



# **HMP Woodhill**

**Independent Monitoring Board**

**Annual Report**

**June 2013/May 2014**

## **Section 1**

### **The Statutory Role of the Independent Monitoring Board**

The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison and Immigration Removal Centre to be monitored by an independent board, appointed by the Minister for Justice, from members of the community in which the prison or centre is situated.

The board is specifically charged to:

- (a) 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.
- (b) Inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has.
- (c) Report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it, and what impact these have on those in its custody. To enable the Board to carry out these duties effectively its members have right of access to every prisoner and every part of the prison, and also to the prison's records.

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

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## Section 3

### HMP WOODHILL

#### 3.1 Roles and Accommodation

HMP Woodhill prison, located in Milton Keynes and part of the Prison Service's high security estate, is a complex and important prison with multiple functions. Designated a core local prison, one of only three in the country, it is mainly a local prison holding remand, newly sentenced and short-term prisoners from the South East Midlands. Its core function extends this responsibility to encompass newly arrived or potential category A prisoners from across the Midlands, adding greatly to the security and control requirements placed on the establishment. In addition, Woodhill also provides a very small facility for protected witnesses which is managed under the national protected witness scheme, a Close Supervision Centre (CSC)/Rule 46 and a Managing Challenging Behaviour Strategy (MCBS) unit.

The two CSC Wings and the MCBS unit house prisoners administered and managed under a national strategy through the Security Directorate.

The accommodation comprises six individual House units, a First Night Centre (FNC), a Healthcare Inpatient facility and a Care and Separation Unit (CSU).

Certified normal accommodation

660

Operational capacity

819

House units 1–4 are divided into two wings, A and B. Each wing is designed to hold 60 prisoners in single cells. Some of these cells have been converted into doubles. House unit 5 is a more recent addition, with 51 cells, all doubles. House unit 6 has five wings, four of which are occupied, and holds the CSC and MCBS prisoners as well as those subject to the national protected witness scheme.

The First Night Centre: houses all new prisoners for their first few days in custody before moving to the induction unit.

House unit 1: has the induction unit on 1B, with a mix of remand and convicted prisoners on 1A.

House units 2 and 3: accommodate a mix of remand and convicted prisoners.

House unit 4A: holds a mix of remand and convicted prisoners.

House unit 4B: is the vulnerable prisoner (VP) unit.

House unit 5: is the dedicated drug stabilisation unit.

House unit 6: houses the National Protected Witness unit (PWU), two CSC units and one MCBS unit.

A major design fault when HMP Woodhill was commissioned was the lack of sufficient and dedicated buildings for workshops to occupy prisoners. Although additional accommodation has been made available, it remains well below what is required for the population.

### **3.2 Contractors, Agencies and Voluntary Organisations**

- Milton Keynes City College – Education contract
- Central North West London NHS Trust – Healthcare
- Oxford NHS Foundation Trust
- Lead Psychiatrists (MHIT and CSC)
- Aramark –Kitchen contract
- DHL - Canteen
- Probation Service
- Police Liaison
- Samaritans
- Citizens Advice Bureau
- Chaplaincy volunteers
- Westminster Drug Project
- Careers Advice Service
- Tribal
- St. Giles Trust
- Stonham, who deliver the Bail Accommodation and Support Service (BASS).
- Pact (Prisoners Advice and Care Trust)
- Prison Me No Way
- Red Cross
- Age UK
- BACO Buckinghamshire Association for the Care of Offenders
- New Leaf

## Section 4

### EXECUTIVE SUMMARY

Throughout the year IMB members have had free and unconstrained access to all areas of the prison. The co-operation and support provided by the Governing Governor, Senior Management Team and staff has been greatly appreciated.

#### 4.1 Overall Judgement

HMP Woodhill is a complex, diverse establishment and consequently very demanding to manage. This year the challenges have been considerable. Staffing levels have had the greatest impact on the ability of the establishment to meet the demands of preparing for Fair and Sustainable whilst delivering a comprehensive regime. A combination of staff sickness, staff on light duties, high take up of the Voluntary Redundancy Scheme and a freeze on recruitment imposed by the National Offender Management Service (NOMS) in September 2013, has resulted in significant and worsening staff shortages and lowering moral. The entire establishment is affected as there are shortages in administration, Officer Support Grade (OSG), Senior Management Team (SMT) and uniform roles.

In mid 2013 the regime was reduced to allow staff to work to Minimum Staffing Levels (MSL). Staff shortages have resulted in compromises to the delivery of the regime and reduced time out of cell for prisoners. Staff shortages have forced the Governor to further reduce the regime with a formal restricted regime in order to maintain a secure environment.

There has been a change of Governing Governor, with the role of Deputy Governor being covered on a temporary basis.

Staff recruitment is underway but will not have a significant effect until the autumn of this year, at the very earliest. Milton Keynes is an area of high employment; recruitment has historically been a challenge at HMP Woodhill; current starting pay for new officers is not competitive in this market.

Increases in the prison population have exacerbated the problems of progressive moves to appropriate establishments. Throughout the year the prison has held close to the operational capacity with resulting pressure on appropriate accommodation within the establishment.

Going into 2014 there has been an increase in the number of overcrowding drafts from the London area. As a result prisoners from HMP Woodhill have been moved further north. This can be very detrimental to the resettlement needs of prisoners.

The Board continues to be concerned with the increase in serious incidents – particularly ‘at height’ incidents requiring the attendance of the National Tactical Support Team. Throughout the reporting period the numbers of cells so badly vandalised as to be uninhabitable has increased, and put additional strain on the appropriate location of challenging prisoners.. There is an increase in reportable assaults.

The workshops do not provide sufficient workspaces for those of the population who are able to work. This will become an even greater concern if HMP Woodhill becomes a resettlement prison.

The delivery of Healthcare services continues to improve. There are plans to move Healthcare Inpatients to its original site, where there will be greater scope to deliver a more comprehensive service.

The Mental Health Inreach team, whilst restricted by the number of staff, deliver a much-improved service.

Westminster Drug Project is now delivering a good service. Links with Healthcare and the community are positive and being further developed.

The garden areas that provide employment and educational opportunities continue to expand and develop.

There are plans to re roll some of the Units to maximise their use and manage the population more effectively.

There are plans to expand the provision of vocational training.

Restructuring the Offender Management Unit has started to address the backlog of HDC and OASys reports that had built up when Discipline moved to Hub Working. Complaints to the IMB that were 'Sentence related, including HDC, ROTL' increased significantly in the early part of the reporting year.

The Equalities Team continues to deliver a good quality service to older prisoners, those with disabilities and Foreign Nationals.

During the reporting period there has been a significant increase in the number of prisoner applications and request/complaints.

An unannounced HMIP inspection in January 2013 raised a number of concerns.

HMP Woodhill became a Level 2 prison during the reporting year

A MQPL survey completed in January showed a higher percentage of prisoners felt unsafe than in the previous survey. The number of complaints to the IMB that fall into the category 'Staff/prisoner/detainee concerns, including bullying' has reduced considerably from the previous year.

The Board is saddened to report four Deaths in Custody during the reporting year.

## **4.2 Areas of excellence not requiring a response**

The Board is pleased to report that financial penalties are now being imposed on prisoners who damage prison property.

The Board is pleased to report that despite current staffing shortages there remains many dedicated, hard working and very professional staff who deliver an outstanding service.

## **4.3 Issues of concern requiring a response**

### **4.3.1. Matters on which a response is requested from the Minister for Justice**

1. The Board is deeply concerned that the decision to close prisons and reduce the capacity of the estate, together with reducing staff numbers and putting a freeze on recruitment has led to reduced opportunities for prisoners, and increases in time spent locked up. (5.4.1), (5.4.2), (5.4.3), (5.6.19), (5.6.19), (5.6.20)

2. The Board is deeply concerned with the combined effects of Benchmarking, staff shortages and year on year cuts to services and facilities, resulting in an impoverished regime and reduction in purposeful activity, which will not aid rehabilitation. (5.4.1), (5.4.2), (5.4.3), (5.6.19)

3. The Board remains deeply concerned with the policy of driving change forward, without firstly establishing the delivery of a consistent regime and providing sufficient places in the estate to facilitate the appropriate and progressive location of prisoners.
4. The Board is deeply concerned by the negative impact of a high population across the whole estate on prisoners held at HMP Woodhill. (5.6.9), (5.6.10), (5.6.15), (5.6.27), (5.6.28)
5. The Board is concerned with the shortage of bed spaces in specialist mental health units resulting in lengthy waiting times for prisoners to be transferred to secure hospital. (5.3.2.6), (5.7.1.3)
6. The Board is concerned with the growing demands of an ageing population. There is a shortage of resources and facilities for the elderly, frail and increasing numbers of ill prisoners, and those with terminal illnesses. (5.3.2.9)
7. The Board is concerned with increasing numbers of reports that the secure web service [www.cjism.net](http://www.cjism.net) is not able to meet the demands of use put on it, and is close to becoming unfit for purpose. (6)
8. The Board would like to see funding and support made more readily available to prisoners requiring level 3 Education and above (5.2.8), (5.7.1.11), (5.7.1.18), (5.7.1.22), (5.7.1.26)

