



ANNUAL REPORT

HMP & YOI WORMWOOD SCRUBS

1 JUNE 2013 TO 31 MAY 2014

1 Statutory Role of the Independent Monitoring Board (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.
 - 3) report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody.

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

2 Diversity and Equality Statement

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

3 Contents

1	Statutory Role of the Independent Monitoring Board (IMB).....	1
2	Diversity and Equality Statement.....	1
3	Contents	2
4	Description of the Prison.....	3
5	Executive Summary.....	4
6	Equality and Inclusion.....	7
7	Education, Learning & Skills, Library, Physical Education.....	8
8	Healthcare & Mental Health.....	10
9	Purposeful Activity	11
10	Resettlement.....	12
11	Safer Custody	13
12	Segregation Unit.....	14
13	Residential Wings and Services	15
14	The Work of the Independent Monitoring Board.....	16

4 Description of the Prison

- 4.1 HMP and YOI Wormwood Scrubs was built between 1875 and 1891. It is a Category B local male prison. It accepts adult male prisoners over the age of 18. The prison has an operational capacity of 1,279. The numbers change on a daily basis. During the reporting year, on average, the religious breakdown was Roman Catholic; 300, Church of England; 150, Muslim; 315, other religions and denominations; 170, no religion; 285.
- 4.2 Accommodation; the establishment has five main residential wings with a number of other smaller dedicated units.
- 4.3 A wing houses 290 prisoners and B wing houses 176 prisoners. They both house remand and sentenced prisoners. B wing mostly houses the full-time prisoner workers.
- 4.4 C wing houses 300 prisoners and is the location of the Intensive Drug Treatment System (IDTS).
- 4.5 D wing has 244 places, which are single cell and it takes the majority of high Cell Sharing Risk Assessment (CSRA) prisoners, whilst most of the remainder go to E Wing with its 144 modern single cells.
- 4.6 The First Night Centre holds 36 new prisoners, usually for one night.
- 4.7 The Conibeere/Stabilisation Unit is a 55-place detoxification unit.
- 4.8 The Healthcare Centre is a residential unit with 17 beds, some of which are in a dormitory. It holds both physically and mentally unwell prisoners. It also contains two intensive primary care beds.
- 4.9 The Jan Wilcox Unit is currently being converted to a unit for mobility-impaired prisoners.
- 4.10 There were five deaths in custody in the reporting year.
- 4.11 At the end of the reporting year there were 389 foreign national offenders. Of those 338 were serving a custodial sentence and 51 were detainees under Home Office Immigration Enforcement IS91 warrants.
- 4.12 Healthcare is delivered by Central London Community Healthcare NHS Trust (CLCH).
- 4.13 Education and training is delivered by A4E.

5 Executive Summary

- 5.1 Wormwood Scrubs prison has had a very dismal and highly regrettable year. The reporting year coincided with the introduction of “Fair and Sustainable” which involved officers being assigned new roles and job descriptions. Newly created Custodial Managers, as well as other officer grades, started to settle into their new roles. Some posts were not filled in anticipation of the benchmarking process and the take-up of “payment plus” (a form of overtime) levelled off. This meant that the prison could not fulfil its obligations to run a consistent regime early on in the reporting year.
- 5.2 In October, just before “new ways of working” (NWoW) was implemented, 31 Officers and Operational Support Grades (OSGs) left under the Voluntary Early Departure Scheme (VEDS). There was very little notice of this given to those involved in planning the new regime. To make matters worse, some of the newly installed Custodial Managers were moved to other posts in the prison. Additionally it was decided to move the full-time workers, who had previously been housed in the modern single cells in E Wing, to B Wing, an older wing with shared cells.
- 5.3 Because so many officers had been allowed to take VEDS, there were not enough staff remaining. Nor were there enough officers who were trained to take on the required specialist roles. Staff had to be cross-deployed (even cross-cross-deployed at times) from their normal area of work to another part of the prison on a daily basis to try to bring some functionality to the most important areas of the prison. In spite of this action, wings were unable to provide a predictable normal regime. The core day was frequently a day of lockdown. Generally only a basic level of work was done in most of the prison’s departments including safer custody. The knock-on effect of lack of staff was felt throughout every area of the prison. The staff sickness rate became very high.
- 5.4 *There then followed many weeks of chaos and dysfunction in virtually every aspect of the prison’s regime.*
- 5.5 The newly appointed Governor took up his post three weeks after the introduction of NWoW. He reported that his objectives, after reviewing the situation, were: a predictable regime; IEP (Incentives and Earned Privilege); applications; ACCT (Assessment, Care in Custody & Teamwork) management; unlock for work & activities; and cleanliness.
- 5.6 He set about trying to bring about a predictable regime to the core day. New gates were installed on the landings of most wings so that fewer officers were needed to supervise the prisoners. The Detail Office (responsible for the daily allocation of officers) modified both its procedures for staff deployment and its method of compiling the unlock list for prisoners.
- 5.7 Towards the end of the reporting year the situation was improving and a predictable regime based on an “up time/down time” scheme, which included association, was delivered in the later part of April and May.
- 5.8 The Board is very seriously concerned that this will have to change to an Emergency Regime in the very near future because of the lack of staff.

