks - West Hill and the Hearn Unit - which hold Category C prisoners nearing the end of their sentences. The present operational capacity is 707 prisoners.

3. EXECUTIVE SUMMARY

Overview

- It would be unproductive to focus entirely on issues stated within HMCIP Report (conducted in October 2012), many of which had previously been highlighted within the Board's 2012 Annual Report. This report is intended to focus on the progress made to date and to highlight issues which are still in need of attention.
- The new Governing Governor joined in August, 2012. He appears to be engaged, realistic and determined, and his rebuilt team of Governor Grades also share his commitment. Radical positive change is now under way addressing the daunting task of rebuilding HMP Winchester's reputation.

3.1 Issues for the Minister and Prison Service HQ

- **Police Action on Offences in Prison**
The Board is concerned that failure to take action through the courts leads to a view by prisoners that serious offences can be committed with little possibility of court action. This could lead to an unsafe environment, and the Board was disappointed that the prison police representative was instructed not to share statistical information on the outcome of referrals with the Board. **5.**
- **Staffing Levels**
These have again been lowered as a result of the Fair and Sustainable processes. They may be further reduced as part of the Benchmarking exercise. Whilst it is recognised in the current economic situation that budget cuts are almost inevitable, the Board is concerned that standards of decency and indeed safety are not compromised for financial expediency. **6.1, 6.3, 6.4, 6.12, 7.1, 7.3.**

3.2 Issues for the Regional Custodial Manager and Governor

- **Staff Morale**
The majority of Prison Officers seem prepared to support the ideas presented by the new Governor regarding change to previous practices and outdated ideas. Staff morale has been severely challenged due to the HMCIP report and the effects of new working practices. This to some extent may be evidenced by the unprecedented levels of staff sickness which have been recorded during this reporting year.
- **Change Fatigue**
The prison regime has been subject to numerous major changes during this reporting year resulting in an organisation in transition and suffering from uncertainty. A period of stability and continuity would bring benefits to both the prison and its population. **6.3, 6.3.1, 6.3.4, 6.4.**
- **The Personal Officer Scheme**
There have been numerous promises and statements of good intent; all appear to have failed to materialise. **6.3.**
- **The IEP (Incentives and Earned Privileges) Process**
Although it may be more difficult to downgrade a prisoner's IEP than it is to raise it, such action is essential if the IEP process is to work. As identified by audited figures, the IEPs of very few prisoners have been

downgraded. With firm management this is an issue capable of resolution and would provide substantial incentive towards improving prisoner behaviour. **6.2, 6.3.**

- Problems with property remain unchanged at 15% of all IMB Application. This is a statistic which disappointingly has remained constant over the last three reporting years. **6.1, 19.**

4. PREVIOUS YEARS' CONCERNS

Depressingly, very little has changed in the last three reporting years specifically with regard to the following areas:

- The Personal Officer Scheme;
- The IEP process;
- Problems with property continue to occur as a result of the prison system and they also come from the contractors who are responsible for custodial transport of prisoners.

5. SECURITY/PUBLIC PROTECTION

Overview

- The professional approach highlighted in last year's report has been maintained by the security team. Their monthly meetings are well attended and routinely include monitoring of escape list prisoners, drug testing, closed visit reports, police liaison issues, various intelligence reports, and assessment of extremism and radicalisation. These meetings also look at issues connected with the major project of building a new kitchen, which started at the end of 2012.
- The police liaison officer, based in the prison, is deeply involved in the investigation of transport routes for drugs entering the prison, the supply of hard drugs such as heroin, and the discovery of mobile phone contraband. The availability of drugs and mobile phones continues to be a challenge to staff, as in other establishments.

Highlights

- It has not been possible to use mobile phone blockers so far, but in May 2013 there was an unannounced Lock Down search using the latest technology to search the prison for mobile phones, drugs etc. This involved officers from other establishments, and extra dogs.
- The security team closely monitors and controls illicit activity within the prison, in spite of constant challenges from prisoners determined to obtain illegal drugs, mobile phones, etc.
- The dog handler, who is now full-time in Winchester, has a passive dog and an active dog. Both are very effective in detecting drugs on visitors. A visitor found in possession of drugs was sentenced to imprisonment in November 2011. There is also considerable deterrence value, with some visitors asking at the Visitor Centre whether there is a dog on duty.

Concerns

- When a prisoner causes extensive damage (for instance, when a prisoner destroys the fabric of a cell, breaks a TV etc) it appears there is no mechanism for punishing the prisoner by causing him to contribute to the cost of repairs. A prisoner on closed visits caused extensive damage in April, 2013, but it is unlikely that the police will pursue this to get compensation from the offender.

6. RESIDENTIAL SERVICES

6.1 Reception and Induction

Overview

- There are up to sixty movements a day through reception. Arrival times are not evenly distributed and the area can be congested during busy periods with many prisoners waiting over two hours to be allocated.

