



INDEPENDENT MONITORING BOARD

HMP WOODHILL

ANNUAL REPORT

2015

(1 June 2014 – 31 May 2015)

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

1. HMP Woodhill prison is located in Milton Keynes and is part of the Prison Service's High Security Estate. It is a complex and important prison with multiple functions. Designated a core local Category A prison, it is one of only three in the country. It is mainly a local and resettlement prison holding adult male remands and those sentenced to under 12 months from the South East Midlands (Thames Valley, Northants, Bedfordshire, Hertfordshire and Cambridgeshire). Woodhill now also receives Cat B or Cat C offenders for the last period of custody for resettlement purposes for release to correct contract package area subject to security review and capacity. The prison holds starred up and Restricted Status Young Adults (18 – 21), and 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 Programme, a Close Supervision Centre (CSC)/Rule 46 and a Managing Challenging Behaviour Strategy (MCBS) unit.

2. Certified normal accommodation

660

Operational capacity

819

3. Over the period of this report, the population has comprised 70 – 75% sentenced prisoners, and 25 – 30% remand prisoners. The age range is predominantly 30 – 39 years, and prisoners are predominantly white.

4. At the beginning of the reporting period, the accommodation was made up of six individual House units, a First Night Centre (FNC), a Healthcare Inpatient facility and a Segregation Unit.

- House units 1–4 were 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 1 had the induction unit on 1B, with a mix of remand and convicted prisoners on 1A.
- House units 2 and 3 (2 wings on each) accommodated a mix of remand and convicted prisoners.
- House unit 4A held a mix of remand and convicted prisoners.
- House unit 4B was the vulnerable prisoner (VP) unit.
- House unit 5 housed the dedicated drug stabilisation unit.
- House unit 6 had 5 wings, 4 of which were occupied at the beginning of the period, and holds the CSC and MCBS prisoners as well as those subject to the national protected witness scheme. The two CSC Wings and the MCBS unit are administered and managed under a national strategy through the Security Directorate.
- The First Night Centre housed all new prisoners for their first few days in custody before moving to the induction unit.

5. During the reporting period, there were two major changes to the composition of the prison. The First Night Centre has been combined with the Induction Unit and now resides in HU1B. HU5 occupants were moved to HU2A, to enable major refurbishment and necessary construction work to be undertaken on HU5.

6. 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 below what is required for the population.

3.2 Contractors, Agencies and Voluntary Organisations

- Milton Keynes City College – Education contract
- CNWL (Central North West London NHS Foundation 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
- Stoneham, 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 (SMT) and uniform staff has been greatly appreciated.

4.1 Overall Judgement

As a core local and high security prison, HMP Woodhill remains a complex establishment that is extremely challenging to manage. In addition Woodhill became a Resettlement prison in 2015 as part of the Transforming Rehabilitation reforms.

Although superficially Woodhill appears to be relatively stable at the moment, the establishment's stability is fragile. Last year's report indicated significant staff shortages through a combination of staff sickness, high take up of the Voluntary Redundancy Scheme and a freeze on recruitment. The Governor has made a real impact on reducing staff sickness levels, but severe staff shortages remain. The continuing loss of experienced staff will impact on the mentoring and support of new staff joining the service. Restricted regimes and the use of a significant number of staff on detached duty have temporarily eased staffing pressures.

The Board is deeply concerned that the levels of assaults, violence and use of force have increased across the whole estate, including Woodhill.

There remains a good deal of uncertainty around 'New Ways of Working' following benchmarking, as insufficient staff numbers have prevented full implementation.

Full regimes have not been delivered for the entire reporting period.

Population pressures in the whole estate have impacted negatively on the appropriate location and management of some groups of prisoners. In particular those held in Segregation, Healthcare and Vulnerable Prisoner Units.

The Board continues to be concerned about the number of incidents, particularly those at height, which required the Command Suite to be opened.

An additional challenge is the rise in prisoners' use of new psychoactive substances. At present legal highs cannot be detected. Detection dogs are being trained and new tests are being developed.

Against this background the SMT has continued to drive improvements forward and performance is at Level 3. Significant improvements are being made in MDT, Education, Housing/Accommodation and Employment.

A significant refurbishment of the Segregation Unit has been completed. Major improvements have been made to two main accommodation units and Woodhill now has a good number of 'safer cells' and cells which can be adapted for use as constant watch cells.

Following a poor, but not entirely unexpected HMIP report, of the 62 recommendations made, by the end of March 2015, over two thirds have been achieved or partially achieved. The Prison is to be commended on this achievement.

The provision of Vocational training has been expanded.

Additional workspaces will need to be found to meet the demands of the population when all accommodation units are occupied.

Healthcare and Mental Health staff continue to deliver a good service, despite being hampered by recruitment issues and time scales for security clearances.

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

The Board continues to see a rise in the number of prisoner complaint/applications, despite the population being lower, due to the closure of one unit.

4.2 Areas of excellence not requiring a response

1. The Board is pleased to report that despite continuing staff shortages there remain many dedicated, hard working and professional staff who deliver an outstanding service.
2. The Board is pleased to report that staff sickness has been dramatically reduced over the reporting period.
3. The Board is pleased to report that the prison is performing well against set targets despite staffing shortfalls.
4. The Board is pleased to report that Woodhill's position on the P-Nomis dashboard has shown significant improvement over the period. Woodhill has achieved Level 3 status.
5. The Board is pleased to report that the use of video link improved significantly over the last two months of the period. The Video Link Team received the High Sheriff of Buckinghamshire's award for their work.
6. The Board is pleased to report the introduction of the Employment Academy, preparing for prisoners for release.
7. A member of staff won the category of Reducing Re-offending at the High Security prison Officer of the Year awards.
8. The Gardens were awarded the Wildlife and Gardens award in the Closed Prisons category.