#### **4.3.2. Director/Area Manager**

1. The Board requests that funding is provided to deliver Mental Health awareness to staff (5.3.2.8)
2. The Board requests that funding is provided to deliver training to prison staff in recognising and supporting prisoners with drug dependency issues. (5.3.1.4)
3. The Board requests that funding is provided to deliver a range of psychological and counselling services. (5.3.2.2), (5.3.2.5), (5.6.20)
4. The Board requests that funding is secured to deliver targeted mental health services to prisoners at greatest risk. (5.3.2.5) (5.7.3) (5.7.1.24)
5. The Board requests that funding is made available to develop workspaces and vocational training facilities. (3.1), (4.1), (5.4.2)
6. The Board requests that consideration is given to negotiating a kitchen contract that allows greater purchasing flexibility (5.8.1.10)

#### **4.3.3 Matters on which a response is requested from the Prison**

1. The Board would like to see improvements in the management, supply and distribution of toiletries, bed linen, towels and clothing. (5.8.2.7) (5.8.2.8)
2. The Board would like to see an improvement in the management and repair of equipment and facilities. (5.8.2.2), (5.8.2.4), (5.8.2.5)
3. The Board would like to see improved management of cell cards on Wings. (5.8.2.3)

4. The Board would like to see improvements in the supply, distribution, management, and maintenance of in-cell furniture. (5.8.2.9)
5. The Board requests that a telephone Visits Booking system is installed that will be fit for purpose. (5.8.2.13)
6. The Board would like Segregation Monitoring Review Group (SMARG) meetings reinstated and run on a regular basis. (5.7.9)
7. The Board would like consideration given to providing training for Care and Separation Unit and Healthcare staff for dealing with HU6 prisoners.
8. The Board would like to see screening provided in all the communal showers. (5.8.2.6)
9. The Board would like to see all Officers trained in Emergency Life Support.
10. The Board would like to see a strategy for developing sufficient numbers of work places to enable full attendance from all prisoners able to work. (5.4.21)
11. The Board requests consideration is given to improving and facilitating the supply of library books to the Wings where prisoners are unable to access the main library. (5.4.26) (5.7.13), (5.7.1.11), (5.7.1.22), (5.7.1.26)
12. The Board requests consideration is given to expanding purposeful activities for prisoners unable to leave their units, particularly those held on HU6 (5.4.26), (5.7.13), (5.7.1.11), (5.7.1.22), (5.7.1.26)
13. The Board requests consideration is given to developing education and activities for in-cell use, for those who are unable to come out on association. (5.2.8), (5.7.13), (5.7.1.11), (5.7.1.22), (5.7.1.26)
14. The Board requests that consideration is given to installing lockable telephone booths on the CSC, MCBS and CSU units. (5.7.1.18)
15. The Board would like consideration given to the imposing of penalties on prisoners who do not attend Healthcare/dentistry appointments. (5.3.5.2)
16. The Board would like Induction to be more robustly managed for prisoners who for whatever reason are not accommodated on FNC and the Induction Wing (5.6.15)
17. The Board would like to see greater consistency in the application of the Incentives and Earned Privileges (IEP) system, and the management of prisoners on Basic regime. (5.6.16), (5.6.17)
18. The Board would like to see greater emphasis placed on the quality control of Assessment, Care in Custody & Teamwork (ACCT) documents. (5.6.23)
19. The Board welcomes the development of a policy on gypsy/traveller/Romany prisoners, and would like to be informed of the timescale for this. (5.1.6)
20. The Board requests that provision is made to develop the regime and purposeful activities available to men held on the Protected Witness Unit. (5.7.1.26)
21. When it is necessary to locate a prisoner serving cellular confinement on normal accommodation the Board would like to see a more robust management strategy in place (5.6.17), (5.7.1)

#### **4.3.4 Matters on which a response is requested from the Central and North West London NHS Trust**

1. The Board would like to see prisoners receiving the same access to health screening programmes as they would have in the community. (5.3.5.4)
2. The Board would like consideration given to developing a more robust management of appointments. (5.3.5.2)
3. The Board would like to see the implementation of electronic prescribing as soon as it is fit for purpose. (5.3.6.1)
4. The Board would like to see a clear line of responsibility for the regular servicing and maintenance of dental equipment (5.3.5.3)
5. The Board would like to see consultation and permission sought from prisoners before their personal data is released to a Government organisation (5.3.5.5)

#### **4.4 Previous Year's Concerns**

The Board wishes to raise the following issues from last, and previous years, which remain a concern:

1. There is no discernable improvement in the time taken for Security clearances to be completed. This needs to be addressed as a matter of urgency. Recruitment of prison staff, staff from contractors, agencies and IMB members remains a constant challenge. (5.3.3), (5.3.6.2), (5.6.25)
2. The Board remains concerned about the lack of spaces for Vulnerable Prisoners throughout the estate, which has impacted on the First Night Centre in Woodhill. (5.6.27)
3. The Board repeats the request made in the 2010/11, 2011/12 Annual Reports that consideration is given to requiring the supplier to increase the number of telephones available for prisoners. (5.8.2.12)
4. The Board requests that the contract with Geo Amey be examined. Too frequently there is insufficient room on the vans for prisoners' property. Too often prisoners are arriving very late, which has a knock on effect with prison and Healthcare staff finishing times.
5. The Board requests that Management endeavour to reduce the incidence of prisoners being accommodated on the FNC for lengthy periods of time. (5.6.9), (5.6.10), (5.6.28)
7. The Board requests that consideration is given to developing a proactive approach to prisoners held locally under MCBS. (5.6.8)
8. The Board believes there is a need for a Safeguarding Policy for Managing Vulnerable Adults – such as prisoners with very low IQ. (5.3.2.1) (5.6.13)
9. The Board requests that recommendations made by the Ombudsman be implemented wherever possible, such as installation of toilet seats and screening.
10. The Board requests that there should be a regular Adjudications Standards Meeting to prevent delays in procedure.

11. The Board is concerned that there is not always a consistent approach by staff when using the IEP and/or Anti Bullying Strategy (ABS) processes. The ABS paperwork would benefit from being simplified with a clearer difference in strategy to manage/monitor perpetrators, and support victims. (5.6.22)
12. The Board has concerns that prisoners serving Cellular Confinement (CC) on the Wing are not always monitored appropriately, and that Governors, doctors, and Chaplaincy do not make the requisite daily visits. There has even been an occasion when a prisoner was let off the Unit to go to work. (5.6.16) (5.7.1)
13. The Board has raised concerns about razors purchased through the Canteen. The allocation and return of safety razors provided by the prison service is managed effectively, and the Board would ask that this is also extended to those purchased privately to reduce the risk of self harm and injury to others. (5.6.6.)
14. The Board requests that the issue of cancelled/delayed hospital appointments is addressed. (5.3.5.2)

## **Section 5**

### **STATUTORY REPORTS**

#### **5.1 Equality and Inclusion**

Meetings are held monthly with the Governor or his Deputy in the Chair. The members of the Equalities Team submit reports and Prisoner representatives are always invited. All the protected characteristics are covered at these meetings and all issues investigated and actioned.

##### **1. Older Prisoners.**

There is a Disabled and Older Prisoners Officer (DOPLO) to monitor this group. There are currently 180 prisoners in the group including 34 prisoners who are over 50 and 3 over 70.

Mental health issues make up the highest reported disabilities; the others are reduced capacity, reduced mobility and other disabilities.

All those referred to DOPLO have access to some form of activity if all inductions have been completed. Separate sessions in the Gym are available for prisoners over 45 years old.

##### **2.Complaints.**

Disability Incident Reporting Form (DIRF) Complaints are reviewed by the Head of Performance Assurance. They are all investigated. Many of the complaints made by Muslim and BME prisoners about staff behaviour are resolved through regular forums where these issues are discussed.

##### **3. Foreign National Prisoners.**

At the end of the reporting year there were 100+ FN prisoners from 38 different nationalities. Some of these prisoners have little or no English speaking or writing skills. Wherever possible they are located with others of the same nationality who can help and interpret for them. Some of these prisoners are awaiting deportation and kept in HMP Woodhill after finishing their sentence as the deportation centres are full. HMP The Verne is now a centre for detainees, which will alleviate the situation.

UKBA Officers hold a monthly Immigration Clinic and provide a translation service for non-English prisoners. A local firm of immigration solicitors also attend and will give free advice.

##### **4. Chaplaincy.**

Faith provision is good. All the staff contribute to pastoral needs.