- 5.9 The staff continue to have a very low morale. They have very serious concerns about safety, control and discipline. Most officers have little time to have meaningful conversations with prisoners which, in the Board's view, is a cornerstone of their role.
- 5.10 Meaningful rehabilitation has generally been no more than an aspiration for most of the year.
- 5.11 The introduction of Young Adults to the remand population in November has increased the level of tension and violence. They are responsible for far more use of force than their numbers would indicate. (11.6)
- 5.12 The Board greatly regrets that there have been five deaths in custody in the reporting year. (11.1), (11.2)
- 5.13 There have been positive aspects as well. The healthcare system has provided a good service to the majority of prisoners. There have been regular and consistently successful drug interventions on the two substance misuse wings for many prisoners. The Chaplaincy has been active in many areas of the prison including its Community Chaplaincy, where outside volunteers are trained to help individual prisoners in their rehabilitation both inside and ultimately "through the gates" to their lives after release. (10.5)
- 5.14 The Board will robustly monitor the prison's proposals for improvements in the forthcoming year.

Questions to the Minister

5.15 Is the Minister aware of the deleterious effects “Benchmarking” and “New Ways of Working” are having on the functioning of this prison? (5.1), (5.3), (5.4), (6.1), (7.8) (10.6), (11.1), (11.3), (11.5), (13.1), (13.2)

Questions to the National Offender Management Service (NOMS)

5.16 Why is there a very serious delay in the recruitment of prison officers to this prison? (5.3), (5.8)

5.17 What steps are being taken, in cooperation with other Government agencies (e.g. the Metropolitan Police), to combat illegal activities in the vicinity of the perimeter of the prison? (13.6)

Questions to the Governing Governor

5.18 What steps is the Governor proposing to take to reduce the necessity of applying “use of force” to young offenders? (5.11), (11.6)

5.19 Does the Governor consider that more effective procedures are necessary in the allocation of work and the payment of prisoners’ wages? (7.3), (7.4)

5.20 What date can the Governor give for the completion of the curtain screening of all shared cell lavatories? (13.3)

5.21 What date can the Governor give for the assimilation into the prison’s policies of the recommendations made by the Ombudsman’s reports into deaths in custody in Wormwood Scrubs prison? (5.12), (11.1), (11.2)

6 Equality and Inclusion

- 6.1 There has been little evidence that Diversity and Inclusion have occupied a central and active role that might have been expected within a prison with such a diverse prisoner population. The prison's population is approximately 40% foreign nationals. Monthly reports to the Board indicate little activity on Action Plans or Equality Impact Assessments. Established forums for foreign nationals and mature prisoners have rarely taken place in the reporting year. The Board welcomed the establishment of a new team to address this, but their work has been hampered from the start by the cross-deployment of its team members.
- 6.2 The number of Discrimination Incident Reporting Forms (DIRFs) submitted each month is in single figures. Whilst the Board acknowledges the valuable work that Foreign National Orderlies do in defusing situations, such a low figure may suggest that prisoners have little awareness of, or confidence in, the DIRF system.
- 6.3 There are over 50 sentence-expired detainees in the prison, who make frequent applications to the Board. They are detained under Home Office Immigration Enforcement IS91 warrants. The Board does not believe that a Category B prison, with its frequent lockdowns, is an appropriate place for detainees who require access to phones and fax machines in order to manage their immigration cases. There is also a lack of independent legal advice for this category of prisoner.
- 6.4 The 400 foreign national prisoners in this prison often feel isolated, have communication problems and have feelings of uncertainty about their future. They can be in a very vulnerable situation. Wing staff make considerable efforts to house foreign national prisoners in cells with prisoners of the same nationality, but there needs to be a more strategic approach to meeting the needs of such prisoners.
- 6.5 Approximately 10% of the prison's population are over 50 years of age and 1% are over 65. Care plans are only available for a small number of older prisoners.