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 Minister is requested to undertake an urgent review of staffing levels in prisons, to ensure that staffing levels are set at a level which will enable a full regime that is decent, safe and rehabilitative to be delivered. (4.1.1), (4.1.2), (5.5.5), (5.6.8), (5.7.2.2), (5.7.2.1), (7.1), (7.2)
2. The Minister is asked to consider ways to avoid cuts to spending in prisons, which can only lead to an impoverished regime, less safe environments and a failure of the rehabilitation culture. (4.1.1) (4.1.2), (7.1), (7.2)
3. The Board is deeply concerned at the growing population pressures on specialised and discrete units, which leave men housed in inappropriate locations. (7.8)
4. The Board remains concerned that the roll-out of new IT systems is poorly managed and incomplete. (6.7.5), (7.6), (7.7)
5. The Board is concerned with contracted transport services arriving late in the evening with prisoners for processing through reception and HU1B (6.2.4)
6. The Board is concerned that present policy does not address the growing need for appropriate prison places for the elderly. (5.3.27)
7. The Board requests that the delivery of the Offender Personality Disorder pathway (OPD) is facilitated to ensure appropriate treatment for mental health is provided. (6.1.18)

Matters which were raised in previous reports and remain a concern

A. There is no discernable improvement in the time taken for Security clearances to be completed. This needs to be addressed urgently, as recruitment of staff, staff from contractors, agencies and IMB members remains a constant challenge. (5.3.10) (5.3.16) (5.3.39)

B. The Board remains concerned about the lack of spaces for Vulnerable Prisoners throughout the estate, which has impacted upon the First Night Centre in Woodhill. (5.1.21) (6.2.3)

4.3.2 Matters on which a response is requested from the Director/Area Manager

1. The Board requests that funding be made available to provide Mental Health Awareness training for Segregation and Closed Supervision Centre (CSC) staff. (5.7.1.5)

2. The Board requests that funding is made available to provide sufficient workspaces for prisoners. (5.4.10), (5.4.15)

3. The Board asks that funding is made available to ensure that there are sufficient computer terminals to ensure records can be updated and maintained effectively by staff. (6.7.5)

Matters which were raised in previous reports and remain a concern

A. The Board repeats the request made in the 2010/11, 2011/12 and 2013/14 Annual Reports that consideration is given to requiring the supplier to increase the number of telephones available for prisoners. (5.8.2.8)

4.3.3 Matters on which a response is requested from the Prison

1. The Board is concerned at the number of prisoners who remain for over 28 days on the Segregation Unit, and asks the prison to develop a robust strategy to support and relocate these prisoners to more suitable locations. (5.7.1.2)

2. The Board asks the prison to consider recording in the Segregation Unit with the Rule 45 paperwork why a prisoner can now be released back to normal location. (5.7.1.4)

3. The Board is concerned that HU6D lacks activities for long sentenced prisoners who cannot access any of the facilities in the main prison (5.7.2.7)

4. The Board is concerned with regime slippage, in an already restricted regime. (5.8.1.4)

5. The Board is concerned at the number of curtains at cell windows, preventing enough light into the cell to view occupants through the observation panel when the door is closed. (5.8.2.4)

6. The Board is concerned with missing or incorrectly used pin boards in cells. (5.8.2.6)

7. The Board asks the prison to address the delays in maintenance of cells, and to replace the lights prior to the evenings drawing in this autumn. (5.8.2.9)

8. The Board asks the prison to look at the use of Listeners to ensure that they are used beneficially. (6.2.5)

9. The Board requests that SMARG meetings be held regularly in accordance with prison rules. (5.7.1.7)

10. The Board asks that the management of prisoners and their documentation on Basic regime in Segregation be standardised. (5.7.1.13)

11. The Board asks that a commitment is made to ensure that there are sufficient, trained staff to run the pin phone service efficiently (6.1.15)

12. The Board asks that there are sufficient, trained staff to ensure that all postal services are run correctly and comply with prison rules. (6.1.15)

13. The Board regrets the loss of the Personal Officer Scheme and would ask for an early reinstatement. (5.6.12)

14. The Board requests access to data on complaints/applications in order to be able to monitor the management and delivery of the process by prison staff. (6.1.17)

15. The Board asks the Prison to address a chronic shortage of staff on HU6 which has affected the regime. (5.7.2.2)

16. The Board requests that regular ACCT refresher and ACCT Assessor training courses are delivered and that managers ensure that staff attend them. (5.6.6), (5.6.7)

Matters which were raised in previous reports and remain a concern

A. The Board would like to see an improvement in the management, supply and distribution of toiletries, bed linen, towels and clothing. (5.8.2.7)

B. The Board continues to be concerned with incorrectly labelled and missing name cards on cell doors. (5.8.2.3)

C. The Board continues to be concerned at the lack of furniture in some cells, including lockable lockers. (5.8.2.5)

D. The Board continues to ask that the Prison gives urgent consideration to more education and purposeful activity being made available to prisoners in discreet units such as CSC. (5.4.8) (5.7.2.4)

E. The Board continues to ask that 'In Cell' Education is extended to all small units in the prison. (5.4.12)

F. The Board continues to ask for sanctions to be imposed for prisoners who fail to attend medical and dental appointments without good reason. (5.3.13)

G. The Board continues to ask the Prison to ensure that all paperwork relating to ACCTs, Basic regime and Bullying be completed as required at all times. (5.6.5), (7.10)

H. The Board would like assurances that sufficient, trained staff will be made available to ensure the smooth running of the Visits Booking Line. (7.9)

I. The Board would like to see greater consistency in the use and application of the incentives and Earned Privileges (IEP) system as IEPs are under used.

J The Board would like to see greater consistency in the management of prisoners on Basic regime. (5.7.1.13)

K. The Board would like to see improved consistency in the chairing of Rule 45 reviews and more effective information sharing. (5.7.1.8)

L. The Board requests that the Management endeavour to reduce the incidents of prisoners being accommodated on the FNC for lengthy periods of time. (6.2.3)

4.3.4 Matters on which a response is requested from the CNWL (Central and North West London NHS Foundation Trust)

1. The Trust is asked, as in the previous report, to help facilitate the procurement of electronic prescribing and administration. (5.3.17)

Section 5

STATUTORY REPORTS

5.1 Equality and Inclusion

1. Equality meetings are held monthly with a Governor in the Chair – meetings are split into two sets of bi-monthly discussions, one to look at the Equality Monitoring Tool (EMT) the other the Prisoners' Equality Meeting. The EMT meetings monitor HMP Woodhill's compliance with the Equality Act 2010 as well as with PSI 132/2011 "Ensuring Equality" by reviewing current statistics; the Prisoners Equality Meeting provides information on protected characteristics including Prisoner Representatives' feedback. The Chair of the meeting has varied during the past year due to staff changes, but continuity is provided by other attendees and record keeping is good.

2. Discrimination Incident Report Forms (DIRFs) are collated by the Equalities Team and Governing Governor. The major issues this year were verbal abuse and / or discrimination on grounds of race and religion.

3. HMP Woodhill recognises and celebrates a variety of cultural, as well as religious, festivals. This year a free meal was provided for staff to mark Black History Month and the menus devised by the Kitchens cater for all religious and cultural needs.

Older Prisoners

4. Since October 2014 there has not been a named Disabled and Older Prisoners Liaison Officer, (DOPLO) at HMP Woodhill, but the function is fulfilled by the Equalities Team generally. A prisoner can submit an application at any time to see one of the Equalities Team if he has concerns. At the time of writing, there are 46 prisoners over 50 years of age in the prison (9% of total population); 8 of these are over 70.