- Late returns from Courts, sometimes of groups of prisoners, continue to be a problem. Staff are required to work late into the evening beyond their shifts, and there are concerns for the well-being of prisoners and settlement into the reception unit when staffing levels are at minimal requirement.
- Although staffing levels have improved with the inclusion of officers transferred from HMP Kingston, reception processes can be delayed as not all staff are trained in using P-NOMIS (prison service computer data base).
- The most appropriate first night accommodation is often unavailable and prisoners are allocated to an available space, often unsuitable to their needs.

Highlights

- On the day after arrival, most prisoners attend a second-stage induction which provides detailed information on the regime and available provisions. Prisoner representatives are involved in this process and until recently this service was delivered by a dedicated pair of officers. The development of a new induction area involving additional serving prisoner input should further help address resettlement needs and facilitate referrals to other services.
- Vulnerable prisoners have a dedicated induction day and have the opportunity to access resettlement services.

Concerns

- Problems with prisoners' property have reduced somewhat within the prison with the provision of an improved information trail. However items which go missing during prison transfers are very difficult to trace because there is little coordination between the despatching prison, the receiving prison, and the private contractor providing the transport services.
- The continuation of late-evening arrivals places considerable pressures on staff and has a potential negative impact on the well-being of the prisoner

6.2 Safer Custody

Overview

- For most of the year, Safer Custody has benefitted from consistent staffing and management by a small but dedicated team. With the introduction of Fair and Sustainable, staff changes have been necessary due to promotions of key members of the team. However the team continues to be well managed by the same Governor who took responsibility for Safer Custody in mid-2012 and it is not expected that the changes will have a detrimental effect on performance.
- The team continues to display high standards of professionalism in an extremely challenging environment. High level of compassion are shown towards the care of individual prisoners identified "at risk of self-harm or suicide". When identified, these prisoners are placed on a care plan (Assessment, Care in Custody and Teamwork programme, an ACCT plan) and monitored through reviews by multi-disciplinary teams on a regular basis.
- During the reporting year, three prisoners died in custody, two due to natural causes and a further prisoner who died in hospital a day after being admitted with self-inflicted injuries. Those who died of natural causes received excellent end-of-life care and consideration. The self-inflicted death has been investigated by the prison, the Prison Ombudsman and an inquest. All recommendations and lessons learned have been taken on board by prison management and have been covered within Prison Policies and Procedures.

Highlights

- The weekly multi-disciplinary ACCT meetings are an excellent opportunity for both review and support from a broad cross-section of disciplines within the prison who are involved with opening, reviewing and final closure of ACCTs.

- The Samaritans provide an excellent service to the prison both in training and support of listeners and as an outlet to support more demanding prisoners who are placed on care plans. The listeners are available in all wings and at all times and are kept very busy. Dedicated mobile telephones are provided to enable prisoners to obtain external Samaritan help. It is unfortunate these phones are not always fully operational because they are not checked for damage or power after use.

Concerns

- The number of ACCTs opened remains high, consistently averaging 30 on a monthly basis - the same average as recorded in the IMB's previous annual report. "Cutting" continues to be the most significant method of self-harm, with the highest levels arising from within the Vulnerable Prisoner wing. These numbers are often inflated by multiple acts by serial self-harmers, some of whom have mental health issues. During the year much hard work has been expended to improve the standard of recording within the ACCTs and it is to the Safer Custody Governor's credit that standards of recording have improved.
- The prison is required to cater for a number of prisoners suffering from mental health issues. These prisoners whilst being very disruptive require disproportionate staff resources to manage. With limited space available in closed psychiatric institutions where these prisoners can best be housed, they consistently bed-block Healthcare places and resources. Prison staff are not trained to the same level as those within the mental health sector and therefore do not have sufficient skills to manage these individuals appropriately.
- Incident reporting on prisoner records on P-NOMIS is spasmodic and poor and not least affects the effectiveness of the Safer Custody Team. The failure to commit accurate information to prisoner records is frequently discussed at the Safer Custody meetings. Unfortunately actions taken by the Safer Custody Governor seeking to improve the situation appear to be ineffective.
- The Safer Custody Governor has worked extremely hard to achieve improvements associated with the reporting of bullying and violence and procedures to ensure all work undertaken with vulnerable prisoners is duly recorded. This work has achieved improvements although the spasmodic reporting on P-NOMIS is not helpful to the Safer Custody team.
- The Incentive and Earned Privilege scheme (IEP) is reviewed by the Safer Custody Team at their monthly meeting and the population at each level (Basic, Standard and Enhanced) are reported. The monthly average of prisoners reported at the Basic level has been 5. This low number does not reflect the poor behaviour displayed or the number of proven adjudications associated with violence, positive drug tests or mobile phone finds.