There is a full time C of E Chaplain and a full time Imam, but at the present time no full time Roman Catholic priest. Services are held for all faiths weekly or monthly with faith leaders coming into the prison. All prisoners can ask to see a member of the Chaplaincy team. Prisoners in Healthcare, the CSU and MCBS units can attend services subject to risk assessment.

Religious holidays are recognised and celebrated with special food and provision is made for Muslim prisoners during Ramadan. Muslim prisoners prepare the food and the menus agreed by the Imam and kitchen staff. It is delivered in insulated containers, which keep the food hot for several hours.

## **5. Vulnerable Prisoners.**

Vulnerable prisoners are located on a separate wing and move at a different time to visits, or healthcare. They have separate sessions in the workshops and the Gym. Education classes take place on the Wing.

## **6. Gypsy/Traveller/Romany Prisoners.**

There is as yet no dedicated support for these prisoners, it is hoped that a policy will be in place before long.

## **5.2 Education, Learning & Skills**

1. Milton Keynes College, the education provider, has offered social and life skills programmes to improve family relationships, awareness of drug and alcohol problems and debt and money management. Personal development courses in line with employability courses that included cookery and food hygiene, painting and decorating and health and safety were also offered. However, having fallen short of achieving their targets with regards to education and training over the past year new initiatives have been introduced to strengthen this pathway. These include Milton Keynes College offering distance learning that can be continued on release and Tresham College, a Princes Trust lead, offering a 12 week course for under 25 year olds with a focus on team building, life planning and work place skills and etiquette to help make ex offenders both more employable, whilst at the same time providing a stability to their day to day lives.

2. All prisoners take a gym induction module as a part of their induction process. In accordance with the HMIP recommendations from the 2012 report, an area has now been provided that allows resistance and cardiovascular training to be combined, integrated fitness activities are now provided, and PE qualifications have been extended to Level 2 to give prisoners progression opportunities.

3. The majority of prisoners have a sentence of less than one year so the greatest challenge is to provide short educational courses that are relevant to need. In the reporting year over 55% of prisoners will have literacy skills at or below entry level 2 and 45% of prisoners will have numeracy skills at or below entry level 2.

4. In the early part of the reporting year there were many problems with the process of a prisoner applying for Education to actually being allocated a place. This resulted in very poor attendance in many classes. Prisoners reported taking as long as a month for an application to result in a place in a class. As a result prisoners frequently submitted multiple applications, further complicating the system. This has, to a large extent, been resolved.

5. Enrolment is now good and shows an increase of 17% over last year. Prisoners are assessed on their basic Literacy and Numeracy skills, and grouped according to their needs. Additional Learning Support is provided to those who need it.

6. The lengths of courses vary in duration from one day to seven weeks; the longer ones are usually delivered in modules. This allows them to be continued at a later date or at another establishment if a prisoner transfers.

7. Funding is based on the numbers enrolled on courses, the numbers of completions and the success rates. Funding is targeted towards addressing the employability and resettlement needs of prisoners. The success rate at the end of this year was 83%.

8. Delivery of Education at higher levels is very limited. Only a very small percentage of the population require Education at level 3 or above. Funding through the Educational contract is not available. Prisoners must apply for funding through charitable grants. Access to course materials and support is problematic. Prisoners serving long sentences, level 3 or above, and/or are unable to mix with the general population because of their risk, have minimal educational opportunities. The Board are concerned that this can seriously impact on the well being of prisoners on discreet units who have very restricted regimes.

### **5.3 Healthcare**

Healthcare and Mental Health services were positively reported on in the recent unannounced Her Majesty's Inspectorate of Prisons (HMIP) and Care Quality Commission (CQC) inspection, which was a considerable achievement following a relatively poor position the previous year.

1. On April 1<sup>st</sup> 2013 The Central and NW London NHS Trust took over the MKCHS contract for 3 years. All staff were TUPEd across. The Commissioner for HMP Woodhill is based at the East Midlands Office in Nottingham.

2. Audit is against approximately 16 CQC indicators using a traffic light system. There are two red, both related to the Care Programme approach audit, and the lack of a Hepatitis C policy. Both are easily resolved and being taken forward.

3. Staff in post are of a higher quality and work better as a team. Sickness is down and Agency staff reduced to two at any one time. Continuous professional development is good. Several staff await security clearance, which remains problematic due to time scales.

4. Defibrillators are present in all cores and in in-patient healthcare. Staff are trained in their use.

#### **5. Clinics and appointments**

5.1 Clinic and waiting times are: Physiotherapy – 1 week, Dentistry – 4 weeks for an assessment, 6 weeks for treatment, Ophthalmology – 1 month, Sexual health nurse led clinic – 1 month, Consultant in Genitourinary medicine attends monthly, Podiatry and Phlebotomy are available and OT can be referred out. Waiting times are comparable to those outside.

5.2 Healthcare appointments are a problem with high failure rates. The prison produces a PMMS list which is available to all by mid-afternoon of the preceding day. Healthcare staff could access this though it would take time to check for potential failures. The dentist only has access to the list on the day of attendance. There is a perception that sanctions are not imposed on prisoners who fail to attend. Until this is effectively addressed there is a significant wastage of expensive professional time. Monthly meetings with Security have helped facilitate hospital appointments, however the low levels of prison staff have affected hospital attendance.

5.3 Dentistry: Appointment failure rate is about 40%. System One does not adequately reflect the prisoner information needed for making follow up, and checking failed, appointments. The dentist is unaware of any sanction against failed appointments. There are issues with the servicing of equipment as ownership and responsibility is not clear. Surgical referrals seem to receive a low priority.

5.4 Screening programmes are available with the GP in the community. Some screening is done in UK prisons, but not yet in HMP Woodhill.

5.5 Prisoners were not consulted or given the opportunity to opt out of having their personal data released to a Government organisation that has been selling data to insurance companies for the last three years without prisoners' consent. This is an ongoing issue to be addressed.

## **6. Pharmacy**

6.1 Prescribing charts are a problem and are often in the wrong place when needed. Computerised prescribing is needed to resolve this. Presence of a prison officer at all times when medication is administered is a priority, as is the immediate completion of charts according to NMC guidelines. Inspectors officially condemned the use of pots before the administration of medication, but it is reported that a Pharmacy Inspector accepted there is no viable alternative.

6.2 Using generic versions has reduced the costs of drugs. Prisoners who are certain their medication is being changed, as they no longer recognise the named drug, generate many complaints. Computerised prescribing was planned for April/May but was never achieved. Inspectors recommended pharmacy-led clinics, but the take up when tried before was so poor it was discontinued. For much of the year there was a vacancy for a pharmacy technician, lengthy waiting times for security clearance remain a major impediment.

## **7. Inpatients**

Healthcare in patients is moving back to its original location and a much more comprehensive service is planned. Liaison with MacMillan is being explored for end of life care. There has been much public criticism of the Liverpool Care Pathway, The Healthcare "Palliative Care Policy" will not need amending as it already addresses the issues of concern.

The use of handcuffs on hospital patients, especially near the end of life, was the subject of a recent High Court ruling. It was made clear that Security was not the only or over-riding issue, humanity is very important.

## **8. Commissioning.**

The commissioners are looking for a rolling annual 4% cut in expenditure. If the new contract is awarded to a private provider there are real concerns that most of the services will be sub-contracted, all of which have profit as a priority. Potentially there could be a huge loss of senior staff with considerable knowledge and experience of working within a custodial setting who wish to continue working in the NHS and would not continue in position with the new provider.

### **5.3.1 Westminster Drug Project (WDP).**

1. The contract is scheduled for renewal in October 2015. The commissioner based in Milton Keynes, who monitors against quality indicators, monitors delivery. WDP is responsible for the cost of all substance misuse medication, and use the same prescription list of drugs as Healthcare.

2. In the early stages of the contract high staff turnover, staff sickness and vacancies were an issue, exacerbated by the length of time taken for security clearances. Delivery has now stabilised. WDP, nationally, have a learning and development centre, and continuous professional development is available to all staff. Recent defibrillator training has been delivered. Integration with Healthcare and Mental Health is now good with an alignment of policies and procedures. IT integration between prison IT, WDP network and System One is nearly complete.

3. A psychosocial strategy and needs analysis with an action plan informs targets and therapies. Therapeutic group work, including a three-day motivational course, is being delivered on two other units in addition to the specialist unit.

4. Short-term sentences do not allow time to effectively address dependence. WDP do not take any part in Reception, and Reception confirms not all prisoners are tested for drugs. WDP would be prepared to train prison staff in the recognition and support of prisoners with drug problems. There is no budget for this at the moment.
5. Recent figures for incentive based drug testing have shown a decline in illicit positives.
6. WDP has achieved Approved Provider Standard at HMPs Woodhill, Bedford and Chelmsford.
7. IDTS offers integrated recovery pathways together with psychosocial therapies and through-care on release into the community. While short-term prisoners may be maintained, those on longer sentences are expected to Detox, though there is no requirement.