5. Monthly meetings are held by the Equalities Team for older prisoners – CAMEO (Come and Meet the Equalities Officer).

6. The prison population nationally is getting older, and HMP Woodhill is no exception. The introduction of the Care Act 2014 will also provide help for the specific requirements of older prisoners.

Disabled Prisoners

7. 155 prisoners (15% of the population) have declared a disability; mental health issues make up the highest proportion of these at 5.5%. Latest statistics show that 35 prisoners had declared more than one disability on arrival at Woodhill.

Foreign National Prisoners

8. Woodhill holds foreign national prisoners (FNs), whether they be on remand, convicted and awaiting sentence, sentenced or awaiting deportation after finishing their sentence ('immigration holds').

9. At the end of the reporting period there were 118 FNPs of 36 nationalities, of whom 21 had finished their sentence and were awaiting deportation being held on IS91 orders. This is a reduction on the numbers in previous years, mainly due to transfers of FNPs to specialist prisons and Immigration Removal Centres. The prison tries to transfer all immigration holds to removal centres but frequently there are no place available. FNPs are mainly from Eastern Europe; the highest numbers are Polish nationals.

10. Immigration sessions for FNPs are held every month by the Home Office Immigration Enforcement section (formerly the UKBA), at which up to 60 prisoners are seen each time to progress their case.

11. The prison tries to ensure that FNPs are not isolated and can assist each other, by placing the same language speakers together in small groups. Translation services are provided by fellow prisoners when acceptable and by the Language Line service when needed in formal situations. At the years' end there were 11 prisoners who could not speak any English and therefore caused particular communication problems for staff.

12. Prisoners who do have relatives abroad and do not receive visits can have additional phone call credit given to them in order to maintain contact with their family.

13. During the year there were procedural changes introduced by the Home Office designed to make the process for handling FNP cases and deportation issues quicker and simpler. These reduced the considerable work burden on prison staff a little.

Chaplaincy

14. The Chaplaincy department at HMP Woodhill consists of one full-time Church of England Minister, one full-time and one part-time Imam, and one full-time Roman Catholic priest (with effect from May 2015), although he was working with Woodhill for a few months prior to his official start date). Services are held for all faiths weekly or monthly with additional faith leaders coming into the prison as needed.

15. All prisoners can ask to see a member of the Chaplaincy team. Prisoners in Healthcare and Segregation have access to a member of the Chaplaincy team every day. Arrangements are in place to support prisoners affected by serious illness or death of a relative, as well as those affected by a death in custody. Prisoners at risk of harm to self or others (on an ACCT) are also actively supported by the Chaplaincy.

16. At the time of writing 31% of prisoners declare that they have no religious faith, 21% are Roman Catholic, 19% Muslim, 18% Church of England – the remaining 11% are divided between 14 other religious faiths.

17. Recognised religious feasts, fasts and festivals are observed – special food is served and provision is made for Muslim prisoners during Ramadan. Muslim prisoners prepare the food and the menus are agreed between the kitchen staff and the Imam. Special insulated containers are used to deliver the food to the wings, ensuring that it stays hot for several hours.

18. One issue which has been raised with IMB throughout the year by prisoners on CSC Unit concerns their desire to observe Friday prayers with the Imam. The part-time Imam now spends a lot of his time with these prisoners and the Chaplaincy department is looking at a variety of ways in which prisoners' needs can be met, given the limitations associated with this Unit. These include the possibility of holding the prayers via a PA system or radio to enable all prisoners to worship at the same time with the Imam, albeit they may be physically distant.

19. Plans have now been approved to introduce the Mosaic Ex-Offender Programme into HMP Woodhill. This Princes Trust charity is a mentoring programme mainly (but not exclusively) for Muslim prisoners where trained mentors provide support in the three months prior to release and three months after release. There are eleven prisons within the UK currently running this programme, and HMP Woodhill will be the first High Security establishment to use it. It is hoped that all prisoners will be able to apply for this scheme, regardless of their faith.

Vulnerable Prisoners

20. Vulnerable prisoners (VPs) are located on a separate wing and move at a different times to other prisoners to visits and healthcare. Education takes part on the wing and these prisoners have separate sessions in the workshops and gym.

21. One issue which has been raised by IMB throughout the year concerns the number of VPs being held in the First Night Centre due to the lack of available cell space on the VP wing.

Gypsy/Traveller/Romany Prisoners.

22. There are very few Traveller prisoners at Woodhill. Prisoners arriving in Reception at the prison self-declare their identity. As at the year-end there was only one prisoner who had declared himself a Traveller. Anecdotally there are about another three or four Traveller prisoners who had chosen not to declare themselves. It is possible that they do not want to be singled out by other prisoners.

23. Owing to the very small numbers there are no special facilities for Traveller prisoners. If they do not receive visits and have relatives abroad they can receive additional telephone credit.

5.2 Education, Learning & Skills

1. Education in HMP Woodhill is provided by Milton Keynes College. The Education Department has capacity for 104 prisoners but the attendance is normally about 75 – non-attendance can be caused by other appointments such as medical or legal visits taking priority. Classes run morning and afternoon and some limited education is also provided for the CSC unit. Funding for education is linked to the number of prisoners who finish their courses and the number who obtain a qualification – this can be problematic in a prison such as Woodhill with a turnover of prisoners. This year nearly 5,000 qualifications have been achieved.

2. All courses offer a City and Guilds (C&G) qualification; courses in English, Maths and IT go up to Level 2 and prisoners must have a basic ability in English and Maths before they can apply for practical work in the prison or the workshops. This year over 50% of new prisoners were assessed as have skills below Level 1. Very short courses of 2-week units are provided for prisoners who cannot read, and a certificate is awarded for each unit successfully completed.

3. Prisoners who are serving short sentences may not always be cleared for work in areas like the kitchen or the gardens before their release. For those with longer sentences who are interested in catering, Milton Keynes College has set up an Employment Academy. Prisoners can sign up for the Catering and Hospitality course as well as Maths and English, which will give them the chance to be employed in the prison and on release they will be given some help to get employment in this area.

4. Over the past year the prison has put in place the Shannon Trust peer mentor-led reading programme, but the scheme is struggling to get off the ground because staff cannot unlock the prisoners involved in the scheme because of the restricted regime.

5. Delivery of education at higher levels – i.e. Level 3 and above – remains very limited, as it is still the case that only a very small percentage of the Woodhill population require or qualify for education at this level. Of those that would benefit from such studies, most are unable to mix with the general population because of the risk to others or themselves. The Board remains concerned that this can seriously impact upon the well-being of some of the prisoners in the areas of the prison that run very restricted regimes.