6.3 Operation of the Wings

- During much of this current reporting year Prison Officers have been moved around the wings and there has been a lack of consistency in staffing teams in wing roles. There has also been an influx of staff on detached duty from other prisons who are unfamiliar with Winchester prison and its prisoners. Both result in lack of knowledge of specific prisoners, and lack of identification with the wing the officers may find themselves working on. This leads to a lack of recognition and need for timely actions, of particular relevance to specialist areas of reception, Healthcare and CSU.
- The prison regime has been subject to numerous major changes during this reporting year resulting in an organisation in transition and suffering from uncertainty where neither prisoners nor officers can be sure what will be delivered. A period of stability and continuity would bring benefits to both the prison and its population.
- Prisoners have complained that it is difficult to phone their families in the evenings, usually the only time those who work or go to school can be contacted, as evening association has often been cancelled due to insufficient staff levels.

- The Personal Officer Scheme has still not been introduced in a workable manner. Even if officer names are allocated, only one wing has photographs of the officers and none of them wear name badges. Each personal officer is scheduled to have a fortnightly meeting with his mentees, but this is not happening, although many officers do have good relationships with prisoners. Prisoners often claim not to know who their personal officer is, and the quiet prisoner can easily be overlooked by the system.
- There is a continuing problem with prisoners getting to work education/gym etc on time, which has been attributed to a lack of prison staff available to unlock and escort prisoners.
- Applications from the wing are still being lost, delayed and allegedly thrown away.

6.3.1 A wing

Overview

- This is a remand and convicted mixed wing accommodating 84 prisoner with the basement floor used as the Care and Separation Unit (CSU). Inductions are undertaken within the first 24 hours by the Beta and Integrated Substance Misuse Service (ISMS).

Highlights

- Listeners and Buddies are available for first time prisoners.
- A list of allocated Personal Officers is available on every floor.
- The servery is working well and provides additional work for four prisoners.
- Notices and information are available on the wing regarding establishment rules, initiatives and discipline.

Concerns

- Association and exercise continues to be disrupted on occasions due to minimal staffing levels.

6.3.2 B wing

Overview

- Remand and convicted mixed wing accommodating 176 prisoners on three floors. This wing accommodates many of the most challenging prisoners.

6.3.3 C wing

Overview

- C wing accommodates 155 prisoners and was originally intended for remand prisoners. In April 2011 the wing was reallocated to take prisoners receiving treatment for drug misuse. The wing is used for first night accommodation, detox and the Integrated Substance Misuse Service (ISMS) for remand and convicted prisoners.

Concerns

- The wing houses a range of prisoners with diverse needs. A high proportion of IMB applications (prisoner complaints) come from this wing. Some of these result from the challenges arising from prisoners experiencing life-changing events such as detoxification programmes.
- Routine procedures such as delivery of post can be sporadic. Losses of food between the kitchen and issue to the prisoner at the servery are frequently reported to the IMB.

6.3.4 D wing

Overview

- This is a remand and convicted vulnerable prisoner (VP) unit on floors 1-3 accommodating 140 prisoners. Floor 4 is used for over spill of non-VPs. There are no serveries on the wing as the main kitchens are situated below the wing on Floor 1. The cells opposite the kitchens are used to house VPs, though these prisoners are not utilised in the Kitchens.

Concerns

- Personal Officer allocation is not working on this wing, resulting in complaints from prisoners.
- Management of sex offenders needs more time and specific sex offender treatment programmes to address offender behaviour which a local prison is not funded to provide.
- Mixing prisoners (VPs mixed with non-VPs on the same wing) requires extra manpower in movement and takes longer, resulting in increased time locked in cells.

6.4 West Hill and Hearn Unit

Overview – West Hill

- This is a category C training establishment accommodating 127 prisoners. 75% of prisoners housed have enhanced status with the remaining 25% standard. This unit has the role of a resettlement unit, with many prisoners being assessed for Release on Temporary Licence (ROTL).
- The exercise yard is available for sports as well as exercise, but does not seem to be fully utilised.

Highlights

- The ISMS team are now in permanent residence, creating a good structure and carrying out project work with groups of prisoners.
- Gardens and nursery are well tended. Excellent work continues here helped by a stable garden management team, though the produce grown is not utilised in the kitchens and is discarded.

Concerns

- Reduced prison staff manning at times leads to a reduction in association and exercise with extended lock down being the inevitable result.
- Few prisoners appear to benefit from work outside of the West Hill site.
- During visits, it takes a considerable time to move prisoners from West Hill and the Hearn to the main visits hall. This disrupts other activities in the prison.
- Brick-laying and carpentry are two very popular work placement areas. Although the carpentry workshop flourishes, the continuing closure of the brick-laying workshop is an opportunity missed.
- Kitchen serveries are in use, but the small prep kitchen remains unused. This facility could be used to create additional jobs and as a training Kitchen to incorporate NVQ work.
- In spite of the efforts of the works team the building is cosmetically in a poor state and in need of constant repair.

Overview - Hearn

- This is also a category C resettlement unit, with prisoners considered for ROTL. There are 40 single cells with each prisoner having an Individual cell and being a key-holder. All prisoners have enhanced status.

