



HMP Winchester
The Independent Monitoring Board

Annual Report
June 2013 - May 2014

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Appendix A: Members' Visits

Appendix B: Breakdown of Applications to IMB

ABBREVIATIONS

ACCT	Assessment, Care in Custody and Teamwork
BETA	Benefits, Employment, Training and Accommodation
CCTV	Closed-Circuit Television
CNWL	Central and North-West London NHS Foundation Trust
CQC	Care Quality Council
CSU	Control and Segregation Unit
DIRF	Discrimination Information Report Form
EL&S	Education and Learning Skills
ESOL	English for Speakers of Other Languages
H&S	Health and Safety
HDC	Home Detention Curfew
HMIP	Her Majesty's Inspector of Prisons
HMP	Her Majesty's Prison
ICT	Information and Communication Technology
IEP	Incentives and Earned Privileges
IMB	Independent Monitoring Board
IRC	Immigration Removal Centre
ISMS	Integrated Substance Misuse Service
Ofsted	Office for Standards in Education, Children's Services & Skills
OLASS	Offender Learning And Skills Services
PEEPS	Prisoner Emergency Evacuation Plans
PER	Prisoner Escort Record
PICTA	Prisons' Information and Communication Technology
RAPt	The Rehabilitation for Addicted Prisoners Trust
ROTL	Release On Temporary Licence
SLA	Service Level Agreement
SMARG	Segregation Monitoring and Review Meeting
SSAFA	Soldiers', Sailors' and Airmen's Families Association
UKBA	United Kingdom Border Authority
ViCs	Veterans in Custody
YO	Young (Adult) Offender

1 STATUTORY ROLE OF THE IMB

- 1.1 The Prison Act 1952 and the Immigration and Asylum Act 1999 require every prison and IRC to be monitored by an independent Board appointed by the Secretary of State from members of the community in which the prison or centre is situated.
- 1.2 The Board is specifically charged to:
- (1) satisfy itself as to the humane and just treatment of those held in custody within its prison and the range and adequacy of the programmes preparing them for release;
 - (2) inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has; and
 - (3) report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody.
- 1.3 To enable the Board to carry out these duties effectively its members have right of access to every prisoner and every part of the prison and also to the prison's records.

2 INTRODUCTION

- 2.1 In this document the Board's aim has been to describe the workings of the Prison in a logical manner, while still addressing the nine 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.
- 2.2 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 occupational capacity given in the current Service Level Agreement is 706 prisoners, though the actual agreed capacity is believed to be 685.

3 EXECUTIVE SUMMARY

Overview

- 3.1 The prison has progressed and improved on most fronts during the year. It was subject to an HMIP inspection in February 2014. This report was written before the very recent publication of the inspection report. Although the inspection report is more critical, the Board recognises that improvements have been achieved on most fronts. However, it is very much a work in progress, and much remains to be done.

Issues for the Minister and Prison Service HQ

- 3.2 The application of "Fair and Sustainable" has resulted in a reduction of prison officer/prisoner ratio across the prison estate from 1 to 22 to 1 to 30. At Winchester, the perception is that real difficulties could result from this stretching of resources if a major incident occurred. The continued pressure on prison budgets has impacted on the availability of staff to meet the needs of prisoners. There is concern that this pressure impacts negatively on the delivery of effective rehabilitation programs [4.4].
- 3.3 The revitalisation of the IEP (Incentives and Earned Privileges) Scheme announced in April 2013 has been successfully introduced at HMP Winchester, but the intention announced at the same time that all convicted prisoners should work and for a longer day has not been achieved. The very limited amount of work available has had to be

shared between all prisoners, resulting in part-time working for most, reduced earnings for most, and fragmentation of the work itself. This has had the unintended consequence of demotivating both prisoners and staff [6.25; 7.27].

Issues for the Regional Custodial Manager

- 3.4 No.1 Governor has made substantial progress across many areas, but some intractable issues remain from previous years.
- 3.5 A new concern is that the admission of Young Adult Offenders has led to a marked increase in violence. There is an atmosphere of gang culture and increased boredom on some of the landings [6.21].
- 3.6 Late arrivals from Court, which was mentioned in last year's report, continues to disrupt reception, which often has to remain open until late in the evening. This is bad for the prisoners transported around the country until late in the evening, often on their first night in prison, as well as for the staff [6.5].
- 3.7 The ineffectiveness of the Personal Officer Scheme has been mentioned in four previous reports and has not improved. Most prisoners are unaware of the scheme or of the name of their nominated officer [6.27; 6.41].
- 3.8 Much time and energy is spent by prison staff (and IMB members) in attempting to resolve prisoners' property issues. A more robust system of tracking property on transfer and induction is long overdue [4.8; 6.11].
- 3.9 Winchester has again been re-roled to meet the changing demands of prison service with the addition of Young Adult offenders. The challenges resulting from this change are compounded by the transient nature of Winchester's prisoner population, which continues to include a substantial element of churn. Winchester should now be re-classified as a complex establishment attracting the additional resources which are warranted to provide for prisoner care programmes [6.21].

Issues for No 1 Governor

- 3.10 The No 1 governor is aware of many of the IMB's concerns and also of areas where the Board has welcomed progress within the prison. Positive elements recognised this year include:
 - an improvement in prison culture and relationships between most officers and prisoners [4.4];

- the appointment of the Coordinating Chaplain and her impact, together with that of the rest of the Chaplaincy staff (including the Imam) on the running of the prison [6.108];
- the successful work carried out by Sycamore Tree Trust [6.111];
- the completion of the new kitchen and its apparently seamless commissioning despite various problems and delays, none of which impacted upon service to prisoners [6.55];
- the introduction of a revised Incentives and Earned Privileges (IEP) scheme, which actually goes some way to achieving its name [6.18];
- the successful (and again apparently seamless) transfer to a new Healthcare provider [6.71].