6. The Gym has 8 staff and they run 2 sessions morning and afternoon with around 50 prisoners in each plus Induction sessions for new prisoners in the afternoon when new prisoners can make their choices. There are also gym sessions in the evening for full time prisoner workers. Gym sessions include weight training, cardio vascular work, tennis and badminton in the sports hall, and football. Nearly 50% of prisoners like to attend the gym. Enhanced status prisoners may have up to 6 sessions weekly, Standard up to 4 and Basic 1. VP's have separate sessions. C&G courses are also available in Healthy Living, First Aid and Gym related topics.

5.3 Healthcare and Mental Health

Overview

1. Healthcare and Mental Health services continued to improve during the last year, as did the relationship between the providers and the prison.

2. The Head of Healthcare left her post in March 2015. One of the Band 8 Managers acted up in the interim period. The post was advertised externally, and was filled at the end of the reporting year by that Manager.

3. CNWL (Central and NW London NHS Foundation Trust) holds the contract for services, and the Commissioner for HMP Woodhill is based in the East Midlands office in Nottingham.

4. Close links have been established with the Local Authority to implement the Care Act 2014. All Woodhill prisoners are identified for assessment and there is a process to identify new prisoners needing care when they come into Reception. There is a single point of contact for all referrals. With an ageing population there is a need for prisoners to help other prisoners and to be trained to undertake this work. The prison has issued a PSI to deal with this. Since the Act came into force there have been very few Woodhill prisoners identified as needing an assessment.

5. A local Milton Keynes Safeguarding Adults Policy is now in place.

6. Patients' health needs are identified in Reception based on their history and documents, or in the comprehensive Healthcare Screening that takes place within the first 48 hours in custody. Prisoners with learning disabilities are also identified.

7. Prisoner 'through care' when leaving the prison is achieved through the Discharge Board. The Healthcare Pathway ensures that all prisoners released by HP Woodhill are given a discharge pack of healthcare information including details of 111 phone service, walk-in health centres, sexual health and mental health services, and Samaritan contact details. Prisoners on medication are also provided with up to 7 days of extra medication on release.

Staff

8. Staff in post have worked better as a team. Sickness is less than last year; Agency staff numbers have increased but are consistent. Professional development for staff is good. All staff receive regular supervision and appraisal and a 100% rate was achieved last year.

9. Development objectives are set and training provided. Apart from in-house training such as Smoking Cessation, staff attend external training with MIND, access cognitive behavioural therapy training, and many more other training opportunities in CNWL. Immediate Life Support is now provided as a 1-day training for all qualified staff. This is a higher level of emergency response and gives the staff competence and confidence in dealing with emergencies. The dentist gives nurses basic training that enables them to identify urgent cases.

10. Recruitment is a major issue, common throughout the Health Service. During the reporting year there were six and a half Band 5 vacancies, three Band 3 and one Band 6 for Mental Health. This staffing problem was exacerbated by the length of time taken for Security clearances. To ensure consistency of quality of applicants for these posts an Assessment Centre was held in the prison for Literacy and Numeracy. Unfortunately a small number of applicants fail this test and are not employed.

11. Defibrillators are kept in all core areas of the prison and in In-Patient Healthcare, and staff are trained in their use.

Clinics and Appointments

12. Clinic and waiting times have been considerably reduced. Physiotherapy is available one afternoon per week -3/4 weeks, Dentistry – 2 days for urgent treatment, 2 weeks for an assessment, 6 weeks for treatment, Ophthalmology available one day per month- 3 months maximum, Sexual Health clinic – appointments available throughout the week. A consultant in genitourinary medicine attends monthly. Phlebotomy is available and Occupational Therapy can be referred out through ASCAT (Adult Social Care Access Team). A Podiatry clinic was not provided by Milton Keynes services during most of the reporting year until a monthly clinic began in April 2015. Waiting times are comparable with those outside, and some are shorter. All urgent cases are seen as soon as possible. Practice nurses offer all services as in the community.

13. Healthcare Appointments are monitored monthly but continue to be a problem with high prisoner attendance failure rates. This is in spite of the prison producing a Prisoner Movements List (PMMS), which is available to all staff by, mid-afternoon of the preceding day of the appointment, and appointments details being sent to prisoners in advance. There is a significant wastage of costly professional time, which could be prevented if sanctions were imposed on prisoners failing to attend without good reason. Monthly meetings with Security have helped to facilitate hospital appointments and attendance has been maintained in spite of the low levels of prison staff. The prison was able to facilitate one prisoner attending some 30 sessions of chemotherapy at Oxford without interruption.

14. Dentistry: 117 dental appointments were booked in January 2015. 40 of these were not attended. This is a typical month. System One now provides coded information for those that do not attend (DNA). The dentist is now able to call a Wing and arrange for another prisoner to attend in place of a DNA. Surgical referrals have improved during the reporting year.

15. During the year staff met Abdominal Aortic Aneurysm (AAA) screening staff in the hope of implementing AAA screening. This will start in September 2015. An agreement has been reached with NHS England and National Screening to provide In-prison bowel screening. An NHS annual health check is now in place for those prisoners over 40 years of age without pre-existing cardiac disease.

Pharmacy

16. There have been serious recruitment issues during the year with staff leaving and lengthy replacement periods.

17. Prescribing charts have improved. Healthcare staff are still waiting for electronic prescribing and administration. This is a national issue.

18. A prison officer is present at all times when medication is being administered.

19. Although the use of pots before administration of medication was condemned by Inspectors a Pharmacy Inspector accepted that there was no alternative other than in exceptional cases.

20. The cost of drugs has reduced further this year by using more generic versions. The Pharmacy reviews drugs when a patent has expired and then the most cost-effective drug is supplied. This has led to some confusion amongst prisoners who do not recognise the brand name of the drug they are prescribed.

21. The Pharmacist goes on the Induction Wing and carries out a medication reconciliation to ensure accurate information is provided for safe prescribing for all newly admitted prisoners.

In-patients

22. Although plans were envisaged to move Healthcare In-patients back to its original location, this has not yet happened. The building is being prepared and fitted out to meet every requirement necessary. This is being achieved through the effective co-operation and support of the Woodhill Governor.

23. Liaison continues with MacMillan Cancer Support about end of life care.

24. There has been increased dialogue between Healthcare, Security and external hospitals regarding the use of handcuffs on prisoners who are hospital patients often near the end of life. Healthcare has an input to the risk assessments made by the Governor and Security. There is robust communication with hospital staff to ensure accurate clinical information is available that will inform Security about the risk the prisoner poses to self and others.

25. There has been a significant increase in the number of In Patient prisoners who have acute mental health issues.

26. When a prisoner is assessed by a psychiatrist from a secure hospital the process is monitored closely so there is little delay before he is transferred.