Highlights

- The Prison's Information and Communication Technology Academy (PICTA) consists of 20 work stations in a recently refurbished building adjacent to the unit. It was unused for several months because of H&S concerns about the suitability of the flooring for use with chairs on castors. However, that has now been resolved with the installation of carpet in the relevant area. The suite has a capacity for 14 prisoners on an NVQ course in Microsoft Office and a further six on a course of computer hardware familiarisation. The courses taught seem to be progressing well, though there is sometimes a problem with tutor absence due to holiday or sickness.

Concerns

- Although all the Hearn prisoners are either at work or undertaking education, the regime is not significantly different from West Hill to be recognised as an opportunity for prisoner progression.

6.5 Kitchens food and catering

Overview

- The professionalism of the kitchen management and staff ensures that quality meals are produced within the budget price. The kitchen is now fully staffed with a Head of Catering, two Kitchen Managers and six Chefs, having taken chefs from the former HMP Kingston.
- The new kitchen is eagerly and urgently awaited as the present one is not fit for purpose: the building is crumbling and machinery is old and unreliable

Highlights

- Eight prisoners are training at NVQ Level 1 in Food Preparation and Cooking.
- The summer menu which has now started will have a greater quantity of home produced dishes.
- The catering budget is under control and within forecast.
- The kitchen was positively graded 4/5 by the Environmental Health Inspectors in spite of the challenges with the fabric and age of the premises and equipment.
- Servery orderlies are provided with portion control training to attempt to bring fairness into the system.

Concerns

- Complaints about the small portion sizes continue. This is no surprise when viewed against a fixed daily budget of £1.97 per prisoner.
- Distribution time from kitchen to wings continue to have a negative effect on effect on quality and presentation of food.
- The Head of Catering has produced a comprehensive and thorough training pack for issue to wings which would provide a clear audit of activities which should take place on the wings. This has not been implemented. In the absence of food comment books, more visible presence on the wings of kitchen staff at meal times would be beneficial.
- There is continued concern about the quality of the service provided by the sole supplier - these include badly-packed pallets, ripped boxes and the delivery of some very poor-quality fresh food. Timings of deliveries are unreliable, and there are poor levels of food availability and short notice in providing this information (sometimes just the day before).

6.6 Canteen

Overview

- The Prison Canteen is a weekly purchase system which prisoners use. The items available are subject to limits relating to the individual prisoners status (basic, standard or enhanced). Payments are taken from the prisoners personal account.

Highlights

- The time period between order and receipt of canteen is now reduced to four days, which is a welcome improvement.
- Prisoners are allowed to have some input in the 'local pick list'.
- Delays in delivering canteen products occurring due to cross-deployment of Officer Support Grade staff (OSGs) have largely been eliminated with the dedicated OSG having been returned to the role.

Concerns

- Canteen prices continue to reflect top prices externally. These are not competitive and the prisoner has no option other than to decline to purchase
- Mail Order issue/delivery is a lengthy and tortuous process, leading to prisoner complaint.

6.7 Healthcare and Mental Health

Delivery of care (Physical Health)

Overview

- In last year's report, considerable concern was expressed regarding the health care service levels achieved within the prison. Under the new manager these issues have been addressed and robust systems are in place. There is now a majority of permanent staff with considerably less emphasis on the use of locum staff with all the consequent benefits of a stable and dedicated work group.
- Previously, the complete screening process of prisoners took place at point of reception. The change to a two-stage process has meant that the first part at reception is more focused, concentrating on the key factors of ensuring that prisoners are safe and where appropriate medicated. The second part of the screening takes place usually within 24-48 hours. This revised system is beneficial to the prisoner allowing additional time to concentrate on other aspects of health and wellbeing.

Highlights

- Prisoners' complaints are now processed quickly and respectfully.
- The move of discipline staff to the nursing office has created a constructive relationship between nursing and discipline staff.
- The end-of-life care provided in Healthcare has again been excellent, and the dedication of the staff involved is highly commended.
- The Healthcare Unit has now introduced two nurses working at night improving prisoners' safety.
- Recent areas of concern such as medicine queues and availability of GP appointments have been an issue early in the year but new arrangements are now in place and these issues seem to have now been resolved.
- The nurse triage system appears robust, and considerable development of permanent staff such as Nurse Practitioners has been achieved. Additional training will allow on-site nurse-led treatments such as suturing. Initiatives such as these will avoid the need for costly transfer to the local hospital utilising uniformed staff.
- Drug prescribing which presented challenge in this reporting year has improved. Continued management attention, plus the recently appointed pharmacist, will ensure this positive progress is maintained.
- The daily multi-disciplinary meeting ensures the occupants of the Healthcare Unit are located appropriately.
- The recently created Discharge Clinics now provide a seamless transfer (where possible) for prisoners returning to the community.
- The proposed walk-in clinic is an excellent pointer to the forward thinking of the Healthcare team.