### **5.3.2 Mental Health Inreach Team and Mental Health Provision**

1. Patients are identified in Reception based on their history and documents, or in a comprehensive Healthcare Screen in the first 48 hours. Prisoners with autistic spectrum disorders and learning disability disorders are similarly identified. However there is no local vulnerable adult policy. This was highlighted in the 2012 – 2013 report and remains a concern.
2. There are no psychology services
3. Band 5-registered mental health nurses deliver primary care on the Wings.
4. Staff continuous professional delivery is good, but time off for training affects delivery. Waiting time for an appointment is about 2 ½ weeks, however one member of staff is able to respond to one urgent case per day.
5. There is no particular targeting of Indeterminate Public Protection (IPP) prisoners who have a greater incidence of mental health problems.
6. Time scales for referral to a secure unit are quick, while transfer is dependent on vacancies. One prisoner, accepted for Rampton, cannot be issued with a warrant as Rampton is closed for admissions.
7. Prisoner ‘through-care’ when leaving prison is achieved through the Discharge Board. The Healthcare pathway ensures all prisoners released by HMP Woodhill are given a discharge pack of healthcare information that includes details of 111, walk in centres, sexual health, mental health and Samaritans contact details. Prisoners on medication are also provided with 7 days of extra medication on release.
8. Staff believe training in Mental Health awareness for officers would be useful, but it is not commissioned.
9. Staff would like to be able to expand the services offered and better meet the increasing demands from more older and ill patients.

### **5.4 Purposeful Activity and Work**

1. Time spent in purposeful activity is broken down in HMP Woodhill between association and education, training and work as determined by the core day. Her Majesty’s Inspectors of Prisons (HMIP) 2012 Report on HMP Woodhill Prison noted that time out of cell was good and that few prisoners were locked up during the day. It found the range of work to be reasonable, that the Library provided a reasonable service and that recreational PE provision was good. Against this it found that there were insufficient good quality activity places to enable prisoners to be fully occupied, and that outcomes for prisoners were poor against this healthy prison test. The Report therefore made 15 recommendations in the area of purposeful activity, which were reflected in HMP Woodhill’s Strategic Priorities for 2013/14.

2. Before the prison could fully address the strategic priorities HMIP undertook an unannounced inspection in January 2014. At this follow up inspection it found that six of the 2012 recommendations had been achieved, five had been partially achieved and four had not been achieved. The HMIP 2014 report acknowledged that whilst recreational and vocational PE remained good, there was an insufficient focus upon employability skills and too little vocational training available, and that library provision was now limited. The Report also found that there were insufficient activity places for the population and high levels of unemployment. The Report went on to express concern regarding the amount of time out of cell, which had deteriorated considerably since 2012. Staff shortages were leading to regime slippages whereby prisoners were being locked up earlier than they should be, and at weekends some prisoners were being locked in their cells for over 17 hours. In addition, prisoners who worked full time were experiencing little association as this was taking place whilst they were at work. Further Purposeful Activity recommendations were therefore made in the Report relating to allowing access to daily association and routine for all prisoners, giving more attention to prisoners' employability skills, updating and extending the range of library resources and increasing the number of prisoners gaining qualifications in vocational subjects.

3. HMIP has not been alone in expressing its concerns on purposeful activity over the past year. The 2010/11, 2011/12 and 2012/13 Annual Report from the IMB indicated the Board's increasing concern of the impact on regime from the year on year increases in cuts and services, particularly in relation to staff shortages. The 2012/13 Report also expressed concern at the lack of activities and stimulation available in House Unit 6, which was inevitably leading to boredom and frustration.

### **Work opportunities in HMP Woodhill**

4. In May 2014, 415 of the prisoners were working whilst 373 prisoners remain unemployed. 191 of the 373 were sentenced prisoners. Only convicted prisoners are required to work. Prisoners who are of retirement age or classified as long-term sick are not normally required to work unless some purposeful activity is a part of their sentence plan. Those who are segregated will also be unemployed, but nevertheless there remain insufficient workplace spaces for the prison population.

5. Kitchen: 28 workers plus 6 – 8 reserves. Prisoners can take the Chartered Institute of Environmental Health Food Safety Level 2, but only if there is a full quota of prisoners on duty – and there has not been a full complement for some time. 9 of the prisoners have taken the Level 2 this year, and all prisoners in the kitchens have to take Level 1. Some prisoners train towards NVQ Level 1 and NVQ Level 2 in the kitchen, but as prisoners need a minimum of 3 months to complete the work the number achieving the NVQ is limited. 4 prisoners have been taking this in 2013/14, but one of them has now left the kitchens. The kitchen has recently employed additional prisoners whose responsibility it is to clean the kitchen trolleys.

6. Gardens: 12 prisoners, and there is always a reserve list. The Christian-style garden has now been finished, although there is room for expansion. It is planned to offer an NVQ in horticulture, which will include hard and soft landscaping. The NVQ will cover the maintenance of equipment, and the prisoners are currently building a breezeblock structure to house the equipment. If the prisoners are moved before completing the NVQ then Woodhill will look to moving the prisoner to another establishment that offers the same NVQ. Prisoners are also creating their own 15sq.metre allotment plots. Work has also commenced on a bee garden, which will accommodate 10 beehives made by another prison, and plants that attract bees. Some of the 12 prisoners clean out the birds of prey and some are allowed to handle the birds with bird handlers present.

7. A new contract workshop opened in May this year (2014). The work is basic assembly and packing, and can accommodate up to 25 prisoners per session (i.e. AM and PM), Monday to Friday.
8. Mosaics Workshop: 22 spaces in the morning session and a further 22 in the afternoon session, running from Monday to Friday. More prisoners are cleared to attend this workshop each day than places allow.
9. BICS (industrial cleaning) cleaning workshop: 12 places in the morning and 12 in the afternoon, Monday to Friday, through which it is possible to obtain a qualification.
10. PICTA (ICT) workshop: is available from Monday to Friday, with 22 prisoners in the morning and 22 in the afternoon. Prisoners can work towards a European Computer Driving Licence and CISCO qualifications through this workshop.
11. Print workshop: 4 spaces, morning and afternoon from Monday to Friday.
12. Laundry: 6 spaces morning and afternoon, running from Monday to Friday. Vulnerable prisoners (VP) prisoners are offered one afternoon session.
13. Waste Management Unit: sorting and recycling waste, offers 12 places for prisoners every morning and afternoon from Monday to Friday. VP prisoners have dedicated sessions.
14. Breakfast packing for the whole prison population is done by Vulnerable Prisoners (VPs). 15 prisoners work on this in the morning and 15 in the afternoon sessions.
15. Reception, Resettlement, the Library, Chaplaincy, Education and the Gym all employ prison orderlies, which totals 15 prisoners in the morning and 15 in the afternoon sessions. The orderlies for the Gym work weekends, and those on Reception work in the evening.
16. On the wing prisoners may work as landing cleaners, in the servery, in the laundry, in the stores and as painters in their cells. This is the only work available to Cat A prisoners who are unable to go off-wing.

### **Going forward:**

17. A new painting and decorating workshop is due to open in July this year (2014), offering 20 full-time or 40 part-time places plus the opportunity to obtain an NVQ in painting and decorating.
18. Neither the laundry nor waste management yet offer qualifications, but in the longer term it is planned to recruit staff who can teach relevant qualifications.
19. Garden staff are looking at the possibility of enabling the 2 birds of prey handlers to become trainers so that a further NVQ can be offered.
20. All prisoners at Woodhill attend an assessment of their ability to work before they are able to work. Prisoners may request particular jobs or activities but jobs are allocated following medical and security checks which will determine what a prisoner may or may not be able to participate in. Security checks can take some time, and it has been shown that security clearance for prisoners doing IT work has restricted numbers and slows take up. In February 2014, Woodhill moved responsibility for the allocation of workers from wing staff to the Activities Hub, which now oversees the allocation of prisoners to all workshops, all house unit work places and to orderly roles. In the HMIP 2014 survey

of prisoners, only 4% said that it had been easy to obtain work within the prison, whilst 31% had found it difficult and a further 11% had found it very difficult.

21. Work within the prison is only ever cancelled for an operational emergency or if an instructor is unavailable without cover. Prisoners would only not be required to work if they were ill or had another justified appointment. There appears to be an issue of ensuring that places are taken up, however. The Board has been assured that punishment measures in line with local and national procedures are in place for those prisoners who do not turn up for work, but the measures need to be clearly understood and applied by staff and understood by prisoners.

22. In response to one of the HMIP 2014 recommendations on giving more attention to prisoners' employability skills: As part of the Induction process Tribal captures the work a prisoner has undertaken prior to Woodhill, and develops a Skills Action Plan to develop their skills whilst at Woodhill. This Plan is regularly reviewed during the prisoner's time in Woodhill. The Skills Action Plan can however only be as good as the work and skills available at Woodhill, and the prisoner's willingness to engage with the process.