27. Dementia services are lacking in the prison estate. This will become an increasing problem with an ageing prison population.

28. Healthcare must be consulted and agree to any prisoner being accommodated in In-patients.

29. The uniformed staff on this Unit are to be commended for their compassion and understanding in dealing with these very unwell men.

Commissioning

30. The Budget deficit has been highlighted and joint work with the Commissioners resulted in additional funding being made available for this year.

Mental Health Team and Mental Health Provision

31. The new referral process enables officers and prisoners to refer directly into the Mental Health Team.

32. There are now 6 Psychology sessions per week.

33. The Psychiatrist employed by CNWL provides 6 sessions per week. A review of medication such as night sedation has meant that there is less evening work for the nurses.

34. Waiting time for an appointment has decreased and there is always one member of staff who is able to respond to any urgent case.

35. Timescales for referral to a secure unit have improved, but a transfer is dependent on vacancies being available.

36. Prisoners with mental health issues are referred to mental health services in the community or in another prison. Where it is clinically indicated Healthcare staff will meet with the community service. New therapeutic sessions have been introduced – one on Sleep and another entitled Think and Do. A stabilisation group has been established.

Westminster Drug Project (WDP).

37. It is anticipated that the contract scheduled for renewal in October 2015 will have a 12 month extension. The commissioner based in Milton Keynes, who monitors against quality indicators and payment by results outcomes, monitors delivery. WDP is responsible for the cost of all substance misuse medication, and uses the same drugs formulary as Healthcare.

38. WDP has moved from HU5 to HU2A, which has been completely refurbished to a high standard to accommodate all the requirements needed to provide an excellent service. Treatment rooms, office space and meeting rooms are available and appropriately furnished and equipped. A 24-hour WDP nursing service is available. WDP has provided training for the staff on HU2A in the recognition and support of prisoners with drug problems

39. There is now a stable staff team of seventeen, including the Service Manager. There are currently two full time substance misuse nurses awaiting security clearance; one has been waiting more than six months. An advertisement for two full time nurses has been placed. There is a shortage of nursing applicants throughout the health service. Agency nurses are employed on a regular basis, but fortunately they know the prison and its policies well, and are consistent. A pool of five to six Agency nurses are used to equate to three full time staff.

40. WDP nationally has a learning and development centre, and continuous professional development is available to all staff. All staff receive Royal College of General Practitioners Part 1, which comprises two core days clinical accredited training, a regular update day training on primary care, and IPC (Infection Prevention and Control). Staff keep in touch with new trends and developments including training around legal highs. There are new legal highs coming on the market every week.

Information on them is obtained from the Controlled Drug Local Intelligence Network and Public Health National Network.

41. Integration with Healthcare and Mental Health has improved with an alignment of policies and procedures. An MOU (Memorandum of Understanding) has been produced to improve this. IT integration between prison IT, WDP network and System One is now complete.

42. WDP does not see prisoners in Reception but within 24 hours of their arrival. The screening in Reception does not ask detailed questions about substance abuse.

43. Recent figures for incentive based drug testing continue to show a decline in illicit positives. These tests are for prisoners working in high-risk areas of the prison. WDP pay for the testing kits and the prison provides the officers to carry out the tests.

44. The IDTS (Integrated Drug Treatment Service) offers integrated recovery pathways together with psychosocial therapies and through-care on release into the community. While prisoners serving less than 4 weeks may be stabilised, those on longer sentences are expected to detox in most cases.

45. When WDP started their clinical work in Woodhill in April 2013, there were 130+ prescribed patients. This has decreased to 98.

46. New courses have been introduced. Prisoners undertake a peer mentoring course which is accredited through the Open College Network. The target for the year is to achieve 10 graduates. They become Recovery Champions and can then be paid for the work they undertake with WDP. Recovery Champions do the initial stages of the induction process on HU2A. There is a two day Motivational course available, NOVA - Nurturing, Opportunity, Vision, Aspiration - and Recovery Champions take part in delivering this. This will be delivered quarterly. A Parenting Puzzle course of ten sessions is available for men with children and expectant fathers. Recovery Champions again support with the delivery. Sessional groups are available on 20+ different topics, and one-to-one sessions are also available with a key worker. Staff also work with prisoners needing their support who are not resident in HU2A.

47. WDP staff take part in ACCT Reviews if the prisoner is their patient or is resident on HU2A. These reviews are held in Healthcare outpatients and, due to lack of communication and structure, WDP staff are not always informed of changes in timing. Sudden changes can mean that a nurse required for the review is not working that day and is therefore unable to contribute to it. WDP has formalised a process for engaging with the ACCT process.

48. A document, The Book of Words, has been produced with the WDP Medical Director, who is a consultant psychiatrist specialising in addictions and prescribers. This acts as a clinical reference book and framework for all clinical staff and prescribers.

5.4 Purposeful Activity and Work

1. Purposeful activity comprises of mainly work and education. In addition the Board believes that interacting in a social environment, either through association periods with other prisoners or social visits, plays an important part in developing positive behaviours.

2. During the reporting period work-place opportunities were reduced for a number of reasons. This was in addition to serious on-going staffing shortages, which have impacted on the regime that the prison has been able to safely deliver. As a result prisoners have spent more time locked up.

3. In June 2014 a split regime was introduced and social visits on Mondays afternoon were curtailed for the whole prison. As of mid-July 2014 further reductions to the regime were made. Friday effectively became part of the weekend regime. In addition to the restrictions on social visits, legal

visits were no longer available on Monday afternoons and Friday mornings. Workshop activities were cancelled for Friday mornings and Education reduced to vulnerable prisoners (VPs) only on Friday mornings. Adjudications no longer take place on Sunday mornings. 'Lock-up' rotas were published in advance, which has assisted greatly in managing prisoners' expectations. The CSC and Managing Challenging Behaviour (MCBS) units are also subject to shut down rotas. The only areas not affected were the Segregation Units and the First Night Centre and Induction Unit.

4. In order to accommodate the reduced regime and offer an increased number of work places, an upper limit on the number of sessions that could be worked was fixed. Prisoners with short sentences were offered part time and shift work. New work patterns were made available for wing cleaners and orderlies. In addition there were also vocational City and Guilds qualifications available in Horticulture, Waste Management and Industrial Cleaning.

5. For a considerable period of the time leading up to the reporting period the Library was effectively closed due to changes made by Milton Keynes Council in order to reduce costs. In May 2014 a revised Library timetable was produced so that wing library times took place during domestic sessions, however staffing remained problematic. The Library contract was eventually taken over by Northampton Council. The Board is pleased to be able to report that by the end of June 2015 it is expected to have two full time and one part time member of staff.