Delivery of care (Mental Health)

Overview

- The Mental Health team performs a vital role with a large number of highly challenging prisoners.
- The Mental Health In-Reach team provides good helpful support to the prison and its prisoners. However, provision of primary mental health continues to be under resourced and counselling services are still only

available for a small minority eg. bereavement counselling. Additional resources would enable prisoners suffering from conditions such as depression or anxiety to be more comprehensively treated.

Highlights

- Co-location of the Health related teams, Mental, Physical, Safer Custody and Equality has contributed in no small part to improved working, with tangible benefit to prisoners' welfare and safety.
- Transfer of seriously mental ill patients to a more appropriate environment has continued with numbers in double figures during the reporting year.
- It is encouraging that Mental Health Awareness training for prison officers is now being initiated.

6.8 Integrated Substance Misuse Service

Overview

- The Integrated Substance Misuse Service (ISMS) has superseded the Integrated Drug Treatment Service (IDTS). The latter, though successful in many ways, also had a number of shortcomings.
- In terms of monitoring ISMS, it is early days and therefore too soon to make definitive statements about its effectiveness. However, whereas new services can sometimes be erroneously dressed up as 'better' than their predecessors, ISMS does appear to be a well thought-out and well founded initiative and potentially more effective than IDTS.

Highlights

- The Winchester ISMS team has approached its work with great enthusiasm and intelligence, with a holistic approach to the task.
- Both the Clinical and Psychosocial teams work extremely well together. They aim to wean all prisoners off drugs and alcohol altogether. There are accompanying AA, NA and 'Smart Recovery' programmes to assist in achieving this challenging target. The early series of KPIs (key performance indicators) are very encouraging, and indicate that the target is realistic.

6.9 Equality and Inclusion

Overview

- The Prison is fortunate to have a dedicated Officer in charge of this area. He is determined to ensure that the areas of concern highlighted by HMCIP Report are addressed. He meets regularly with the Governing Governor and is supported and encouraged by both the Governor of West Hill and the relevant Custodial Manager. He has been advised that he will receive training relevant to this job, but this has not yet been arranged. Inevitably, there is a great deal of clerical work involved in this role, and the Officer has worked hard to ensure that it is now up to date. An OSG is supposedly managing and inputting relevant SMART 11 data.

Highlights

- Discrimination Information Report Forms, (DIRFs) are now transcribed onto a data base; information is up-to-date and none unresolved.
- Complaints are also up to date and none unresolved.
- Prisoner Emergency Evacuation Plans (PEEPs), the process by which prisoners are identified as being at particular risk in the event of an emergency evacuation, is being streamlined and updated.
- There are five Equalities Wing Representatives appointed, and strenuous efforts are in place to arrange regular meetings with Senior Management.
- Several new initiatives are being implemented. There have been meetings with Hants Police and Hants County Council so that they are aware of and understand the process of Complaints within the prison. Two

exciting projects are being considered by Senior Management: the radio broadcasting series and an exhibition from the Anne Frank Prison Project.

- The appointment of a dedicated officer and the management support given is to be welcomed. As the prison population becomes even more diverse, robust strategies need to be in place to ensure fair and decent treatment. The disbanding of a whole team dealing with Equalities was a serious blow to the prisoners; the new and supported system will help to redress this.

Foreign Nationals

Overview

- The prison benefits from a dedicated and experienced clerk working with Foreign Nationals (FNs) in HMP Winchester. His expertise has been built up and developed over a considerable period of time. Under Fair and Sustainable, this may well change and this specialised role may have to be shared with others, inevitably leading to a lack of cohesion. The work done is very time consuming and requires a great deal of input.
- The Criminal Casework Directorate has signalled its intention to pay monthly visits to HMP Winchester to update FNs on their deportation status. However, as long as all relevant paperwork is only available in English, the efficiency of these visits will be compromised by the need to use translation services.
- The number of FNs is approximately 60 in any one month period. East Europeans make up largest group.

Concerns

- The effectiveness of this work within the prison is constrained by the United Kingdom Border Agency's processes outside the prison, where this Agency's failings have been publicly exposed as a national disgrace.

6.10 Lifers and Indeterminate Sentence Prisoners

Overview

- The number of life-sentenced prisoners and those serving an indeterminate sentence continue to average around the mid-thirties. The efforts to relocate these prisoners to establishments with courses and facilities more suited to their long-term needs are commended.

6.11 Former Armed Forces Personnel in Prison

Overview

- Hampshire is a key area for the armed services, with no fewer than three Services Courts Martial Centres. There will shortly be a major influx of troops withdrawn from Germany and elsewhere, together with the effects of substantial redundancies. Coupled with the long-term and delayed effects of forces' mental health disorders and substance abuse, the number of Veterans in Custody (VICs) at HMP Winchester is likely to increase significantly.