3.11 Negative elements which have been brought to the No 1's attention include:

- the poor arrangements for delivery of prisoners around the site, which have resulted in disruption of education and workshops and the failure of prisoners to attend healthcare appointments [6.77; 7.20; 7.27];
- the lack of meaningful activity, especially in the workshops, which has resulted in part-time working by many prisoners and consequently too much association time with nothing to do. This has led to an apparent increase in gang culture and general mischief-making on the wings [6.25; 7.27];
- rubbish is allowed to accumulate around some of the wings in areas that may not be readily accessible but where the unsightly results can be clearly seen [6.29].

4 PREVIOUS YEAR'S CONCERNS

4.4 The concerns expressed last year about change fatigue and staff morale have to some extent been ameliorated by the closure of nearby prisons at Portsmouth (HMP Kingston), Reading, Isle of Wight (HMP Camp Hill) and Dorchester. Staff coming available from these prisons have filled vacancies at Winchester. There have also been opportunities for some existing Winchester staff to take early retirement or some other package.

- 4.5 The IEP (Incentives and Earned Privileges) Scheme has been re-launched in accordance with national guidelines. Within the prison there is now a recognised progression between IEP levels, and a realisation that failure to engage with the prison regime will result in a reduction in privileges.
- 4.6 The requirement that prisoners pay for the damage they cause is welcomed as a deterrent that has not been in place for some time.
- 4.7 However, concerns remain about overall staffing levels, the Personal Officer Scheme, and problems with prisoners' property. In the Board's opinion, the current staffing levels are barely sufficient to sustain the day-to-day operation of the prison. There is very little capacity to deal with incidents, or to provide the one-to-one prisoner contact and care which the Personal Officer Scheme envisages.
- 4.8 Prisoners' property problems have been a recurring theme in these reports over a number of years. It is exacerbated by the interface with the prisoner transport service, currently provided by GEOAmev. Prisoners' property regularly goes missing, or is alleged to be going missing, during transfer between prisons. As a local prison with a high degree of churn, including as a result of closure of nearby prisons, there seems to be a disproportionate number of these problems at Winchester.

5 SECURITY AND PUBLIC PROTECTION

5.4 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.

- 5.5 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.

5.6 Highlights

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.

- 5.7 Operation Spring Clean which lasted nearly 12 months and started with officers and dogs from other establishments being seconded to

Winchester proved to be a success, with a considerable reduction of drugs, mobile phone and other contraband.

- 5.8 Although Operation Spring Clean has been wound down, there has been an increase in CCTV coverage and mobile phone blockers have been introduced on the Wings.
- 5.9 Winchester has had the use of both passive dog and active dogs over the last 12 months. These have been very effective in detecting drugs on visitors. A number of visitors have been found in possession of drugs and were arrested and are now pending trial. There is also considerable deterrence value, with some visitors asking at the Visitor Centre whether there is a dog on duty.
- 5.10 As from 1 November 2013 any prisoners found to have caused damage to prison property and resources can be fined up to £2000.00. The fine can be taken from any of the prisoner's accounts and the outstanding debt can last up to 2 years or to the sentence-end date if sooner.
- 5.11 **Concerns**
The reduction in the availability of drugs due to Operation Spring Clean has resulted in an increase in the production of hooch and also an increase in the trading of prescription medication. It is possible that, with the completion of Operation Spring Clean, there will be an increase in the availability of drugs within the prison.

6 RESIDENTIAL SERVICES

Reception and Induction

- 6.4 **Overview**
Due to the increasing 'churn' at the prison up to 60 movements a day can occur through reception. Arrival times are not evenly distributed and the area can be congested during busy periods, with many prisoners waiting over 2 hours to be allocated.
- 6.5 Groups of prisoners arriving late from Courts continue to be a problem. This requires staff to work late into the evening beyond their shifts. There are concerns for the well-being of prisoners and settlement into the reception unit when staffing levels are at minimal requirement. Our perception is that that statistic reported in last year's IMB report response that "*Prisoners returned from courts by GEO Amey before the latest reception time of 19:30 hours averaged 95% at HMP Winchester during April-September 2013*" has not been maintained over the rest of the year.

- 6.6 HMIP highlighted concerns relating to the first 24 hours experienced by prisoners at Winchester. Nominated first night accommodation is often unavailable and prisoners are allocated to available space, often unsuitable to their needs.
- 6.7 On the day after arrival the majority of prisoners attend a second-stage induction which provides detailed information on the regime and available provision. Prisoner representatives are involved in this process.
- 6.8 There are some concerns regarding induction:
- the amount of information that has to be exchanged makes it difficult for prisoners to retain and process the information, particularly for those with limited literacy skills;
 - due to restricted staffing, it is difficult to facilitate any one-to-one interviews when required to ensure privacy;
 - a system is needed to offer essential information which is accessible to all prisoners.
- 6.9 **Highlights**
Vulnerable prisoners have a dedicated induction day and have the opportunity to access resettlement services.
- 6.10 The implementation of additional security and detection systems in reception has contributed to the disruption of prohibited items and illegal substances entering the prison.
- 6.11 **Concerns**
Missing prisoners' property continues to be a main focus of many of the applications received by the Board. To date the absence of protocol between the prison and private contractors in relation to property which goes missing during transportation has hindered any follow up. Recent discussions between the services have sought to address this and the delayed and late arrivals from court.
- 6.12 The number of applications concerning property received by the Board in the last year (50) is little different from previous years. The use of the Prisoner Escort Record (PER), which was proffered as a solution to the problem in last year's response to the IMB report, does not seem to have made much difference. It was claimed that "*The use of the PER ensures that all property leaves with the prisoner on transfer*", yet with limited baggage capacity in many of the GEOAmev vans we know that bags of property are often left behind for later (potentially less reliable) transport.

- 6.13 The continuation of late evening arrivals places considerable pressures on staff and has a potential negative impact on the well-being of the prisoner.
- 6.14 There are limited opportunities for prisoners to have an individual interview at induction. The amount of information prisoners have to retain from the induction process can be a problem.