7 Education, Learning & Skills, Library, Physical Education

- 7.1 The Board was pleased to welcome the initiative of converting Workshop 4 to a “one stop shop” to induct all new prisoners in a three stage process involving education testing, assessments and allocation (CAT). This is designed to bring all the agencies under one roof to meet with new prisoners rather than the various wings’ ad hoc previous arrangements.
- 7.2 There is, however, still some work to be done on this initiative. It was reported in May of this year that there were approximately one hundred prisoners waiting to attend Workshop 4 (CAT) and who were consequently unable to make a start in any activities.
- 7.3 There has been some confusion in recent months whereby wings have allocated some jobs to prisoners in a way which might be construed as bypassing the CAT arrangements. This could mean that some non-residential areas e.g. laundry and kitchens are unable to obtain their quota of prisoners.
- 7.4 There have been an increasing number of complaints by prisoners who are either being paid incorrectly or not at all for their work; it has appeared that this has been caused by the change to the CAT system. The Board thinks that this is unacceptable.

The Library

- 7.5 The library is very well stocked and managed effectively. The provider is the London Borough of Hammersmith and Fulham. The Board regrets that, in spite of longer opening hours, the number of prisoners visiting it has dropped by about a third since January. This is due to the numerous lockdowns. It is pleasing that new computers and a printer have been purchased but less so that they wait to be installed.
- 7.6 The Board welcomes the installation of a book room on B Wing with similar rooms being planned for some other wings. This will allow prisoners easier access to books when it is not possible to go to the library. It would not replace the library service.

Physical Education

- 7.7 The Board regrets that attendance at the gyms is low, largely due to the frequent lockdowns and cross-deployment of prison officers. It is regrettable that there are no PE qualifications to be gained.

Education

- 7.8 The new provider, A4E, which last year was in the process of settling in, has created a better organised unit with prisoners remaining in class rather than having constant toilet breaks. The atmosphere is generally constructive with prisoners being engaged in the lessons. The “needs analysis” of the provider’s courses which is to be used to discover whether the range of courses should be modified is welcome. The unit for most of the reporting year has been badly affected by the prison lockdowns. The Board has observed some good prisoner/staff relationships.

- 7.9 There are few young adults in education and those that there are have proved more challenging than the general adult population. It is hoped that the “needs analysis” will identify whether young adults have different educational needs and if a different programme of classes is required.
- 7.10 It is regrettable that the provision of education has recently had to be withdrawn on Friday afternoons.

8 Healthcare & Mental Health

- 8.1 The healthcare and mental health provision is provided by Central London Community Health (CLCH).
- 8.2 Healthcare provision is available both in the residential wings and in the Healthcare Centre, which occupies two floors. The Seacole Centre and the H2 floor contain clinics for a wide range of medical concerns. They accommodate dentistry, optical and podiatry clinics. Other clinics are also run including those for improving coping skills, healthy living and brief interventions for anxiety and depression.
- 8.3 The medical ward wing (H3) contains 17 beds, some of which are in dormitory accommodation. There are also two specialised “high tech” primary care beds which reduce the need for external bed watching. H3 is often full to capacity.
- 8.4 There is good cooperation between the healthcare staff and the prison staff.
- 8.5 The Board continues to be concerned about the time taken to transfer mentally ill prisoners from H3 to a more suitable external environment.
- 8.6 The Board welcomes the proposal to develop an integrated health pathway and provide a single point of access to healthcare.
- 8.7 The Board is concerned, however, that there are 300 prisoners on the dental waiting list with a 22 week wait for an appointment. There is also a waiting list of up to 11 weeks for an optician’s appointment. Furthermore the Board is concerned that the number of prisoners who do not attend booked appointments is extraordinarily high. This is in part due to the prison’s inability, on many days, to bring prisoners to the clinics because of the lack of available staff.
- 8.8 Prisoners on the wings often complain to the Board about the lack of civility by some nursing staff while distributing medications. They have also complained about not being unlocked to collect their medication due to staff shortages even though the Wing clinic is just a few metres from their cells.