Concerns

- The Prison Service should subscribe to the Government's Armed Forces Covenant which recognises the hazardous and unique role played by servicemen. The tasking of Vets in Custody (VICs) to a Governor's responsibilities, following comments in last year's Annual Report, is welcomed. However, the work performed in this area is by two Veterans in Custody Support officers (VCSOs) who are daily allocated to other duties and have little or no facility time to help VICs, and voluntarily give of their own time. Such a casual state of affairs should not continue, although the work performed is greatly to the credit of those concerned.
- A prisoners' forum for VICs is held infrequently because of the transfer of the VCSOs to other duties. HMP Winchester also plays a vital role in the Veteran's Court Diversion Scheme operated under the auspices of the NHS and Hampshire Probation Trust, whose aim is to divert Veterans from the criminal justice system at the point of arrest and to mentor veterans on Probation or leaving HMP Winchester to prevent re-offending. An IMB member also attends these meetings.
- Sometimes the armed services fail to provide guidance and training to those leaving the services – either

voluntarily or compulsorily – and it is left to others to remedy the situation. Support is available to VICs who are preparing for release from organisations such as the Royal British Legion, SSAFA and Combat Stress, but, again, this relies on the non-facilitated activities of the VCSOs.

6.12 Care and Separation Unit (CSU)

Overview

- The CSU, located in the basement of A Wing has few facilities, a small exercise yard and an office which is also used for adjudications and by the visiting judge each month. When cells are unusable because of damage caused by a prisoner (a frequent occurrence) the accommodation available is severely restricted, which causes problems for staff. The staff are caring and understanding, and the prisoners are well cared for.
- No prisoner has been kept in the CSU for more than a month since October, though there was one prisoner earlier in 2012 who had been there for several months until the Area Manager developed a strategy specifically for him involving his transfer.
- Ethnic minorities are not over-represented, and the range of offences for which a prisoner has been segregated is very wide and challenging (fighting, damaging prison property, climbing onto the protective netting between landings etc.).

Highlights

- A governor has formalised the quarterly Segregation Monitoring and Review Meeting (SMARG) to monitor and review performance. The meeting has representatives from the mental health team, chaplaincy, safer custody, IMB and healthcare. It monitors how and why prisoners are kept in segregation.

Concerns

- CSU Staff have still not undergone mental health awareness training, and although the need for this is recognised it seems unlikely that it will be delivered until after the prisons benchmarking programme is completed.
- Although a dedicated team of staff has been allocated, they are frequently called to cover other areas of the prison, leading to inconsistency. There has often been an absence of all staff from the unit during time when the CSU would normally be manned.

6.13 Chaplaincy

Overview

- The past year has again been difficult and demanding for the small Chaplaincy team.
- The Roman Catholic Chaplain left the prison in November 2012. Although a Catholic Lay person has been appointed, he has yet to commence his work in the prison due to delay in his security vetting.
- The long-term absence of a Church of England Chaplain was resolved with the appointment of an experienced prison chaplain to the newly created position of Chaplain Manager. She commenced work in the prison in January 2013. In the short period since her appointment she has become aware of the issues which exist and which were identified in the HMIP Inspection Report and is actively seeking to find solutions.

Highlights

- The pressure on the Chaplains trying to cope with an enormous workload has been, and continues to be, intense. They continue to deserve enormous credit for what is being achieved.
- The national issue of pork being present in Halal food was well managed by the Chaplaincy Team and specifically the Muslim representative.
- During April and May and under the auspices of the chaplaincy, the Prison Fellowship course 'Sycamore Tree' was delivered successfully within the prison. This Restorative Justice/Victim Awareness course was very well received by staff and prisoners alike.

Concerns

- Whilst recognising the delays associated with vetting new staff it is of concern that there has not been a permanent Catholic representative in the prison since November 2012.

6.14 Prisoner Council Meetings

Overview

- It is disappointing to report again this year a lack of consistency in holding Prisoner Council Meetings, losing a valuable forum for information exchange between prisoners and staff if held on a regular basis. A structured approach with defined outcome and follow up would be welcome.

6.15 Visitors' Centre

Overview

- The Centre as run by Spurgeons remains a centre of excellence in the prison. The Centre provides a relaxed and friendly environment for the prisoners' visitors, and is commended by visitors and prisoners alike.
- Additionally the many in-house courses such as Story Book Dads and family support services Outside the Walls add significant quality to the rehabilitation and reduction in reoffending programmes.

6.16 Library

Overview

- The library is well attended and popular, providing an oasis of calm.

Concerns

- Access can be inconsistent for prisoners in education or work, and evening availability can be difficult.

7. REHABILITATION AND OFFENDER MANAGEMENT

7.1 Probation and Offender Management

Overview

- The challenges highlighted within the HMCIP report and the work required fulfilling the seven resettlement pathways are recognised. Some complaints have been received this year about outstanding Offender Assessments (OAYSys assessment reports) but the newly appointed Head of Probation and Prison Governor have robust strategic plans and systems in place which will address this problem.