Safer Custody

- 6.15 **Overview**
Safer Custody has very recently been the subject of an external audit and to their credit has been rated as considerably better than the previous audit. Much credit must go to the Safer Custody Staff who continually keep the aims of good working practice at the forefront of all departments' agendas.
- 6.16 **Highlights**
The Safer Custody Team display high standards of professionalism in an extremely challenging environment. The team shows a high level of compassion towards the care of individual prisoners and their families.
- 6.17 The weekly multi-disciplinary ACCT (Assessment, Care in Custody and Teamwork programme) meeting continues to be a reliable platform for the review and support of vulnerable and needy prisoners at risk of self-harm or suicide. A broad cross section of disciplines from within the prison work well together to provide prisoner-centred plans for their overall well-being.
- 6.18 The Incentive and Earned Privilege scheme (IEP) is reviewed by the Safer Custody Team at their monthly meeting and the population at each level (Entry, Basic, Standard and Enhanced) is reported. The newly-revised national scheme was introduced on 1 November 2013 and had the immediate effect of increasing those prisoners placed on Basic on average five-fold. This increase could also be connected with the introduction of Young Offenders. The IEP scheme will need to be kept under constant monitoring.
- 6.19 The Samaritans provide an excellent service to the prison, recruiting and training Listeners and helping them manage the work they do. The Listeners fill a very valuable role helping other prisoners to cope with the pressures resulting from their sentences and their often chaotic lives.
- 6.20 During the reporting year five prisoners died in custody. Two inquests have been finalised and confirmed that those

deaths were due to natural causes. The staff should be commended for the excellent end-of-life care and consideration they provide.

6.21

Concerns

The introduction of Young Offenders into the prison population in the autumn of 2013 increased the level of violence experienced. This volatile group congregates in groups, creating a potentially unsafe environment. Violence increased to levels not previously experienced for 4 or 5 years. In a positive reaction the Governor appointed a Custodial Manager with the brief to develop strategies to challenge and tackle violent assaults and anti-social behaviour towards staff and prisoners and to provide support to victims. A new policy for the Management of Violence Reduction is due to be introduced during July 2014. However, consideration could be given to Winchester being re-classified as a complex establishment in order to attract the additional resources which are warranted to provide for prisoner care programmes.

6.22

The number of ACCTs opened remains on average in the thirties on a monthly basis, a similar average as recorded in the Board's previous two annual reports. "Cutting" continues to be the most significant method of self-harm. During the year much hard work continues to be expended to improve the standard of recording on ACCTs documentation.

Operation of the Wings in the Main Prison

6.23 **Overview**

During the year, prison officers have been moved around the wings and there has been a lack of consistency in staffing teams in wing roles. Staff on detachment from other prisons are unfamiliar with Winchester prison and its prisoners. Although there has been an increase in the number of permanent staff, there is a lack of knowledge of specific prisoners, and a lack of identification with the wing the officers may find themselves working on.

6.24 The prison regime has been subject to some changes during this reporting year; notably the transfer of Young Offenders (YOs) from Reading. The regime has begun to stabilise over the last few months. A period of stability and continuity would bring benefits to both the prison and its population.

6.25 The new core day has impacted on all prisoners as they are only employed for 50% of the day and spend the remaining time being bored on their Wings. There is also a lack of useful employment for the prisoners which adds to their boredom. YOs in particular who are spending 50% of their time in free association can become bored or indulge in unruly behaviour, which some older prisoners resent and find intolerable.

- 6.26 There has been an increase in the number of pin phones available so that prisoners can contact their families during association.
- 6.27 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. In the response to last year's IMB report, it was indicated that "*a revised personal officer scheme...[will] be in place by the end of November 2013*". This has not happened.
- 6.28 The serveries are now being supplied from the new kitchen complex using new transport trollies, two to each wing. An increase in the range of food/meals is available.
- 6.29 Although the inside of the wings are kept reasonably tidy, and regularly painted, there are areas outside which are disfigured by rubbish and litter. The south side of D Wing (over the old kitchen), and sometimes the south side of A Wing (alongside the old BETA building) and the west side of B Wing (opposite the new kitchen) are particularly messy areas where little attempt is made to clear up the items jettisoned from the cells above (except when an HMIP inspection is imminent).
- 6.30 The next challenge for Winchester will be in the autumn when it will have an additional role as a local resettlement prison.

A Wing

6.31 Overview

This is used for remand, convicted and induction as a mixed wing accommodating 84 prisoners 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).

6.32 Highlights

Listeners and Insiders are available for first-time prisoners.

6.33 A list of allocated Personal Officers is available on every floor.

6.34 The servery is now working well and provides work for four prisoners, having overcome some earlier problems.

- 6.35 Notices and information are available on the wing regarding establishment rules, initiatives and discipline.

B Wing

6.36 Overview

This is a mixed wing accommodating 176 remand and convicted prisoners on three floors. Many of the most challenging prisoners are located here.

C Wing

6.37 Overview

C wing accommodates 155 prisoners mostly receiving treatment for drug misuse. The wing is used for detox and the Integrated Substance Misuse Service (ISMS) for remand and convicted prisoners.

6.38 Concerns

The wing houses a range of prisoners with diverse needs. A high proportion of IMB applications (prisoner complaints) comes from this wing. Some of these result from the challenges arising from prisoners experiencing life-changing events such as detoxification programmes.

- 6.39 Losses of food between the kitchen and issue to the prisoner at the servery have frequently been reported to the IMB.

D Wing

6.40 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. Part of the superseded kitchen below the wing on Floor 1 is now used as a servery.

6.41 Concerns

Personal Officer Allocation is not working on this wing, resulting in complaints from prisoners.

- 6.42 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.

- 6.43 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.

West Hill and the Hearn Unit

6.44 Overview

Both West Hill and the Hearn are category C establishments, where the more relaxed regime is immediately apparent on entering the buildings. Although there have been examples of violent behaviour, in general staff and prisoners engage well with each other, and respect is shown on both sides.

6.45 The physical location of the buildings, close to the site boundary, had led to an increase in contraband. However, additional fencing and regular searches seems to have reduced this problem.