9 Purposeful Activity

- 9.1 Purposeful activity in this prison includes education and skills programmes in classrooms, workshops, the library and the wings. There are a variety of cleaning, hot plate, barbering and orderly positions in each wing as well as general prison jobs such as “red bands” (prisoners who are trusted to undertake specific tasks around the grounds), kitchen, laundry, library and First Night Centre workers. There are also representatives of special interest groups e.g. foreign nationals.
- 9.2 Workshop 5, specialising in industrial cleaning, can train 24 prisoners and includes a bio-hazard course. This course offers a BICS (British Institute of Cleaning Science) qualification and its members are often called out to do work in the prison.
- 9.3 The Board notes that the laundry is underutilised and hopes that more contracts can soon be agreed.
- 9.4 The imminent closure of the painting and decorating workshop is to be regretted. It allowed prisoners to gain a City and Guilds certificate. Annually over 100 prisoners had taken part in its courses.
- 9.5 Workshop 6, the resettlement workshop, offers courses in ECDL (European Computer Driving Licence), Virtual Campus (where it is a leader in its field), business start-up, a pre-release course, job centre, CSCS (Construction Skills Certificate Scheme) and integrated offender management. Typically 50 prisoners come to the workshop daily but inevitably it is affected by the curtailment of the regime.
- 9.6 The Waste Management course is popular amongst prisoners. They are allocated to gardens/recycling and their work includes recycling, cleaning the external areas, and maintaining the prison’s gardens.

10 Resettlement

- 10.1 A significant amount of work on resettlement is done in workshop 6.
- 10.2 It is noted that there is only one accredited offender behaving course on offer, FOR (Focus On Resettlement), and there have been only 52 completions.
- 10.3 Some prisoners have complained to the Board about their perceived lack of OASys (Offender Assessment System) assessments.
- 10.4 The work of St Mungo Broadway to give accommodation advice for prisoners about to be released is impressive. The Board notes that, although it appears that a relatively small number of prisoners have been released without a suitable address, the system of defining this figure is open to dispute.
- 10.5 The work of the Community Chaplaincy has energised volunteers from outside the prison to undergo training and meet selected prisoners three months before they are due to be released. The mentor and the prisoner eventually meet at the gate and then beyond in the community. This is a significant achievement and one which the Board celebrates.
- 10.6 The visitor centre provides a welcoming environment, but the visits hall itself less so. In the reporting year there have been ebbs and flows in the level of complaints which the Board has received about visits. Staffing issues have caused the start time of visits to be significantly delayed, as well as affecting the administration of the booking line.
- 10.7 The weekly family visits are held in high regard by prisoners and their partners. The Board welcomes the plan to increase this provision.

11 Safer Custody

- 11.1 During the reporting year there were five deaths in custody, of which one appeared to be from natural causes. The Board expresses its condolences to the families and friends of each of these prisoners. The Board has met the representative of the Prisons and Probation Ombudsman (PPO). The Board has attended the Coroner's inquests that have been listed so far.
- 11.2 The Board welcomes the setting up of an independent panel to review all deaths in custody in 2012/13 and 2013/14. The panel is to be chaired by a forensic consultant psychiatrist.
- 11.3 The regular safer custody meeting is well attended and has IMB representation. Its work has been badly affected by cross-deployments due to staff shortages.
- 11.4 There has been a significant increase in the number of violent incidents. 93 staff and prisoners have been assaulted in the past six months of the reporting year. There were 260 "use of force" incidents in the past six months.
- 11.5 The Board understands that not all violent incidents have been investigated.
- 11.6 20% of all "use of force" incidents were associated with young adult prisoners, who represent approximately 5% of the total Wormwood Scrubs population.
- 11.7 The Board welcomes the Governor's order concerning the ACCT process, which he explained in detail to his staff as part of their training.
- 11.8 The provision of Listeners (prisoners who have been trained by the Samaritans) is to be commended but the Board believes that they should be distributed across all the residential wings and that arrangements to see them at night should be made clearer to night staff.