23. On release, prisoners can be referred by Tribal to Reach in Northampton and Job Deal in Thames Valley for help with further training. Tribal will also help with finding local vacancies or provide information and contacts for use on release. In the HMIP 2014 questionnaire to prisoners, 30% did not think their prison job would help them on release, but 25% said that their job would.

24. In addition to work, the majority of prisoners have the following areas of purposeful activity available to them:

25. The Gymnasium provides 2 morning sessions and 2 afternoon sessions per day, with 1 evening session available from Monday to Thursday. These sessions include weight training, 5 a-side team games, circuit training, tennis, badminton and indoor cycling, as well as Pilates. Around 200 prisoners attend the gym daily during the week, with around 100 using the facilities at the weekend. The weights room remains the most popular. Separate sessions are run for vulnerable prisoners. There is also a remedial class available to older prisoners and to those with disabilities. In the HMIP 2014 report, the prisoner survey indicated that 43% of the prison population went to the gym 3 – 5 times per week, whilst 15% didn't want to go at all.

26. The Library is open from Monday to Friday each week, and is visited by up to 35 prisoners each day. Each prisoner can borrow up to 4 books for a fortnight at a time. Due to a change in contract for the majority of the reporting period there was a severely limited service in place. A new librarian has recently been appointed. Plans are in place to update and extend the range of library resources, including obtaining more funding for new books and obtaining a computer to replace the manual booking-out process. The number of magazines and newspapers available to prisoners in foreign languages, and particularly in Polish has been increased. The VP Unit has its own session in the Library and they also have a small library on the wing. No library books are held on the Managing Challenging Behaviour Strategy (MCBS) Unit because in theory the prisoners will work towards integrating with the main population, and therefore will attend the Library itself – in reality, most if not all of the prisoners are not obtaining security clearance to leave the unit. The HMIP 2014 report showed from a prisoner survey that 23% went to the library at least once per week.

27. The Chaplaincy offers the opportunity for a number of groups to come together, and has purchased the equipment for recording prisoners for Story Book Dads – regrettably the editing has to be sent to

another prison, as no equipment is available at Woodhill. In addition, the Chaplaincy would like to provide more activities to be completed in-cell, but currently there is no funding available for this.

28. Within the house units, prisoners have access to snooker and tennis tables, as well as to outdoor exercise areas. In several units board games such as chess are available. On the Close Supervision Centre (CSC) Units, where multiple unlock is often not possible, access to purposeful activity is severely curtailed.

29. The work regime sometimes conflicts with other areas such as Healthcare, Recovery Orientated Offender Treatment Service (Roots) and other partner agencies/departments wishing to see prisoners during work sessions. Changes to the core day are being brought in from 2 June 2014, and it is hoped that the conflicts currently seen will cease or certainly reduce with the new split regime.

## **5.5 Reducing Re-offending and Resettlement**

1. The HMP Woodhill team assigned the task of Resettlement and Reducing Re-offending start by making sure every prisoner coming to HMP Woodhill completes a resettlement induction.

2. This not only covers all pathways associated with Reducing Re-offending but also allows for the formulation of an action plan that signposts all arrangements currently in place for the initiatives available. All sentenced prisoners should also then have an active offender supervisor allocated to them to oversee that the action plan put in place is achieved.

3. Following the induction and having outlined an action plan at Woodhill the Resettlement team will continue the management of prisoners on Remand and those serving 12 months or less whilst those with a longer sentence or deemed to be a risk fall under the OMU (Offender Management Unit).

4. At Woodhill both the Offender Management Unit (OMU) and Resettlement need to work hand in hand to achieve the goals of both reducing re-offending and that of the successful resettlement of prisoners on release. Unfortunately over the last year, and this was noted strongly in the HMIP report, the two units worked very much in isolation of each other which hindered progress as well as the ability to achieve the required targets. This situation has been reviewed and the OMU, which was leaderless for most of 2013, and Resettlement have new management teams in place which have led to positive progress with both units now working together more closely and also managing to achieve better targets towards the latter end of last year and beginning of this.

5. Although Resettlement failed to achieve the required targets over the past year in education, training, employment and most importantly accommodation, the pathways have since been strengthened by the introduction of more staff and by the forging of stronger bonds with the pathway providers by the new management team.

6. The Resettlement team work with a variety of different pathways one of which (important to a majority of the prisoners) is Debt advice that covers Finance, Benefits and Debt matters. Prisoners with problems relating to these matters are identified on arrival and appropriately referred to Citizen's Advice Bureau (CAB) or Job Centre Plus (JCP) for advice and support. Barclays Bank and HSBC were used last year to allow prisoners the opportunity to open bank accounts prior to release allowing ease of access to any benefit payments due to them.

7. TRIBAL, the National Career service provider, which is supposed to see all prisoners on their Resettlement Induction and set them goals, failed to achieve their targets over the last year with only about a quarter of the prisoners being interviewed to identify their needs and custody goals.
8. The new management team are working hard with TRIBAL, CAB and JCP to improve on this past year and achieve more favourable Key Performance Targets (KPT) with regards to prisoners not just gaining training/employment on release but also retaining employment once released.
9. Other pathways provided as part of the Offending Behaviour Programme are the Thinking Skills Programme (TSP) and RESOLVE to help with anger management. Sycamore Tree, a victim awareness programme, was also available to prisoners last year.
10. Key elements to reducing re-offending are access to bank accounts (currently provided by Barclays Bank up to a week before release), securing accommodation immediately on release and maintaining and enhancing positive family links.
11. In relation to seeking and securing accommodation for prisoners on release the Woodhill team achieved 80.95%, which was just below their 82% KPT target for the year. This was mainly due to shortages in personnel staff amongst the housing advisors, St. Giles trust, who are required to see all new prisoners referred to them after induction, especially those with no fixed abode, to try to get an early resolution to their housing problem. The St. Giles advice workers are also required to see all prisoners 2 months prior to release but unfortunately over the past year, due to staff shortages, this was not achieved. The Board understand this matter has been resolved with extra St. Giles staff now at Woodhill full time. Inroads were also made with charitable organisations like New Leaf and the Buckinghamshire Association for the Care of Offenders (BACO) over the past year to help with the resettlement of previously homeless prisoners whilst also allowing prisoners to access grants of up to £100 to purchase basic clothing and tools required to help with employment.
12. With regards to building stronger family links for prisoners before and after release the resettlement team offer a pathway to the Thames Valley Partnership that offers a family matters advice service allowing prisoners to access relationship courses in the education dept. HMP Woodhill also holds family days during the school holiday periods to help maintain a close family bond. HMP Woodhill is also due to bring a council led initiative, Troubled Families, on board to help prisoners repair damaged relationships.
13. The Resettlement team at HMP Woodhill understand the need for good education and training of prisoners to reduce re-offending and with a view to this over the past year have worked very closely with the Education provider, Milton Keynes College to increase the range of subjects on the syllabus.
14. The Reducing Re-offending strategy that was newly formulated at the start of last year and had a clear action plan that covered all the resettlement pathways showed little progress or success over the past year. Improvements are in hand by the new team to allow for a more formidable strategy that is better monitored.

## **5.6 Safer Custody, Violence Reduction and Suicide Prevention**

1. The Board is saddened to report that there have been 4 deaths in custody during the reporting period. There have also been 7 near misses. Dates are set for inquests in a timely manner in Buckinghamshire. Four inquests have been held, with 2 outstanding this year.
2. The Death in Custody Action Plan is up to date. 'Learning' from the inquests has been circulated.

3. Internal investigations were completed on each of the 'near miss incidents' and reports sent to Head Office. No additional work was identified.

3. The prison has maintained the requisite number of Family Liaison Officers.

4. There has been a marked increase in the number of 'Incidents at Height,' and in the number of assaults.

5. Data is examined each month at The Safer Custody meeting but it has proved difficult to pinpoint triggers or patterns for self-harming. Sadly HMP Woodhill will usually accommodate one or more prisoners who are prolific self-harmers. Examining data alone will not always give an accurate picture of the Establishment.

6. The Board has raised concerns with the access prisoners have to razors purchased through the Canteen. The allocation and return of safety razors provided by the prison service is managed effectively, but is not extended to those purchased privately.

The IMB at HMP Frankland raised a similar concern in their Annual Report 2011 – 2012. They requested consideration be given to supplying electric razors. The Board at HMP Woodhill appreciates the cost implication of such an initiative is prohibitive, but would welcome a more robust system of management for items that can become lethal weapons.

7. There are insufficient numbers of Young Offenders to accommodate them on a designated Unit. They are dispersed amongst the population. The numbers, locations and details of all Age Appropriate Risk Assessments for YOs are brought to the Safer Custody meeting each month. The meeting checks that no YOs are sharing a cell with an adult. Any YO on an ACCT is discussed individually. Support plans and interventions are clarified. Any concerns are highlighted to staff involved with the individuals.

8. The Safer Custody monthly meeting has the MCBS Unit as an agenda item. However there is relatively little input from staff on the MCBS unit, and no conclusions or actions seem to result.