6.46 Highlights

Excellent work is done by the gardener and his team of ten prisoners. The environs of West Hill have been transformed in the past year, though the benefit is only enjoyed by prisoners in transit or whilst they work in the gardens.

6.47 Concerns

The education provided is limited in its effectiveness due to a combination of tutor absence, reduced prisoner uptake, and the four-day closure of the facility over the weekend. The library could fill the gap to a degree, but usage is minimal.

6.48 The building fabric of West Hill is in a considerable state of disrepair, with antiquated toilet and wash-room facilities, and time-expired windows to cells and corridors.

6.49 Preparation and training for prisoner release is limited to ROTL, with little other provision.

6.50 The new core day has increased association time, but with little purposeful activity available the level of boredom and aimlessness has increased. Although some additional activities have been organised, many prisoners seem to have too much time on their hands.

6.51 Some additional gym equipment has arrived from other prisons which have been closed, and, although we understand there some additional classes have been introduced, the extra facilities do not seem to be fully utilised. The exercise and sports area also seems to be under-utilised. With the limited opportunities for other purposeful activity, it seems a shame that more use cannot be made of these popular facilities.

6.52 No use is made of the kitchen facilities at West Hill. This is another potential source of purposeful activity for prisoners, and could make use of some of the surplus equipment from the main kitchen as well as reducing the current delays between kitchen and servery.

- 6.53 The Prisons Information and Communication Technology Academy (PICTA) suite at the Hearn, which was closed for several months last year because of a perceived H&S concern, has been shut again for much of this year because of a security concern resulting from a breach at another prison. This was a well-equipped suite with modern computers, but has now been dismantled.
- 6.54 We are told that PICTA suites in other prisons are to be reopened, though Winchester is suite has been stripped out. We understand that there are plans for alternative ICT training on the site at some time in the future, but it seems a great shame that the benefit of such training has been unavailable for such an extended period and remains unavailable.

Kitchens, Food and Catering

6.55 **Overview**

The newly-built and equipped kitchen was opened on 17 March 2014. This long-awaited and much-needed facility is well-equipped, light and spacious. It provides a good environment in which food is prepared, cooked and despatched in heated trolleys to the various wings of the prison. The kitchen is well served by a conscientious and dedicated Head of Catering Services, ably assisted by two kitchen managers and six chefs and thirty prisoners.

- 6.56 The ample storage space has reduced deliveries to twice per week thus giving more time for cooking rather than unpacking deliveries.

- 6.57 Prisoners have a four-week cycle of menus. Each weekly menu choice sheets provide a wide choice of food and takes full account of individuals' dietary requirements concerning health, religion and life-style.

6.58 **Highlights**

The catering budget is under control and within its financial targets.

- 6.59 The Head of Catering Services has received only three complaints about food since the new kitchen has opened. A range of diets is catered for, allowing religious observance for all. In particular, the kitchen met the challenge of Ramadan catering without disrupting the provision for non-Muslim prisoners.

- 6.60 Working in the kitchen is a popular choice for prisoners. It is possible for prisoners to participate in a seven-week vocational course in partnership with the Education Department.

- 6.61 A greater variety of food is now served owing to the new facilities. Fresh fruit is now available at both lunch and tea.

- 6.62 The provision of new heated trolleys has resulted in a reduced time to deliver to the wings.
- 6.63 The comprehensive training pack produced by the Head of Catering Services to provide consistency on the wings has now been fully implemented.
- 6.64 **Concerns**
The daily food allowance for prisoners of £2.02 represents a challenge to make stretch to provide adequate nutrition for adult males.
- 6.65 There are ongoing issues both nationally and locally with the sole national supplier.
- 6.66 When the prison is re-roled later this year to hold prisoners who are serving 12 months or less, the greater turn-over may make it harder to train prisoners to a sufficiently competent standard to be kitchen orderlies.

Canteen

- 6.67 **Overview**
Within a prison context, canteen is the ability for prisoners to purchase goods from a prescribed list which are then delivered on a weekly basis to their cells. Payment is deducted from their account funded from personal money which family members send in to the prison and from wages earned for work within the prison.
- 6.68 **Highlights**
The service is managed by a diligent and dedicated OSG and assisted by trusted prisoners. Prisoners who arrive at the weekends are able to receive their canteen by the following Thursday (if items are on the prescribed list). Thorough checking of cell movements between ordering and delivery has resulted in a decrease of lost or stolen canteen.
- 6.69 **Concerns**
Additional staff would be helpful on Thursdays and Fridays when between 7 and 9 pallets each containing 20 large boxes have to be sorted into wing and landing order and delivered by trolleys.
- 6.70 Mail order catalogues are not always readily available for prisoners, and the process of mail order and delivery to prisoners continues to be long and complicated, resulting in complaints.

Physical Healthcare

6.71 Overview

The current provider Central and North West London NHS Foundation Trust (CNWL) stepped in at short notice following the departure of the previous NHS provider, bringing extensive knowledge of prison based Healthcare management to the prison.

6.72 Highlights

A Care Quality Commission report rating of 5 was achieved.

6.73 Introduction of a prison-based drug formulary policy (compiled by the Pharmacist) ensures fair and consistent prescribing of medication within the prison.

6.74 A fast-track complaint system has been initiated with initial query turnaround time of 3 days improving health care delivery.

6.75 A multidisciplinary group regularly assess all patients with complex needs.

6.76 Initiatives currently being developed include a walk-in clinic, an end-of-life suite, waiting room revamp, dental suite upgrade and a day service area for older prisoners within the Healthcare Unit.

6.77 Concerns

Poor delivery of prisoners to clinics continues to waste valuable resources and impacts negatively on prisoner health and dental care. For example, in April 2014 a total of 48 hours of medical care appointments was wasted due to attendance failure.

6.78 There has been extensive use of agency staff which has implication for both budget and service provision.

6.79 It is possible the current provider will not operate the service following revision of the current contract, thus potentially creating instability.

Mental Healthcare

6.80 Overview

The delivery of Mental Health Services by Southern Health NHS Foundation Trust has continued to benefit from a strong and stable team who have delivered consistent results often under challenging circumstances.