6. Despite these difficulties the prison has done a remarkable job of re-invigorating the working and learning opportunities available to prisoners. A wide range of high quality vocational training is being offered. Plans are in place and actively being developed to meet the demands of a Resettlement Prison.

7. The Prisoners Employment and Education Policy was introduced in May 2014. It was fully implemented in August. Prisoners are now restricted to ten paid sessions a week. Some prisoners had been working for more than ten sessions a week and so received a reduction in pay as a result. When challenged the prison responded by saying that prisoners have been overpaid in the past, and the policy is now being adhered to. The prison is not looking to recover any overpayment.

8. Prisoners on the CSC are particularly affected as even when they achieve Standard + status, the equivalent of Enhanced status, they have no access to work other than as wing cleaners. They have no realistic way of increasing their income. The Board has raised concerns throughout the reporting period about the lack of education and purposeful activity available to prisoners in discreet units.

9. Work places are allocated by staff in the Activity Hub, who also manage all waiting lists, to ensure fairness of opportunity. Provided prisoners have reached Level 1 in Maths and English they will be assigned work, otherwise they must attend Education. Closer links between Adult Learning support staff from Education and the Shannon Trust is being developed to support non/poor readers. Prisoners who are deemed to be High Risk have their applications examined on an individual basis by the Head of Learning and Skills. If it is believed that they are suitable for education or work off the wing, tutors are informed and their views taken into account. If they can only be offered wing work, wing managers have to ratify the decision to offer them work. Attendance rates are reported daily and robustly managed. There are specific times set aside for prisoners from the VP unit to access work and Education.

10. Approximately 25 – 35% of Woodhill's population are remand prisoners. As such they do not have to attend either work or education. If they do initially sign up to courses and subsequently do not attend, the prison can do very little to manage that behaviour. If all Woodhill's population were convicted there would be insufficient workplaces available. The closure of one wing has temporarily reduced the population, thereby easing the pressure on work spaces. When all the accommodation units come on line and the operational capacity is reached additional work spaces will be needed to meet demand.

11. Limited 'In-cell' education is offered and has a small take up. The Board is aware of plans to introduce some in cell work for prisoners on the Segregation Unit and would like to see consideration given to extending this service to other small units.

12. During the reporting period the Prisons Information and Communication Technology Academy (PICTA) workshop was closed from March 2014 to March 2015. A total of 20 work places per day

were lost. This was due to circumstances outside the prison's control. There was no alternative offered. PICTA re-opened in April 2015 offering twenty full time places over a 12-week course. Qualifications range from Level 1 to Level 4.

13. There were two mosaics workshops. Both were popular with prisoners but did not offer qualifications or tangible work experience. Both closed during the reporting year. A Painting and Decorating workshop opened in place of one, and is managed by Education. It offers twelve places on a 6-week course leading to a Level 1 qualification. The second workshop is empty at present but will be a Tiling and Kitchen fitting workshop offering eight full time places studying for City and Guilds qualifications. Its opening is planned for August 2015. It will also be run as a part of Education services.

14. When the first mosaics workshop closed a contract packaging and palleting workshop replaced it, with a capacity for twenty five prisoners morning and afternoon. A second contract facility opened to replace a carpentry workshop, which had failed to provide vocational qualifications.

15. Despite many challenges the prison now offers a wide range of high quality qualifications through NVQ and City and Guilds. There are plans to expand the Laundry and bring the Clothing Exchange into the main prison, which will provide an additional 18 work places. A second BICS (British Institute of Cleaning Science) instructor has been appointed which will secure training for an additional eighteen prisoners. Plans are in place to provide all new reception prisoners with reception packs, which will be made up by prisoners. If funding could be secured there is an identified area, which could be adapted to accommodate another sixty spaces.

16. Woodhill is now a Resettlement Prison; so preparing prisoners for release will become a vital part of its role. In readiness Woodhill has developed a strong relationship with Milton Keynes College and Aramark, and launched its own Employment Academy in April. Aramark, who have the contract for the kitchen and provision of food also offer NVQ training to kitchen workers. Through employer engagement Aramark are offering 'through the gate' support with a commitment to employment on release. All learners who are involved with the Academy will be tracked in order that the effectiveness of the scheme can be measured. It is planned to roll out similar schemes in areas such as horticulture, contract cleaning and hospitality.

17. In order to drive this forward Learning and Skills staff are developing links with employers in the community and those who commit to social responsibility by offering to employ a percentage of ex-prisoners on their workforce. An employer engagement day was hosted in February 2015, which was very successful. A second event is planned for August 2015 with the MITIE Foundation.

5.5 Reducing Re-offending and Resettlement

1. Last year's Annual Report from the IMB indicated that although the key performance targets relating to accommodation, education and employment on resettlement were not met, positive progress was being made within the resettlement areas of Woodhill. Staff numbers are increasing and Offender Management Unit (OMU) and Resettlement Services are working more closely together to meet the prison's key performance targets.

2. This trend has continued throughout the period of this report, with resettlement targets being exceeded in several months of the current reporting year, although very slightly below at the end of the period. This was a worthy achievement compared with last year's results. It is of particular note in light of all the changes taking place within the Resettlement Department and OMU as a result of having to prepare for and initiate the NOMS Transforming Rehabilitation programme under the Offender Rehabilitation Act 2014, which came into full force on 1 February this year. These changes now see Woodhill as one of the NOMS resettlement prisons where, under the introduction of the NOMS Population Reconfiguration Strategy, it receives offenders sentenced to less than 12 months from the Milton Keynes and Northampton areas so that the offenders can generally be assessed in the same prison from which they will be released. Further, Woodhill also receives a number of offenders sentenced to longer than 12 months for their last 3 months of custody, who will be released into the local area. Each prisoner serving one day or more is now subject to release on licence

(Previously this related only to those serving over 12 months). There is a national target of 80% of prisoners being in the right establishment at the correct time in their sentence. Nationally this target

can be hard to achieve due to the pressure on the Estate generally. Part of the Population Reconfiguration Strategy reflects that prisoners can no longer go to the prison of their choice unless there are exceptional circumstances; prisoners were made aware of this through a notice and through meetings.

3. The rapidly changing Woodhill population means that all of the above has had a massive impact on the workload of the case administrators in OMU. Woodhill was only given one extra Case Administrator (making the equivalent of twelve) to cope with all the extra workload and responsibility. This has resulted in a constant prioritisation of work. Issues that are not performance related - i.e. Home Detention Curfew (HDC) and ensuring the prisoners are given their sentence calculation dates within a week - are lower on the priority list. Externally the Case Administrators spend an inordinate amount of time chasing reports from outside Offender Managers (OM) for offenders relating to Parole, HDC etc. Due to the vacancies and workload externally, prisoners are missing contact with their OM or are having them changed very frequently. An example recently was when an OM was being chased for a HDC report, and the prisoner was getting close to his date, and it was found that his OM had changed 3 times in one week!