9. The PSO requires a strategy for identifying and supporting individuals with complex needs. A referral system has been devised and the meeting does have an agenda item for prisoners with high needs who are in the general population. Many of these prisoners are subsequently located on the FNC, where they become 'long stayers' because of the difficulty of finding suitable accommodation with enough support on normal location.

10. The Board has closely monitored and consistently raised concerns, both for the management of these prisoners and the impact they have on prisoners appropriately located in the FNC, and spaces available on the FNC.

11. The monthly meeting endeavours to identify any area/Wing that needs additional focus or support. This may mean additional staff or additional input from the Safer Custody Team.

12. The Safer Custody Confidential Access Help number, which prisoners can use free of charge is widely advertised. Information left is recorded and circulated on the Daily Briefing sheet.

13. There is no HMP Woodhill policy for the Safeguarding of Vulnerable adults.

14. For the greater part of the reporting period one Unit held the majority of Enhanced prisoners. This, along with the use of other specialised Units e.g. First Night Centre and IDTS resulted in a shortage of locations to place more challenging ordinary location prisoners or split gang members up. This unit now holds a mix of prisoners so ordinary location capacity has increased a little.

15. The pressure on the population has made appropriate location of prisoners problematic. The Board has raised concerns with the SMT that Induction is not always delivered in a timely or effective manner.
16. Although the number of assaults and serious incidents have increased there are still a relatively small number of prisoners on Basic regime. The Board has raised concerns that the criteria are not consistently applied. The Board has also regularly raised concerns with the inconsistent quality of paperwork and the monitoring of prisoners on Basic regime. The Board is not confident that the IEP scheme is being effectively used.
17. The reduced capacity of the CSU Unit has added to the difficulty of managing challenging behaviour. The Board has raised concerns with the SMT that prisoners serving Cellular Confinement (CC) on ordinary location have not been managed as well as they should.
18. As in the 2011 – 12 and 2012 – 13 report the Board again raises concerns about the cross deployment of staff. One consequence is the collapse of the personal officer scheme.
19. Since June 2013 HMP Woodhill has been working to minimum staffing levels on the units. The staffing levels have continued to worsen, with shortages across all grades, admin staff and OSGs. This has resulted in pressure on, and reduction of, the regime. Staff have less and less time to engage with prisoners.
20. With less time to talk to prisoners, and cross deployment standard practice on the majority of main location house units, it is not uncommon to find staff who have a limited knowledge of the prisoners in their care. As there are no psychological or counselling services available there are few alternative avenues of support for prisoners. MHIT can provide leaflets to give some written guidance/support. Prisoners with literacy/learning or language difficulties are disadvantaged.
21. The Safer Custody Team ran a Violence Reduction Survey in January 14.
22. The Board remains concerned that there is not always a consistent approach by staff when using the Incentives and Earned Privileges (IEP) and/or Anti Bullying Strategy (ABS) processes. The ABS paperwork would benefit from being simplified with a clearer difference in strategy to manage/monitor perpetrators, and support victims. High Risk Cell Share (HRCS) reviews are monitored to ensure they are up to date. Population pressures result in reduced options to relocate prisoners to other areas to release tension or break up gangs.
23. Throughout the reporting period the IMB has raised concerns about the consistency and quality of recording information in Assessment, Care in Custody & Teamwork (ACCT) documents. Management checks throughout the year have also highlighted issues with the documentation in both ACCT and Post Closure Review documents. The majority are of a high standard, but this is not always consistent. Despite management checks and focus from the Safer Custody Team significant improvement has not been maintained. ACCT reviews were moved to a central location in an effort to get better multi – disciplinary attendance, but this has not been as successful as initially hoped. The majority of ACCT documents are opened as a result of the concern of staff and are opened in the First Night Centre (FNC). This has remained consistent throughout the year.
24. During the first half of the reporting year staff shortages impacted on ACCT Assessor and Safer Custody training. Training was cancelled for four months in succession. This has recently improved

and the Introduction to Safer Custody training is now included in Prison Officer Entry Level Training (POELT).

25. Listener selection was put on temporary hold in January due to the Samaritans workload and the time taken to get volunteer trainers through Security clearance. Requests were then made in April to extend holds for Listeners, and seven were approved. The greatest impediment to the maintenance of the required number of Listeners is trainers from the Samaritans waiting for Security clearance to be able to deliver training.

26. As the lock up times in the New Year increased there were on going issues with Listeners not being unlocked.

27. The Vulnerable Prisoner Wing has, throughout the year, been virtually full to capacity and at some stages during the reporting period in excess of 14 prisoners have been located on the First Night Centre. This has resulted in Rule 45 prisoners being kept on the First Night Centre for lengthy periods. Population pressures are compounded by YO's not being able to be accommodated with adults, smokers not being accommodated with non smokers, own protection prisoners not being accommodated with sex offenders, and HRCS requiring single cells.

28. For the majority of the reporting year the FNC has a run a minimum of two regimes, and up to six regimes when having to manage prisoners who cannot be located with the main population. This has impacted on the Induction process of new prisoners and the regime of the Unit.

## 5.7 Segregation – Care and Separation Unit

Average number of prisoners held on the unit during the reporting period

Q1	Q2	Q3	Q4	
1 <sup>st</sup> APR '13 – 30 <sup>th</sup> JUN '13	1 <sup>ST</sup> JUL '13 – 30 <sup>th</sup> SEPT '13	1 <sup>st</sup> OCT '13 – 31 <sup>st</sup> DEC '13	1 <sup>st</sup> JAN '14 – 31 <sup>st</sup> MAR '14	1 <sup>st</sup> APR '14 – 31 <sup>st</sup> MAY '14
<b>5.5</b>	<b>6.1</b>	<b>5</b>	<b>5.5</b>	<b>4.8</b>

1. The Unit has for the majority of the year had at least three cells (and recently up to 50% of the unit) out of action. This is due to a combination of cell damage and an upgrade of cells. The upgraded cells will be much more difficult to damage and all will be fitted to safer cell standard. Over the year this has resulted in an insufficient number of CSU cells for the size of the establishment.

This has resulted in an unacceptable number of prisoners serving CC on the wings, with prisoners being subjected to lower levels of management than would normally be expected. Prisoners serving CC on the wing do not always have access to some of their entitled facilities e.g. library. Poor standards and lack of consistency of documentation have been frequently raised as a concern.

2. Staff levels on the Unit during the reporting period have been challenging due to the redeployment initiative. This has also had the effect of not maintaining continuity of officers, which in the past has been beneficial when dealing with challenging prisoners. However the staff have handled effectively some difficult situations, in particular a recent death in custody.

3. Concerns were expressed earlier in the year regarding the amount of mental health support that was available to prisoners in the Unit. This is still an on-going concern.
4. The majority of Reviews have been attended by IMB members and were conducted in a fair and professional manner by the nominated Governor. All prisoners were made available to a member of the IMB face to face, prior to their review, with exceptions due to the required number of staff not being available to unlock. Concern was raised on occasions during the year regarding reviews starting late and the nominated Governor not always being aware that they were responsible for the review. If IMB were not able to attend a review the paperwork was subsequently examined and the prisoner spoken with. Concern has been raised that Healthcare staff who attend do not have sufficient knowledge of the prisoner to be able to make a significant contribution.
5. Special Accommodation was used six times during the year. The Board was notified on each occasion and is satisfied that it was used appropriately, and for the minimum time possible.
6. Five dirty protests were experienced over the period and only one took place in the second half of the reporting period.
7. No prisoners were held in the Unit for an extended period of time without the appropriate notification and approval taking place.
8. Work is underway to relocate the Inpatients Healthcare Unit to the First Night Centre. The CSU will have access to the whole unit which will allow the use of 12 cells for a more progressive regime to help challenging prisoners return to normal location.
9. The recent HMIP inspection raised concerns over the lack of Segregation and Monitoring Review Group meetings (SMARG). This situation has not improved as only one meeting has been held during the reporting period.
10. Adjudications are held every day and amounted to 2009 during the reporting period, and on some days in excess of 12 cases were heard. At present there are 107 cases outstanding which are awaiting conclusion for various reasons. The External Adjudicator attended approximately once per month and on most occasions had a full list.
11. It is encouraging to see that costs of repairs to damaged cells is now being deducted from prisoner monies and has helped in reducing some instances of damage.
12. The quality and standard of paperwork and record keeping has improved and is being completed in accordance with requirements.
13. The availability of facilities for prisoners on the CSU e.g. Library books, TV and Radio is still not clear, even though a local policy has been published. More clarity and consistency is required.

#### **5.7.1 Close Supervision Centre (CSC), MCBS and HU6**

1. House unit 6 comprises five wings, A to E.

A and B Wings make up the CSC at HMP Woodhill. The Close Supervision Centre holds prisoners who are assessed as being the most violent and disruptive within the whole prison system.