6.81 Highlights

Transfer of seriously mentally ill patients to a more appropriate environment has continued to be expedited with reasonable speed in this reporting year.

6.82 Mental Health awareness training programmes for prison officers are now routinely available.

6.83 Concerns

Counselling services such as bereavement continue to be under-resourced due to limited availability of funding.

6.84 It is possible the current provider will not operate the service following revision of the current contract, thus potentially creating instability.

Integrated Substance Misuse Service

6.85 Overview

The promising start made by the ISMS continued through the reporting year. There has been strong integrated working between the Clinical and Psychosocial staff, and morale amongst the fully staffed team has remained buoyant. Referrals to the ISMS have been at a high level, partly through the continuous churn of prisoners. However, the vast majority of prisoners are being seen within five days of arrival. A new contract will start on 1 October with the new provider yet to be selected. However, RAPt (The Rehabilitation for Addicted Prisoners Trust) does not intend re-applying.

6.86 Highlights

A very positive report was received from HMIP and CQC in February for progress made over the past year.

6.87 Concerns

Within the Drug Strategy, a form of Voluntary Drug Testing is being developed to support prisoners on ROTL (release on temporary licence), those in trusted employment posts, and as part of a compact to move on to the Hearn Unit as a Drug Support Unit. The kits produced by CNWL were locally tested and did not give a safe level of assurance to implement the above. However, an alternative product has been adopted which has a proven track-record in other prisons where CNWL is the provider.

Equality and Inclusion

6.88 Overview

Although there is a nominated officer for this area, he is often called away from the task to fill in whenever there is a shortage of staff

elsewhere. Typically he works at this for 60% of his time, sometimes as little as 40%. He has still received no training for this role and has no clerical support. The Governing Governor is supportive and acknowledges that, following recent inspections and audits, there is much still to be done.

6.89 Highlights

The DIRF (Discrimination Information Report Form) process has changed, and individual managers are now taking responsibility for investigating equalities issues in their specific area.

6.90 Concerns

The PEEPS (Prisoner Emergency Evacuation Plans) process is not always properly carried out at Reception or Induction and there is a risk that those in need are not always identified and their needs properly flagged up. Some protected characteristics of prisoners are also not being properly flagged. A new questionnaire has been introduced to Induction, this should mean more accurate data can be recorded and a full analysis made. As there is still no clerical support this eats into the already limited time of the responsible officer.

6.91 There are currently four Equality Reps; however training and meetings have been difficult to arrange because of redeployment. The Governing Governor has stated that once these meetings are arranged, the officer's time will be ring fenced for that occasion. A schedule of meetings is due to be published. There are currently no support groups or forums for prisoners with protected characteristics.

6.92 The Governing Governor is aware of these shortfalls, as is the newly appointed Head of Safer Custody/Equalities. However, it is to be hoped that the determination to drive this work through will be given the highest priority so that those conducting audits and inspections at HMP Winchester will be convinced that robust systems and comprehensive analysis are in place to help protect some of the most vulnerable prisoners.

Foreign Nationals

6.93 Overview

As anticipated, the role of Foreign Nationals Clerk is no longer a discrete post, and the work previously done by him is now split between all case administrators. That this expertise is now dissipated is regretted, but this also applies to those Case Administrators previously dealing with HDC (Home Detention Curfew), Parole and ROTL (Release on Temporary Licence).

6.94 The UKBA is now rebranded and comes under the title of The Home Office. The Home Office visits the prison bi-monthly to see prisoners

in whom they have a specific interest. An appropriate translator is often brought in to help interview these prisoners.

6.95 Concerns

Offender Supervisors now see and speak to Foreign Nationals and serve their papers whenever possible. However, Home Office paperwork is still delivered and served only in English, and this continues to cause delay.

Former Armed Forces Personnel in Prison

6.96 Overview

The Vets in Custody Support Prison Officer holds Vets Forums for prisoners, but in his own time, with occasional help from another officer. Currently, there are about 30 prisoners who have identified themselves as being ex-servicemen at HMP Winchester, but this number fluctuates. At least half of them seek help and advice. For example, one Vet had nowhere to live on release, but was helped to gain acceptance by the housing support scheme run by Alabare – a charity that works with vulnerable and marginalised people in our communities, to support them towards gaining the independence they need to move on with their lives. Alabare is just one of the several organisations which support Veterans preparing for release - the Royal British Legion, SSAFA, Combat Stress, etc.

6.97 The ViCs (Veterans in Custody) Officer also regularly attends the Hampshire Probation Trust/NHS Court Diversion Project, whose aim is to divert Veterans from the criminal justice system, but again in his own time.

6.98 Highlights

The importance of this work was recognised by the Regional Award of Prison Officer of the Year being given to the above mentioned officer. However, it is a great pity that this work is not granted facility time, given the significant Armed Forces presence in Hampshire.

6.99 Concerns

In last year's response to the IMB report, it was stated "*As the staffing levels of HMP Winchester are increased over the next two months (to full capacity) it is envisaged that the VICs will be allocated regular facility time.*" However, it now seems that as a result of the new core day profiles and continued restriction on manpower, this is no longer the case.

6.100 Although the Prison Service claims to support the Armed Forces Covenant, which recognises the hazardous and unique role played by servicemen and women, these prisoners do not receive all the attention they need.

Care and Supervision Unit (CSU)

6.101 Overview

The CSU continues to operate from a subterranean location, with very few facilities; as yet there seems nowhere else to house it. Damage to cells by prisoners is a fairly frequent occurrence which continues to pose problems for staff. Adjudications continue to be held in the main office and this space is also used by visiting judges.

6.102 Prison Service recognises that working in the CSU is a stressful and demanding job, but the insistence that no officer should work there for more than two years at a time means that a highly experienced, well trained and cohesive team has to be broken up. There are six members of the current team, four are experienced and there are two new members. All staff are volunteers for this work. CSU staff have still not undergone Mental Health training.