12 Segregation Unit

- 12.1 In spite of the general staffing allocation which has had an impact on the Segregation Unit, the standard of professionalism shown by its staff is impressive and the morale of its officers is high relative to other parts of the prison.
- 12.2 There were 616 prisoners in the unit over the past year and the length of the average stay was 7.5 days.
- 12.3 There is a part-time teacher who visits the unit three times a week.
- 12.4 Rule 45 prisoners, who for various reasons do not feel safe on the wings and who are segregated in their own interest, need a better regime. The Board considers that they should not be subject to the same restrictions as those who are segregated for punishment or because of their own behaviour. Televisions are planned but there have been significant delays in their installation.
- 12.5 The Board is always informed within 24 hours of prisoner moves to the Unit.
- 12.6 Members of the IMB always visit this unit as part of their rota and attend as many Segregation Reviews as possible.

13 Residential Wings and Services

- 13.1 Although the wings have various different roles, as described in section 4, they have all been subjected to an unpredictable regime for many months of the reporting year. This has been due to lack of staff since “new ways of working” was introduced. This has meant that many of the normally accepted prison routines have had reduced time allocation or took place at unpredictable times or not at all. Association, library, gym, education, work, visits and even the distribution of medications on some occasions have been cancelled. In November and December, after “new ways of working” was introduced, time out of cell was reported to be less than an hour on many days for very many prisoners.
- 13.2 The Board has received many complaints from prisoners and staff over this failure to provide a predictable and acceptable regime.
- 13.3 Many cells, particularly in A & D Wings, are dirty or graffiti-covered, and some have broken windows. A number of these have visible shards of plastic. The Board does not find it acceptable that toilets in many shared cells do not have privacy screening curtains. This is particularly concerning given that prisoners consume all their meals in their cells.
- 13.4 The Conibeere Unit is where the main substance misuse interventions occur and high risk prisoners are located there from the Reception. In the last month of the reporting year, there were 151 prisoners receiving opiate substitution, most of whom were based on C Wing and the Conibeere Unit itself. In the early days of opiate substitution treatment, prisoners are consulted about their care plans which involve the RAPt (Rehabilitation for Addicted Prisoners Trust) team. There is significant cooperation with the Central and North West London NHS Foundation Trust Mental Health Services. All prisoners receiving support in this way had access to group and individual psychosocial interventions. The Board regrets that the unpredictable regime has interfered in this process.

Kitchen

- 13.5 There was widespread dismay at the quality of the “sandwich lunch” which became the norm in October. More money was used to supplement the lunch after the new Governor took up post. The evening meal was also improved. The kitchen has been involved in a highly successful operation in preparing for Ramadan meals.

Illegal Drugs

- 13.6 The MDT (mandatory drugs testing) rate has been at an average in the past six months of 19% whilst the key performance target is 11%. The Board is most concerned about this high figure and takes the view that the Metropolitan Police should be more proactive in the environs of the prison to supplement the work that is being done inside the prison.

14 The Work of the Independent Monitoring Board

14.1 Board Statistics

BOARD STATISTICS	
Recommended Complement of Board Members	24
Number of Board members at the start of the reporting period	15
Number of Board members at the end of the reporting period	17
Number of new members joining within the reporting period	5
Number of members leaving within reporting period	3
Total number of Board meetings during reporting period	12
Total number of visits to the Establishment	442
Total number of segregation reviews held	n/a
Total number of segregation reviews attended	96
Date of Annual Team Performance Review	October 2014

14.2 Applications

Subject	Year 2014	Year 2013	Year 2012	Year 2011
Accommodation	16	4		
Adjudications	4	7	2	4
Equality & Diversity (inc religion)	3	6	11	1
Education/employment/training inc IEP	70	27	26	27
Family/visits inc mail & phone	33	50	68	47
Finance/pay	31	12	9	12
Food/kitchen related	22	11		10
Health related	93	96	83	76
Property (within current establishment)	37 (85)	75	63	73
Property (during transfer/in another establishment)	48			
Canteen, facilities, Catalogue Shopping, Argos	26	9	22	9
Sentence related (inc HDC, ROTL, parole, release dates, Re-cat etc.)	78	48	43	117
Staff/prisoner/detainee concerns inc bullying	50	38	21	25
Transfers	28	60	45	56
Miscellaneous	90	74	96	153
Total number of IMB applications	629	517	488	610

Chris Hammond

Chair, IMB Wormwood Scrubs