4. There are two further changes that are currently impacting on the prison –

(i) Woodhill now comes under the South West and South Central Division of the newly formed single public sector National Probation Service.

(ii) Local Community Rehabilitation Companies (CRCs) are from the 1st May 2015, responsible for providing 'Through the Gate' resettlement services. Woodhill has two CRCs as it covers the Milton Keynes and Northampton areas - MTCNovo and BeNCH. BeNCH is owned by Sodexo Justice Services in partnership with Nacro. At the time of completing this report, in early May 2015, MTCNovo and BeNCH have held meetings together which have included Woodhill, and workspace has been provided for both companies. The impact of their presence has not yet been felt within the prison and it remains unclear as to what the new service will look like.

5. These two changes have altered the provision of Probation in custody. There is now no allocation of Probation Service Officers to the custodial setting and therefore all but two of the staff in the prison's employ have left to find work elsewhere. At the end of April 2015 Woodhill only had one Probation Officer in post along with a Senior Probation Officer. A part time Probation Officer has been recruited, and the prison awaits security clearance. Despite three recruitment campaigns the prison has been unable to recruit further probation officers. This is reflected in other establishments in the region and in the community. This has left the establishment in a vulnerable position in the management of its high risk of harm offenders on normal location and the CSC. This has been raised to both the Regional DDC's office, and the Director of Probation for this area.

6. In the meantime, various services associated with the prison's Resettlement department have been withdrawn as contracts come to an end. The Citizens' Advice Bureau left Woodhill at the end of March, St Giles Trust and Job Deal finished in March/April. During the last few months of their time in Woodhill, such services were able to commit only to those issues which could be resolved by May, and longer term commitment to prisoners was impossible. All of these roles will come under the CRCs in the future but at the time of writing this report the appropriate personnel are not yet in post. Very few members of Resettlement staff are now directly employed by the prison. The very small number, but exceedingly professional Woodhill staff who remain, are maintaining the resettlement function with a focus upon self-help for prisoners in the interim.

7. Following the development of CRCs the only resettlement target that is to be met by Woodhill is the completion of Part 1 of the newly introduced Basic Custody Screening Tool (BCST). It must be completed within 72 hours of reception into custody (including weekends) and as a Key Performance Target (KPT) has a 90% completion target. This live-keyed intricate document replaced the paper based resettlement plan, which was previously completed in Resettlement. This is now completed by OMU staff in addition to their caseload for the offender management system (OASys), parole, multi-agency public protection arrangements (MAPPA), BCST, population management and prisoner contact time.

8. The CRCs will have responsibility for completing Part 2 of the BCST, which must be within 5 business days of receiving the completed BCST Part 1. The prison has been completing Part 1 since

January 2015, and there was a temporary blip over Part 1 not being completed within 72 hours for those prisoners who had been transferred into the prison from another establishment. This was rapidly resolved and Woodhill is now consistently completing the BCST Part 1 to target. Staff were also concerned at the impact that the completion of Part 1 was having on prisoner induction, delaying some of the activities in the first instance. This has also now been resolved. With the absence of the CRCs, Part 2 became something of a backlog but this is now being addressed.

9. Resources in the Offender Supervisor (OS) rank have been very stretched during this period due to vacancies and cross-deployment to the other duties of the Band 4 OS group. The result has been a backlog of OASys and limited contact time with prisoners. The OASys backlog will never be zero due to the demographics of the Woodhill population but has reduced significantly during the year. A new risk based approach to OASys by NOMS has resulted in staff only having to complete the risk assessment tool for some prisoners, rather than a whole sentence plan.

10. Whilst visits and the prison library are included in other areas of this report, it is worth noting that both have an impact on the resettlement agenda. The prison has been mandated to ensure that visits are a key part of resettlement, as is the provision of information on careers information and advice, outreach programmes and other prisoner resettlement interventions within the Library.

11. Two other items of note. Firstly, one of the OSGs won the Reducing Re-offending award at the High Security Prison Officer of the Year awards in April this year. Secondly, the prison has launched an Employment Academy in collaboration with Milton Keynes College and Aramark to work with organisations that will be able to support prisoners through the gate and place them with employers in catering and hospitality (see section 5.4 above).

12. Staff at all levels have worked hard and effectively during this time despite the pressures. Staff have ensured that Woodhill requirements for protecting the public are met. New ways of having contact time with prisoners such as weekly or monthly forums have been applied. OMU has had praise from Parole Board chairs and MAPPA panels on the quality of reports.

5.6 Safer Custody, Violence Reduction and Suicide Prevention

1. Monthly Safer Custody/Violence Reduction meetings were held throughout the period and comprehensive documentation was produced, giving a good indication of the prison's performance both as a comparison from previous years, as well as against other prisons in the High Security Estate. The meetings were chaired by a governor and were well attended.

Deaths In Custody

2. The Board is saddened to report that there were four deaths in custody over the reporting period, only one of which was from natural causes; this number was the same in the previous year. Inquests for two of the deaths have been held and the remainder will be held later in the year. Any recommendations from the Inquests that have taken place were carefully considered by the prison and appropriate recommendations implemented. In all incidences full support was given to the families, staff and prisoners by the Care Team and Family Liaison Officers. The time lag between the Deaths in Custody and Inquests does seem to be prolonged.

Self Harm Incidents

3. During the reporting period there were 453 incidents of self harm. This is a slight increase over the corresponding period last year (441), however 10 prisoners were classified as prolific self harmers. One prisoner who was on constant watch for an extended period was responsible for 28 incidents over a period of 6 weeks. Of the reported incidents, 5 were classified as near misses, this compares with the last period when there were 8.

Assessment Care in Custody Teamwork (ACCT)

4. The number of ACCTs opened over the period was 444 as compared with 508 in the previous period. The prison's population for some of that period fell by approximately 12% and this could account for the reduction. As reported last year most of the incidents were of cuts and scratches and the highest proportion of opened ACCTs was on the First Night Centre and Induction.