Highlights

- The recent increases in Offender Supervisors will help prisoners to address offender behaviour and improve the progression towards ROTL applications.

Concerns

- It is regrettable that national training programmes to train newly-appointed Offender Supervisors are still not in place.
- Cross-deployment of uniformed staff appears to have had a negative impact on routine tasks leading to delays. This has impacted on prisoner progression and also the availability of ROTL across the whole prison, resulting in multiple applications to the IMB.

7.2 Resettlement

- The prisoner feedback to IMB members suggests practical issues relating to resettlement appear to be working reasonable well.

7.3 Education Learning and Skills

Overview

- Cluster arrangements for Learning and Skills Service (OLASS) are being developed and implemented and many of the prisoner placements in education are full-time. Employment and vocational training programmes continue to be identified.
- Milton Keynes College is the current provider. The variety and range of education programmes offered include literacy, numeracy, information and communications technology (ICT), English for speakers of other languages (ESOL), art, creative writing, music technology, cookery and some business studies and employability programmes.

Highlights

- Feedback to IMB members from prisoners attending course is positive with complimentary remarks regarding the tutors and voluntary support workers.

Concerns

- The timely delivery of prisoners continues to have considerable impact on the core programme work of the tutors.

7.4 Purposeful Activity (includes work)

The Carpentry Shop

- This is another centre of excellence within the prison, with well-motivated staff with fresh ideas for continuous improvement. The courses are combined practical and educational. The two instructors complement each other's skills, and the courses are well-attended and popular. The carpentry projects are a mix of items for the prison and personal items for prisoners' families. The latter in particular seem to be an ideal way of allowing prisoners to maintain family links in a practical way.

Workshops 4, 5 and 6

- These workshops have been reorganised, with Workshop 6 moving in with Workshop 4. The Industrial Cleaning courses which were held in part of Workshop 4 have moved to the building vacated by Workshop 6, which has been refurbished for its new role.
- Workshop 5 suffered for some months from a shortage of purposeful employment. This has improved recently with the transfer of work from Shepton Mallet, but may be further disrupted by the delay in the installation of new sewing machines. Regrettably this looks likely to delay the start of a new external contract for Sainsbury's, as the required rate of production cannot yet be achieved.
- In Workshop 4, the refurbishment of computers for an African charity continues at a steady pace. The necessary supply of donated computers seems to be maintained, and prisoners are obtaining useful hands-on experience of basic computer maintenance.

Concerns

- Within the prison, purposeful work is considered to be a privilege, though nationally it has been announced that all prisoners will be expected to work a full day or be otherwise occupied. This may be difficult to achieve without a guaranteed supply of contracts for the workshops.
- The allocation of prisoners to workshops can be delayed due to reasons which are not clear to the prisoners.
- Two of the long-serving instructors are retiring shortly, resulting in some uncertainty about the future.

7.5 Physical Education and healthy living

Overview

- The small dedicated PE team is well-managed and highly professional providing a range of activity to promote healthy living.

- Additional activities would allow these benefits to be extended to more prisoners, and would allow more intensive use of the facilities.

Highlights

- The PE team are instrumental in the provision of family days. These low-cost events add considerably to the quality of life of not only the prisoner but also of his family.
- Recreational PE for elderly prisoners is much appreciated by those who benefit.

8. PEOPLE CULTURE AND COMMUNICATIONS

8.1 Health and Safety

Overview

- The Health and Safety officer provides a valuable and cost-effective service ensuring essential services such as Fire Safety and evacuation programmes are current and compliant with all safety needs of the prison.

8.2 Works

Overview

- The department continues to provide an excellent service for this crumbling (literally, in the case of the perimeter walls) Victorian edifice. They carry out many refurbishments and repairs, large and small, which keep the place running and also liaise with outside contractors on major projects.

Highlights

- The works department has been deeply involved in coordinating the building project for the replacement of a length of perimeter wall and the building of new kitchen facilities.

8.3 Administration

Overview

- As with all vital behind the scenes operations (so often overlooked) they contribute comprehensively to smooth running of the prison. No department or business hub is individually commended as inevitably a team may be overlooked - often one which will have provided helpful support and assistance.

Highlights

- The background administration teams have been of considerable help and support to the execution of the IMB day-to-day monitoring.

9. EXAMPLES OF GOOD PRACTICE

- The recent security lock down search (Operation Spring Clean) sent a clear message that Winchester took security and illegal possessions extremely seriously.
- Use of Orderlies, Insiders and trained Listeners continues to be beneficial resource for prisoners.
- The end-of-life care provided in Healthcare has again been excellent, and the dedication of the staff involved is again highly commended.
- The weekly multi-disciplinary ACCT meeting continues to provide positive direction and care plans for at-risk prisoners.
- The provision of family support through the prison's link with Spurgeons is much appreciated by prisoners' visitors. It is to be hoped that funding will be secured to continue this valuable work.
- Remarkable tolerance and cheerfulness is shown by most staff in spite of some extremely demanding prisoners.