6.103 No particular group from the prison population is over represented, but with the acceptance of Young Offenders into HMP Winchester, there has been an increase in those who are held in the CSU for violent or disruptive offences.

6.104 It has continued to prove difficult to move on prisoners to other prisons from the CSU. As a result there have been instances of prisoners who either cannot or will not follow normal wing regimes spending too long in the CSU.

6.105 Highlights

Staff treat their charges humanely and appropriately, and are unfailingly courteous and helpful to members of the Board. There are very few complaints from prisoners about their conditions and treatment in the CSU.

6.106 Concerns

Staff are still routinely used to cover for absence elsewhere. This inevitably means that the unit is not always fully manned and paperwork tends to accumulate. If this continues, employing a clerk to provide support might be considered.

6.107 Adjudications have sometimes had to be delayed or postponed when paperwork from the wings is delayed.

Chaplaincy

6.108 Overview

The small Chaplaincy team has worked well during the year and has seen considerable improvements under the relatively new Chaplain Manager in her first full year at Winchester.

6.109 The Roman Catholic Chaplain left the prison in November 2012. Unfortunately the first two proposed appointments failed to negotiate the security screening process. An appointment continues to be awaited although a third contender, currently employed in a similar position within the wider Prison Estate, is expected to commence soon. Fortunately a local Roman Catholic Priest provides Mass each Saturday and has done since September 2013

6.110 There has been no Buddhist representative since Autumn 2013 and the long process of replacement continues. However, the Imam continues to visit the prison and is an integral part of the team.

6.111 **Highlights**

The Sycamore Tree Restorative Justice programme has occurred four times during the year extremely successfully. These programmes enable a prisoner to confront his offending behaviour, though there has been some question as to whether this is a mainly faith-based programme which might discourage those with no religious belief.

6.112 The Angel Tree programme which provides Christmas presents for prisoners' young children was run for the first time, linking churches in the Community with the prison.

6.113 A memorial service was held in the Chapel on National Holocaust Day and was well supported by prisoners.

6.114 **Concerns**

The prison recruitment bureaucracy, rather than supporting the recruitment process, too often becomes an obstacle to successful conclusions. Security screening simply takes too long.

Prisoner Council Meetings

6.115 **Overview**

The prisoner Consultative Council Meeting restarted after an interlude of six months. It is held at fortnightly intervals, and is normally attended by 2 representatives from each main wing. The forum is regularly held, well managed, result-oriented and productive. The initiative serves the purpose well.

Visitors' Centre

6.116 **Overview**

The centre managed by Spurgeons provides an excellent service to prisoners and their families and friends. The ambience is very friendly and caring. The five paid staff and about fifty volunteers understand that families are also doing a sentence, albeit of a different kind, 'A Hidden Sentence'. This message they deliver through training to

schools, social workers, the police, and domestic violence agencies. They run a course for prisoners who are Fathers - 'Time for you and your Child'. After completion of this course the prisoner is entitled to a special family visit once a month. This supportive family work must help in the rehabilitation process.

Library

6.117 Overview

On the average over 800 prisoners used the facilities in recent months. Other than 12000 in house stock further sourcing is effected through Hampshire County Council and Winchester University. The facility is well maintained and operated by 3 regular staff and 3 prison orderlies who also conducts projects like Toe-by-Toe and Story Book Dads. Special arrangement is being made to accommodate for the full time workers.

7 REHABILITATION AND OFFENDER MANAGEMENT

Probation and Offender Management

7.4 Overview

The backlog of Offender Assessments (OAYSys assessment reports) has been cleared through the use of sessional workers.

7.5 There was an increase last year in the number of Offender Supervisors to seven, although currently there are five in post, who are now all trained, and are helping prisoners to address offender behaviour and improve the progression towards ROTL applications.

7.6 A new system has replaced the national training of newly-recruited Offender Supervisors, with prison probation staff now trained to deliver the training. This training is more thorough overall than previously, and includes areas such as risk of harm and extremism.

7.7 Previously, cross-deployment of uniformed staff had had a negative impact on routine tasks leading to delays. Under the Fair and Sustainable policy, OCA work is to be incorporated into main business administrator roles, so cross-deployment should no longer be an issue.

7.8 Concerns

The number of vacancies in Band 3 case administrators (3 out of 10 posts) and the time taken in recruitment, means the work is covered with agency staff.

7.9 In addition, the (currently three) vacancies in Offender Supervisors roles, combined with the increased churn seen in Winchester as well

as increases in the number of courts served, means that there is more pressure on staff and the level of Offender Supervisor support that can be provided.

- 7.10 Further challenges lie ahead, when in October Winchester will become a resettlement prison, and the Community Rehabilitation Company taking over some of the work of Offender Supervisors. In turn, the Offender Supervisors will take over some of the work with high risk prisoners currently carried out by probation. Senior probation practitioners will oversee this work.

Resettlement

7.11 Overview

A key component of successful resettlement for a prisoner is the link that he maintains with the outside world. Prison visits and especially family ones are this link, together with phone calls and letters. Another important aspect of resettlement is education and employment while in prison in order to prepare the prisoner for life outside.

- 7.12 The resettlement department runs career advice courses, advice with housing issues, and how to conduct job interviews. Every convicted prisoner in Winchester has a job in the prison although part-time only at the Main site, either morning or afternoon. This does give the opportunity for association but more activity could be a better preparation for life outside. Those in the Hearn and Westhill, however, have a full day's work.

- 7.13 The Inside/Out project, which is prisoner led, is for youths who are referred by the Youth Justice Board and are in danger of becoming offenders. Trusted prisoners present the programme.

- 7.14 There are payment bands for prison jobs, though there are not enough better paid ones to go around. There are often problems with escort movement to get a prisoner to his work which means a late start - for example 2pm instead of 1.30.

7.15 Concerns

Last year's response to the IMB report talked of "*Transforming Rehabilitation reforms to progress adult male offenders seamlessly from custody into the community*". Sadly, there has been little progress in this area, with most prisoners underemployed and many left bored and aimless on the wings.