A wing is the National Assessment Centre. B wing is a post-assessment CSC Unit.

In reality both Wings may hold a mix of selected prisoners and prisoners under assessment.

Prisoners in HU6A and 6B are held under Rule 46.

2. The location of prisoners is determined by the CSC Management Committee. There is a mix of small units and designated Rule 46 cells in the High Security Estate. The total normal operating level is 52, and the Operational Capacity is 54. Prisoners may be referred to the CSC Management Committee from any establishment in the estate. Each prisoner represents an extremely high risk to other prisoners, staff and themselves.

3. Some prisoners are awaiting transfer to a secure hospital. The Board remains concerned at the length of time prisoners have to wait for a bed once they have been accepted by a secure hospital. The waiting time for a place can be many months, despite all efforts made by prison and psychiatric staff.

4. All CSC prisoners will have been on normal location during their earlier sentence and because of their often severe behavioural problems they may arrive in Woodhill CSC from a Segregation Unit where they have been held for many months.

## **HU6A**

5. This Unit is an Assessment Unit for the CSC system and also holds prisoners who have been assessed and accepted. The assessment period is 4 months.

6. The ratio of staff to prisoners is considerably higher than on normal location in order to provide the close supervision required.

7. Relationships between staff and prisoners are a vital component of the assessment process. Maintaining regular staff is an important part of this. Cross deployment is not helpful on this Unit. The regimes on the CSC and MCBS units are extremely sensitive to change, occasionally resulting in several single unlocks, which inevitably impact on association. The effective assessment and monitoring of prisoners and their accurate risk assessments are dependent on the relationships established between staff and prisoners. Staff who do not know prisoners are less likely to challenge them, and this could result in the stability of the unit being put at risk.

8. Due to the unpredictability of the prisoners' behaviour staff may need to increase risk levels rapidly. The responsibility for increasing risk levels may be taken by the SO with the decision being reviewed by the Unit Governor or the Custodial Manager.

9. Risk levels of all prisoners are reviewed and adjusted at the weekly multidisciplinary meeting – DRAM – Dynamic Risk Assessment. Unfortunately due to staff absences some of these meetings were cancelled/postponed during the reporting year. This could have had a detrimental effect on the management of prisoners whose risk assessment had not been discussed and amended as should have happened.

10. The Unit has its own gym facilities. A dedicated member of the gym staff is detailed to HU6 to make weekly checks of equipment and log books, and has responsibility for gym induction on the Unit.

11. Last year the Board raised the issue of the lack of Education in the CSC. This has been addressed and Education, though somewhat limited, is given priority on the Unit on Wednesday mornings and Monday afternoons. Unfortunately, there appears to have been a lack of consultation between Education staff and Psychology/Mental Health staff which led to appointments being cancelled and therefore prisoner assessments being delayed. The Education only covers Levels 1&2. Many of the prisoners have already completed these during their time inside and need more demanding courses.

This is an issue that needs to be addressed for men serving long sentences, many of whom are very young .

12. There is no national policy for the use of High Control cells, but there is a local Woodhill policy. IMB are notified and invited to attend reviews when a prisoner is located in a High Control cell. The Board is pleased that there has been very little use of these cells during the reporting period. Staff are working with difficult situations in a different way resulting in far fewer restraints.

13. After a further re-profiling there has been more consistent staffing on the Unit, which has had a positive impact, and plans are in hand to enable HU6 to be open throughout the core day.

14. Staff on HU6A are using the new national Incentives and Earned Privileges (IEP) process, which has been adapted and amended to suit the CSC. Certain privileges are subject to individual risk assessment.

15. Staff have a good knowledge and understanding of the prisoners in their care. They contribute on a regular basis to Assessments, and Care & Management Plans.

16. The personal officer scheme works well on HU6.

17. Prisoners on HU6A and HU6B can contribute their suggestions to the Prisoner Consultative Committee through their association groups.

18. There was an attempt to install a lockable telephone booth on HU6A. This would give staff greater scope when trying to deliver multiple regimes in a restricted time period. However the booth was the wrong size and had breakable glass. No further progress has been made. These booths are used to good effect on discreet units in other HSE establishments.

### **HU6B**

17. The mix of prisoners on this Unit has resulted in the regime being less restricted than on HU6A, allowing more association.

18. The Board remains concerned that Education is limited on the Unit and can conflict with Psychology/Mental Health interviews.

19. IMB members are invited to the monthly Management Committee meetings.

### **HU6C**

This is the first national Managing Challenging Behaviour Unit (MCBS) and holds national MCBS prisoners. Since opening the Central Management Committee have had concerns about local impediments to the successful running of the Unit.

20. Prisoners whose risk assessments are appropriate will have access to facilities in the main prison. It was pleasing to see one prisoner attending an Offending Behaviour Course and others having their visits in the main Visit Hall.

21. This is a small Unit and disagreements can escalate resulting in split regimes with reduced association for all the prisoners.

22. The Board remains concerned about the lack of activities on the Unit, resulting in boredom for both prisoners and staff. The Education provision is limited. Many prisoners have already completed Levels 1 & 2 during their time inside and are looking for further challenges.

23. Prisoners are given the opportunity to contribute their suggestions to the Prisoner Consultative Committee through their association groups.

24. The Board remains concerned that there is not equal access to interventions. Every prisoner on this Unit is entitled to a 1 hour session a week with the Psychologist and a 1 hour session with the Forensic nurse. It appears that local psychiatric services are too short staffed to provide the level of support needed by some prisoners.

25. IMB is invited to the monthly Local Panel MCBS meetings.

## **HU6D**

House unit 6D holds Protected Witnesses. House Unit 6E is currently moth-balled but in a state of readiness should more Protected Witnesses come to HMP Woodhill.

26. The Unit has remained settled during this reporting period. It is possible that a prisoner may remain on this unit for many years. The Board has great concerns that there is very little activity or education available to the Protected Witnesses who are unable to access any of the facilities in the main prison.

27. The Board is pleased to report that one prisoner on this Unit, serving a life sentence, has had 5 ROTLs including one overnight before his pending parole hearing.

## **Healthcare on HU6**

28. Healthcare on the Unit is the responsibility of a Multi-Disciplinary Team composed of dedicated nursing staff, Psychologists, who are HMP Woodhill staff, Forensic Nurses, employed by Oxford NHS Foundation Trust, the visiting Psychiatrist also employed by the Oxford NHS Foundation Trust, and an Offender Manager.

29. Members of the Team hold one-to-one sessions with prisoners in the CSC to discuss their issues. These specialist staff are involved in the comprehensive assessment, advice and support, care planning and review, and advising on staff skill mix and primary care needs.

30. MCBS prisoners are entitled to have weekly 1hour sessions with the Psychologist and the Forensic Nurse Specialist although this does not always seem to happen. During the reporting year a new psychiatrist joined the team.

31. It is evident that there is not enough time within the prison regime for all the professionals who wish to see the prisoners to be able to do so. It is apparent that one- to-one sessions are often interrupted losing continuity and much of the value of these important interventions.

32. The Board is concerned that if it continues it will affect the well-being of the prisoners on this Unit.

## **5.8 Residential Services**

### **5.8.1 Kitchen & Catering**

1. The Kitchen requires 28 prisoners to rotate over 7 days, with 6 to 8 in reserve, all having been risk-assessed for such employment. Whilst the kitchens still find themselves short of prisoners at times, this situation has improved since last year and numbers now average 22 during the morning and a minimum of 20 in the afternoon.
2. Prisoners work as cleaners, in the stores and producing food. All kitchen employees are trained to Level 2 Hygiene, which ensures they can be involved in food preparation if necessary. This means that cleaners can be moved to food preparation if they are short of numbers.
3. A new manager arrived in February and has made significant changes, all of which are improvements designed to enhance the relationship between kitchen staff and prisoners (both on the wings and those working in the kitchens). The NVQ course has been reintroduced after attendance lapsed – each member of Aramark staff works with a prisoner on the course modules and this has helped build trust and acted as a motivator.
4. In addition, members of staff have been given “ownership” of a Wing or House Unit, which encourages them to take responsibility. The staff member should regularly visit their particular Wing and check the food comments book as well as talking to the prisoners and officers. There is still work to be done here, prisoners’ comments suggest that not all of them are aware that kitchen staff visit their area, but it is a positive start in building the relationship.
5. The Prisoner Consultation Meetings (Food Forums) have also started again following the arrival of the new manager. Two have been held at the time of reporting, and feedback suggests that the prisoners appreciated the fact that their views had been listened to and some action taken.
6. Broken kitchen equipment has remained a concern throughout the year and the situation has improved latterly, with 50% of the equipment scheduled to be replaced by the end of June 2014.
7. The daily budget for food provision has increased this year to £2.02 per prisoner and the kitchens continue to do an impressive job of preparing varied menus for such a low amount. Special dietary needs are accounted for, as well as religious festivals such as Ramadan and Passover. Easter cakes were provided for the service in the chapel and the manager is also introducing new ideas to provide themed meals such as Chinese and Caribbean dishes. Vegetarian meals are now made using fresh seasonal vegetables as opposed to frozen ones, which also helps prisoners studying their NVQ as they have practical experience of food preparation.
8. A catering survey took place in April 2014 (the first of three per year). Feedback from that has informed an action plan which includes use of spices and herbs to improve flavour at a low cost, introduction of new dishes and ingredients, training on hot plates and the implementation of the monthly Food Forums.
9. A common complaint from prisoners concerns the quantity of food provided – feedback suggests frequent shortages. However the Kitchen staff attributes this to ineffective management of the serveries as they check the number of portions against the daily roll. The recent HMIP inspection also noted that staff supervision was inadequate which allowed inequitable portion sizes to be served.