10. THE WORK OF THE BOARD

- The Board currently has 16 members divided into four teams. Each team handles any issues on its duty week and a rota report is sent to the Governor. The Board lost five experienced and valued members in this reporting year and has been fortunate to recruit high quality replacement members to take over their roles.
- Members have areas of special interest, and these have been reported on as appropriate. Within the Board's monitoring role, members attend prison committees.
- A total of 449 individual visits have been made to the prison during the year, and members regularly attend CSU reviews and adjudications on the weekly rota visiting programme. Five serious incidents were monitored by Board Members.
- Members handled 345 prisoner applications (complaints) and 28 confidential applications were addressed to the Chair.
- The Board held eleven meetings which were well attended. The No 1 Governor or his Deputy usually attending to update the Board and take note of its concerns.
- Her Majesty's Inspectors made an announced visit in October and the Chair met with the Chief Inspector to discuss the content of the Board's previous annual report.
- A speaker from within the prison usually attends monthly Board meetings, and sessions have included speakers such as the Drug Services team, Spurgeons who support the Visits Centre, and prisoner education and welfare programmes.
- Sessions of training provided by prison trainers have been specifically arranged for the Board. These cover health and safety, fire awareness and security.
- No Board member attended the Annual IMB Conference. The agenda was confirmed at short notice and perceived by members to be not sufficiently stimulating.
- The Board made one visit to the private prison at Birmingham which is contracted to G4S. This visit provided a useful insight into the alternative approaches and methods employed outside of the Public Sector.

11. CONCLUDING REMARKS

- In this report the Board have endeavoured to present a balanced picture of those areas in which the treatment of prisoners is working well and those over which the Board has significant concerns.

12. APPENDIX

12.1 Number of visits

	2009/10	2010/11	2011/2012	2012/2013
Full complement of members	16	16	16	16
Actual members at year end	17	17	14	16
Board meetings held	11	12	11	11
Visits to other prisons	2	2	0	1
Rota visits	311	322	290	253

Total number of visits to the prison	622	636	523	449
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12.2 Application comparison for years 2012/13, 2011/12 and 2010/11.

See page 19

12.2 Application comparison for years 2012/13, 2011/12 and 2010/11.

IMB Applications 2012 2013			IMB Applications 2011 2012			IMB Applications 2010 2011		
No	Topic	%	No	Topic	%	No	Topic	%
Regime			Regime			Regime		
14	Canteen	4	10	Canteen	3	8	Canteen	2
9	Catering	3	17	Catering	4	17	Catering	4
14	Cell move	4	12	Cell move	3	11	Cell move	2
11	Earnings	3	11	Earnings	3	10	Earnings	2
8	IEP	2	12	IEP	3	14	IEP	3
0	Licence re	0	0	Licence re	0	3	Licence re	1
17	Mail	5	10	Mail	3	18	Mail	4
51	Property	15	60	Property	15	72	Property	15
0	Reception	0	2	Reception	1	1	Reception	0
13	Regime	4	3	Regime	1	16	Regime	3
1	Release d	0	3	Release d	1	9	Release d	2
10	Telephone	3	8	Telephone	2	10	Telephone	2
2	Time out c	1	0	Time out c	0	1	Time out c	0
7	Visits	2	6	Visits	2	11	Visits	2
Resettlement			Resettlement			Resettlement		
9	Categorisa	3	21	Categorisa	5	13	Categorisa	3
5	Education	1	10	Education	3	4	Education	1
9	HDC	3	14	HDC	4	25	HDC	5
3	Legal	1	1	Legal	0	4	Legal	1
7	Probation	2	5	Probation	1	8	Probation	2
5	Resettlem	1	8	Resettlem	2	8	Resettlem	2
28	Transfers	8	17	Transfers	4	40	Transfers	8
14	Work	4	17	Work	4	16	Work	3
Healthcare			Healthcare			Healthcare		
44	Medical	13	84	Medical	21	66	Medical	14
0	Clinics/ou	0	0	Clinics/ou	0	0	Clinics/ou	0
7	Detox/dru	2	0	Detox/dru	0	1	Detox/dru	0
	Diversity			Diversity			Diversity	
4	Diversity/	1	6	Diversity/	2	7	Diversity/	1
3	Foreign na	1	1	Foreign na	0	3	Foreign na	1
Safer prisons			Safer prisons			Safer prisons		
8	Bullying	2	0	ACCT	0	1	ACCT	0
13	Allegator	4	32	Allegator	8	27	Allegator	6
0	Security	0	2	Security	1	2	Security	0
0	Miscellaneous		0	Miscellaneous		0	Miscellaneous	
29	other	8	26	other	7	45	other	10
345	Total	29 Month Av	398	Total	36 Month Av	471	Total	39 Month Av