Education and Learning Skills

7.16 Overview

Milton Keynes College remain the current provider of EL&S at HMP Winchester. They offer a variety of educational programmes which include; literacy, numeracy, English for speakers of other languages [ESOL], business studies and employability programmes, information & communications technology [ICT] music technology, cookery, art and creative writing.

7.17 Highlights

HMP Winchester's Educational and Vocational provision was the subject of an Ofsted inspection in February 2014. This rated the OLASS provider, Milton Keynes College, as good. The feedback from the Inspectors included positive teaching and learning.

7.18 The Governing Governor and Senior Management Team of HMP Winchester were found to be supportive of the work undertaken by the Education Department.

7.19 Good work has been noted, especially from the ESOL students in the ICT room.

7.20 Concerns

Attendance at classes is less than desired, due to the non-delivery of prisoners to the department on time or at all.

7.21 The changes to the Core Day have affected the ability to offer a wide variety of subjects due to the time structures.

Purposeful Activity (includes work)

7.22 Overview

The workshops in the prison can be divided into two categories – those providing training and education (usually leading to some external qualification) and those carrying out external commercial contracts. The carpentry shop, the industrial cleaning centre and the horticultural instructor and his team of gardeners are in the first category, whilst Workshops 4 and 5 provide general factory facilities for external work.

7.23 *The Carpentry Shop*

This is a beacon of excellence within the prison. Both tutors motivate and interest the prisoners, and the atmosphere in the workshop and in the associated learning area is one of friendly camaraderie and mutual respect. The carpentry products are of high quality and wide range, producing items both for the prison and for prisoners' private use. The items some prisoners make for their families demonstrate a valuable opportunity to maintain family ties. The more-experienced

prisoners are able to take some leadership role in helping their less-experienced peers.

7.24 *The Industrial Cleaning Centre*

This provides essential training for those employed as wing cleaners, as well as qualification for possible future employment. The short courses are led by the instructor, but prisoners with some experience also contribute to the teaching, helping them gain confidence and respect.

7.25 *The Horticultural Team*

The splendid work carried out by this instructor and his team at West Hill has already been mentioned [6.46]. They are also responsible for the other gardens on the site, as well as those outside the wall covered by ROTL prisoners. Some of the prisoners are following courses for horticultural qualification.

7.26 *Workshops 4 and 5*

Workshop 4 (now also accommodating the old Workshop 6) provides employment for A, B and C Wings of the main prison on external work and the refurbishment of donated computers for an African charity. Workshop 5 provides employment for vulnerable prisoners (D Wing) on external work. The prison's current Service Level Agreement (SLA) gives a total capacity of up to 50 places in these workshops.

7.27 **Concerns**

In its press release in April last year, the MoJ claimed that "*the [prison] regime will change so that convicted prisoners will work a longer day. They will not be allowed to watch television when they should be working or engaged in purposeful activity.*" However, this intention is frustrated in Winchester, for a number of reasons:

- There is very little work available. The services of One3One Solutions, which were promised in last year's response to the IMB report as a panacea to the problem, have made no discernible difference to the amount of external commercial contracts available for HMP Winchester. The "*real progress in developing the work in prisons initiative*" referred to in the response seems to have passed Winchester by.
- There is a long-term vacancy at HMP Winchester for the staff member locally tasked with the job of finding external commercial contracts.
- Workshops close when instructors are on leave or sick.

- What little work that is available is fragmented as a result of the part-time working introduced to provide some work opportunity for all.
- With part-time working, prisoners' earnings are reduced. With the change-over of prisoners on the same work-piece, ownership is lost and prisoner motivation suffers.
- With low earnings and low motivation, many prisoners do not bother to turn up for their work session. Registers regularly show as little as a third of the scheduled workers turn up. Some absences are inevitable to allow for such as medical appointments or legal visits, and there is no compulsion for those on remand to attend.
- The alteration to the procedure for supervising prisoners' movements to the workshops seems to have further disrupted attendance. Prisoners are often delivered late to workshops.

7.28 As a result of these problems, the workshops' 50 prisoner capacity given in the SLA is rarely if ever utilised, the quality of the work suffers, and the motivation of the instructors is sorely tried.

Physical Education and Healthy Living

7.29 Overview

The gymnasium and its staff at HMP Winchester are an area of excellence. There have been no complaints registered against the regime or staff within the gym. The gym staff contribute to the Prisoner Induction process, actively promoting a healthy living lifestyle and the benefits to be derived from the gym programmes available.

7.30 The opportunity for a testing physical workout gives the YOs in particular an alternative outlet for their energy. Given the dearth of employment opportunities elsewhere in the prison, this avoids some of the idleness on the wings. There are separate sessions for older prisoners giving them an opportunity to retain a level of fitness in older age.

8 PEOPLE CULTURE AND COMMUNICATIONS

Health and Safety

8.4 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.

Works

8.5 Overview

The Works 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.

8.6 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. The new kitchen facilities are now operational.

8.7 Concern

Currently the outsourcing of the Works Department is being investigated and this will have an impact on the speed of the Works team to react to Prison needs as all work will need to be costed before it can start.

Administration

8.8 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.

8.9 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

9.4 It is perhaps invidious to select areas of good practice in a prison community where some sections are of much higher profile than others, and where excellent work may be being done in an area subject to less scrutiny.

9.5 However, in the Board's experience, particular credit is due in the following areas, listed alphabetically:

- The Carpentry Shop, where prisoners and tutors work as a harmonious team [7.23];

- The Chaplaincy team, who deal with a wide range of faiths and beliefs [6.108];
- The CSU, where staff deal sensitively and appropriately with some of the most challenging prisoners [6.101];
- The Gardens, where the imaginative design and well-tended grounds have transformed part of the estate [6.46];
- The Healthcare Suite, again dealing with some challenging prisoners and responding sensitively to their needs in a year of great change [6.71];
- The Kitchen, where staff have dealt with the challenge of relocation and disruption whilst maintaining an apparently seamless meal service [6.55];
- The Listeners and their trainers the Samaritans, who provide an invaluable service to the prison in a role which prison staff could not easily fill [6.19];
- Physical Education, which is one of those low-profile areas which quietly provides an efficient service which is popular with prisoners and appreciated by all [7.29];
- The Safer Custody team, whose compassion and concern for prisoner welfare helps maintain order in a difficult environment [6.16];
- The Visitor Centre, where Spurgeons staff make the visitors' experience as humane and tolerable as possible [6.116].