10. The kitchen manager has frequently said that better and fresher produce could be purchased locally if they were not tied into a centrally negotiated contract with 3663.

### **5.8.2 Accommodation**

1. The issue of theft from cells has been raised with Board members throughout the year and there is a plan to introduce in-cell lockers with keys for each prisoner, which should help resolve this. Despite notices to staff the Board is concerned that staff do not always lock cells when prisoners are out.

2. Broken washing machines / tumble dryers across the establishment continues to be an issue – both prisoners and staff have expressed concern when laundry has to be transported around different Units as this can lead to missing property.

3. The Board raised the issue of poor signage outside cells (ID cards not kept up-to-date). This has improved a little following a notice to staff, but remains an on-going concern.

4. There have been a number of occasions where Units have suffered with broken showers, which is further complicated by the current restricted regime. Prisoners are frequently unable to shower every day.

5. The Board is concerned by the length of time it takes to repair fixtures, fittings and equipment.

6. The Board has raised in rota reports and received several complaints from prisoners about the state of cleanliness of the showers in most House Units. Ventilation and drainage is poor resulting in fly infestations as the weather gets warmer. Showers have no privacy screens

7. The Board has been concerned with the frequent complaints about shortages and lack of toiletries and toilet paper.

8. The Board has been concerned with reported shortages of towels, bed linen and clothing from all Units.

9. The Board is concerned with reported shortages of cell furniture, toilet screens and the state of repair of mattresses. It is common practice for prisoners to remove pin boards from the walls and place them under the mattresses for support.

10. The Board has regularly raised concerns about the cleanliness of the prison, including prisoner accommodation and staff rest areas.

11. The Board has regularly raised concerns about the maintenance and accuracy of information boards in Wing offices.

12. The number of prisoners held at HMP Woodhill has steadily increased. However the number of telephones available to prisoners remains the same. The Board again request consideration is given to increasing the number available to allow greater access for all prisoners.

13. Throughout the reporting year the Board has raised concerns with the Visits telephone booking system. Prisoners regularly report expensive and lengthy delays. Problems have never been successfully addressed. A system has been identified that allows for call waiting and a queuing system, but funding is not yet secured.

14. Since the removal of ground staff from areas of the grounds and gardens not maintained by prisoners the proliferation of weeds has continued unchecked.

## Section 6

### THE WORK OF THE INDEPENDENT MONITORING BOARD

All Board members use the secure web service (www.cjsm.net) to disseminate information, as instructed by the IMB Secretariat and the IMB National Council. It is a cumbersome and slow system, which frequently fails. The experiences of IMB members at HMP Woodhill are repeated across the country. Information provided by the help desk staff suggests that the system is not able to cope with the increasing numbers of people expected to use it.

The IT system in use in the prison is notoriously slow. Admin and Wing staff generally wait for approximately 20 minutes to log on. The wait time can be up to 40 minutes. Prison Staff complain that one terminal per Wing office is inadequate for the amount of work that has to be done on the computer or for facilitating the access of information.

A new Internet access and system upgrade was attempted but caused such widespread crashing of systems, including the help desk, that it was withdrawn. It will be rolled out at a later date.

Board members have attended the following training courses organised by the Secretariat:

Foundation Course

BDO Course

New Chairs Course

Board members have attended the following training courses organised by HMP Woodhill:

Challenge it, Change It (Diversity)

Conditioning and Anti Bullying

Security Key Talk

Fire Awareness

Faith Awareness – ABC

Personal Protection

Safeguarding Children

The Board has invited the following speakers to Board meetings:

Muslim Chaplain

Operation Manager of CSC

Tribal assessor

BICs Industrial Cleaning Manager

Dedicated Search Team

Functional Head OMU

Head of Healthcare

Safer Custody ACCT assessor

The Chair attends the IMB High Security Estate Chairs quarterly meetings

An IMB member attends the London Area Chairs quarterly meetings.

An IMB member attends the South Central Area meeting

The Board would like to thank the IMB clerk for all her hard work and support during the year. The Board also give thanks to members of the Admin team who provided cover whilst there was no dedicated member of staff available to act as clerk.

## Section 6.1 Applications

Subject	2009/10	2010/11	2011/12	2012/13	2013/14
Accommodation	6	6	15	8	15
Adjudications	2	12	9	8	14
Equality & Diversity (including religion)	4	17	11	2	8
Education/employment/training inc IEP	10	21	25	28	52
Family/visits inc mail & phone	15	41	51	42	63
Finance & Pay				10	20
Food/kitchen related	12	1	12	10	7
Health related	20	88	78	52	70
Property (within current establishment)	38	59	86	54	47
Property (during transfer/in another establishment)				20	27
Canteen, facilities, Catalogue shopping, Argos				8	14
Sentence related (inc HDC, ROTL, parole, release dates, re-cat, etc.	84	83	109	72	92
Staff/prisoner/detainee concerns inc bullying	19	13	54	52	37
Transfers				17	30
Miscellaneous	143	67	119	104	54
<b>Total number of IMB applications</b>	351	400	479	487	550

Confidential Applications June 2010 – May 2011 197  
 Confidential Applications June 2011 – May 2012 158  
 Confidential Applications June 2012 – May 2013 127  
 Confidential Applications June 2013 – May 2014 102

The Board members at Woodhill have again worked exceptionally hard this year. This small number of fully trained members has undertaken all duties whilst providing mentoring for new members.

<b>BOARD STATISTICS</b>	
Recommended Complement of Board Members	20
Number of Board members at the start of the reporting period (incl. three members in their probationary year)	13
Number of Board members at the end of the reporting period (incl. one member in their Probationary year)	11
Number of new members joining within the reporting period	5
Number of members leaving within reporting period	6
Total number of Board meetings during reporting period	12
Average number of attendances at Board meetings during reporting period	10

## **Section 7**

### **GLOSSARY OF PRISON-RELATED ABBREVIATIONS USED**

**ACCT-** Assessment, Care in Custody & Teamwork – replacement for F2052SH

**ABS** - Anti-Bullying System

**BME-** Black & Minority Ethnic

**CARATS** - Counselling, Assessment, Referral, Advice & Throughcare Scheme – drug & alcohol team

**CNA-** Certified Normal Accommodation

**C & R-** Control & Restraint

**CSC** - Close Supervision Centre

**CM** – Custodial Manager

**DIRF** – Discrimination Incident Reporting Form

**DOPLO** – Disabled and Older prisoners Liaison Officer

**FNC-** First Night Centre

**GOOD-** Good Order or Discipline – Segregation under Rule 45/49

**HCC-** Health Care Centre

**HCIP** – Healthcare Inpatients

**HMCIP-** Her Majesty's Chief Inspector of Prisons

**HRCS** – High Risk Cell Share

**HU-** House Unit

**IDTS** – Integrated Drug Treatment Service

**IEP-** Incentives and Earned Privileges – Prisoners can be on Basic, Standard or Enhanced

**IMB-** Independent Monitoring Board

**IPP** – Indeterminate Public Protection

**IRC-** Immigration Removal/Reception Centre

**JSA** – Job Seekers Allowance

**KPI/KPT-** Key Performance Indicator/Target

**MHIT-** Mental Health Inreach Team

**MKCHS** – Milton Keynes Community Health Services

**NOMS-** National Offender Management Strategy

**OMU** – Offender Management Unit

**PCR** – Post Closure Review

**PCT**- Primary Care Trust

**PMMS** – Prisoner Movements list

**POA**- Prison Officers’ Association – the main trade union

**POELT** – Prison Officer Entry Level Training

**PPO**- Prisons and Probation Ombudsman

**PSO** – Prison service Order

**QCC** – Quality Care Commission

**ROOTS** – Recovery Orientated Offender Treatment Service

**RRLO**- Race Relations Liaison Officer

**ROTL** - Release on Temporary Licence – eg. to work in mess; town visits; home leave

**SMARG** – Segregation Monitoring and Review Group

**SMT** – Senior Management Team

**SO** - Senior Officer

**UKBA** – UK Border Agency

**VP**- Vulnerable Prisoner

**WDP** – Westminster Drug Project

**YO**- Young Offender