10 THE WORK OF THE BOARD

10.4 The Board gratefully acknowledges the help and support received from the Governors and most of the prison staff. The civility of most prisoners is also appreciated. Without this help from the prison community we would not be able to do our job.

10.5 We acknowledge and appreciate the work of the minute-takers at our monthly meetings. That, however, is the extent of the clerking support available to the Board, with different individuals sharing the task over the year. As a result, there is little consistency or continuity in the support. We have no day-to-day support, or indeed any central informed point of contact within the prison. We know that in other prisons the situation is different.

- 10.6 As volunteers, the Board must be seen as the ultimate in cost effectiveness, as well as representing a prime example of the Big Society. The response to last year's IMB report talked of our valuable role and our hard work. We wish our contribution could be recognised in a more tangible way in terms of consistent clerking support.
- 10.7 The Board currently has 14 members divided into four teams. Each team handles any issues on its duty week and a rota report is sent to the Governor.
- 10.8 There have been two vacancies on the Board for some months. The Board has found the new recruitment process imposed by the Secretariat to be bureaucratic and obstructive. Indeed, potential candidates who have inquired of the Secretariat have been told that there are no vacancies, despite that being patently untrue. We wonder why the previous recruitment process, which proved to be fast, local and efficient, has been superseded.
- 10.9 Members have areas of special interest, and these have been reported on as appropriate. Within the Board's monitoring role, members attend prison committees.
- 10.10 A total of 455 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.
- 10.11 Members handled 424 prisoner applications (complaints) and 34 confidential applications were addressed to the Chair.
- 10.12 The Board held twelve meetings which were well attended. The No 1 Governor or his Deputy usually attends to update the Board and take note of its concerns, though we were disappointed on the two occasions when, without notice, no representative appeared.
- 10.13 Members have been able to attend prison training sessions on their own initiative. The one group session arranged for the whole Board had to be abandoned after it had started when the room (although believed to have been booked) was requisitioned at zero notice for another purpose.
- 10.14 The Board hosted a visit from HMP Lewes IMB. This was a useful opportunity to compare experiences at a similar local prison.

11 CONCLUDING REMARKS

- 11.4 In this report the Board has 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.

Appendix A - Number of Visits

	2010/11	2011/12	2012/13	2013/14
Full complement of members	16	16	16	16
Actual members at year end	17	14	16	14
Board meetings held	12	11	11	12
Visits to other prisons	2	0	1	0
Rota visits	322	290	253	240
Total number of visits to the prison	636	523	449	455

Appendix B - Breakdown of Applications to IMB

IMB Applications 2013 2014			IMB Applications 2012 2013			IMB Applications 2011 2012		
Annual Topic Totals	Regime	%	Annual Topic Totals	Regime	%	Annual Topic Total	Regime	%
7	Canteen	2	14	Canteen	4	10	Canteen	3
5	Catering	1	9	Catering	3	17	Catering	4
13	Cell moves	3	14	Cell moves	4	12	Cell moves	3
5	Earnings	1	11	Earnings	3	11	Earnings	3
6	IEP	2	8	IEP	2	12	IEP	3
6	Licence recall	2	0	Licence recall	0	0	Licence recall	0
8	Mail	2	17	Mail	5	10	Mail	3
50	Property	13	51	Property	15	60	Property	15
0	Reception	0	0	Reception	0	2	Reception	1
3	Regime	1	13	Regime	4	3	Regime	1
3	Release date	1	1	Release date	0	3	Release date	1
10	Telephones	3	10	Telephones	3	8	Telephones	2
4	Time out of cell	1	2	Time out of cell	1	0	Time out of cell	0
3	Visits	1	7	Visits	2	6	Visits	2
Resettlement			Resettlement			Resettlement		
10	Categorisation	3	9	Categorisation	3	21	Categorisation	5
3	Education	1	5	Education	1	10	Education	3
16	HDC	4	9	HDC	3	14	HDC	4
6	Legal	2	3	Legal	1	1	Legal	0
6	Probation	2	7	Probation	2	5	Probation	1
1	Resettlement	0	5	Resettlement	1	8	Resettlement	2
33	Transfers	8	28	Transfers	8	17	Transfers	4
27	Work	7	14	Work	4	17	Work	4
Healthcare			Healthcare			Healthcare		
85	Medical	22	44	Medical	13	84	Medical	21
0	Clinics/outpatients	0	0	Clinics/outpatients	0	0	Clinics/outpatients	0
1	Detox/drugs	0	7	Detox/drugs	2	0	Detox/drugs	0
Diversity			Diversity			Diversity		
6	Diversity/race relations	2	4	Diversity/race relations	1	6	Diversity/race relations	2
7	Foreign nationals	2	3	Foreign nationals	1	1	Foreign nationals	0
Safer prisons			Safer prisons			Safer prisons		
8	Bullying	2	8	Bullying	2	0	ACCT	0
22	Allegations	6	13	Allegations	4	32	Allegations	8
4	Security	1	0	Security	0	2	Security	1
Miscellaneous			Miscellaneous			Miscellaneous		
32	other	8	0	other	0	0	other	0
390	Total	32	345	Total	29	398	Total	33
		Month Av			Month Av			Month Av
0	Serious incidents		2	Serious incidents		0	Serious incidents	
0	Minor incidents		0	Minor incidents		0	Minor incidents	
0	CSU Reviews		5	CSU Reviews		0	CSU Reviews	
0	Adjudications attended		38	Adjudications attended		0	Adjudications attended	
34	Confidential access to chair		25	Confidential access to chair		2	Confidential access to chair	
424	Total inc Confidential		370	Total inc Confidential		400	Total inc Confidential	