5. Emphasis has been put on improving the quality of staff entries in ACCT files and this has shown an improvement. To ensure that the quality was being maintained, a senior member of staff (Custodial Manager) reviews all open ACCT files throughout the prison on a weekly basis.
6. The Board would like to see more regular ACCT training courses, and the prison managers encourage staff to attend them regularly. This was highlighted recently at one of the Inquests into a Death in Custody at Woodhill.
7. The prison is experiencing a problem of maintaining sufficient trained staff to carry out the role of an ACCT Assessor. This is an important role, as these staff determine, at review meetings, if a prisoner is suitable to return to a normal regime and have his ACCT closed or continued.
8. Concern is raised with present staffing levels could have an adverse effect on managing prisoners who may be in crisis. However, the Board still maintains it is preferable to open an ACCT if there are any perceived concerns when dealing with prisoner safety.
9. Because of the nature of the prison it is difficult to maintain a constant acceptable level of Listeners. At present there are eleven trained Listeners. Three of these can only be used on their own Unit because of its classification and cannot be used on other Units. The recommended ratio is one Listener to fifty prisoners and Listeners are not able to carry out the duties of an Insider.
10. The situation is due to become more challenging. The type of prisoner who is normally suitable for being appointed as a Listener is generally either a Category B or C. In the past a trained Listener could not be relocated to another establishment for a period of at least 6 months after being trained and taking up his duties. With the recently introduced rules regarding the relocation of B or C category prisoners, they will now be serving the last 6 months of their sentence at a local prison. Because of this requirement it will be ever increasingly difficult to maintain a regular complement of Listeners.

Personal Officer Scheme

12. Because of continued low staffing levels, cross deployment and the introduction of detached duty officers the role of Personal Officer, with the exception of the House Unit 6, has been abandoned. The Board regrets this as it sees this as an early opportunity to identify prisoners who are at risk of self harm.

5.7 Segregation, Care and Separation (CSU), Close Supervision Centre (CSC)

5.7.1 Segregation

1. Whilst the running and functionality of the Segregation Unit, Care and Separation Unit (CSU) has improved again over the year the Board has been concerned about some specific areas. The Segregation Unit has remained at or very near capacity for the reporting period.
2. NOMS are notified of all prisoners held in Segregation for 6 months or longer. The Board is concerned that there is an increasing number of men held in Segregation for long periods with no tangible plans for progression or intervention. Those on Rule 45 - Good Order or Discipline (GOoD) are reviewed within 72hrs and then regularly every 7 -14 days. The Board is concerned that targets are often little more than to 'comply with the regime' with no forward or progressive plan.
3. There have been instances over the year where a prisoner has served his sentence from adjudication for 14 days cellular confinement (CC), and has then moved straight onto Rule 45 for the GOoD of the prison. The Segregation Unit documentation shows their time in the unit starts again at zero days. The Board is not fully confident that an overall tally of the days out of normal accommodation is being maintained and would like to see the facts recorded in a more presentable and accessible form.
4. Prisoners on Rule 45 are reviewed in line with PSO 1700, but there is no method of documenting the rationale for returning a prisoner to normal location. The Board is concerned when a prisoner is returned to normal location during a period on GOoD, with no method of monitoring or measuring the rationale for the decision taken.

5. Mental Health Awareness training is recommended for Segregation and CSC staff – this has not been delivered for most of the period of this report.
6. The Board has raised concerns that the Segregation Unit TV policy is not applied consistently.
7. The SMARG meetings, which should be quarterly, have only been held twice in the reporting period.
8. The Board is concerned that a lack of pre-information is available to Governors chairing GOoD reviews. As a result meaningless targets tend to be set in the interim.
9. The cells in the CSU have undergone extensive refurbishment with new wiring, toilets, flooring and windows.
10. From October 2014 body-worn cameras were trialled by staff working in Segregation, CSC and HU6.
11. There has been an increase in the use of Special Accommodation. The IMB is notified and is satisfied that it is being used appropriately for the shortest time possible.
12. The Board is pleased to report that there has been a decrease in the number of prisoners serving cellular confinement (cc) punishment on normal location. When it does occur the Board has serious concerns about the poor quality of recorded information and cannot confidently assess the management of these men.
13. The Board has concerns about the management of prisoners to and from the Segregation Unit who are on Basic. The documentation is often missing and the Board does not have confidence in the reviews being conducted in line with prison policy.

5.7.2 Close Supervision Centre (CSC), MCBS and HU6

1. House Unit 6 comprises five wings. A and B wings are the CSC which holds prisoners assessed as being amongst the most violent and disruptive in the system. Nominally prisoners on A wing are for assessment following referral to the CSC. B wing is a progression unit for prisoners who have been selected for the CSC. All prisoners in the CSC are held under Rule 46. Prisoners may be referred to the CSC Management Committee from any establishment in the prison estate and the Committee should maintain consistency in deciding if they are appropriate for assessment. Prisoners are held in small wings and designated cells in the High Security Estate. CSC prisoners are not able to leave the Wing or access any of the facilities in the main prison. The total operational capacity is 54, and is close to maximum occupancy with some prisoners kept in Segregation Units for some months waiting for an assessment place in a CSC unit. There has been an increase in the number of referrals to CSC from outside the HSE. This reflects the increasing levels of violence across the whole prison estate.

2. In March this year, for the first time, a thematic review of CSCs and MCBS by HMIP took place. Following the inspection the current set of expectations will be replaced by a more in-depth set, structured specifically for CSCs.

3. Prior to the inspection all CSC prisoners were given the opportunity to be interviewed, as were a selection of staff. The inspection measured:

Strategic Management and Care Planning, Progression and Reintegration, Safety and Respect.

On a score of 1 (Poor) to 4 (Good), Woodhill scored 3,2,3,3.

4. The CSC and MCBS Units are particularly sensitive to staffing issues. The close interaction of staff with these prisoners is an important factor in making effective security judgements. A stable and regular staff group provide consistency and directly affect safety and outcomes for staff and prisoners. Staff should also receive additional training to work on CSC and receive psychological support. The Board are concerned that non-CSC /HU6 staff are regularly being detailed to work in this area.

5. Without a dedicated staff group who all support the development of the Enabling Environment strategy, it will not be effective.

HU6A

6. Prisoners are assessed for approximately four months, and the unit also holds those accepted into the CSC. The relationships between staff and prisoners are critical to the assessment process and effective risk assessment and management. Cross deployment of staff is unhelpful where relationships are sensitive to change. The IMB is told when high control cells are used, but this has been infrequent and is a tribute to the professionalism of the staff. Staff shortages have resulted in a restricted regime being in place for the majority of the reporting period. This has been a particular challenge with the majority of prisoners risk assessed as being single unlock status.

7. Multi-disciplinary Dynamic Risk Assessment Meetings (DRAM) are held weekly and are effective at managing all areas of day-to-day risk. There have been some changes in senior officers in HU6 during the year, which have benefitted all Units. Staff contribute to assessments and to Care and Management Plans, and prisoners can contribute their views about wing management through a regular questionnaire. The Board is concerned that the restricted regime, limited time out of cell and limited opportunity for engagement impacts negatively on assessments.

8. Education has been erratic and very limited. It only caters for Levels 1 and 2 and is cell-based. A library trolley tours the units and the contents are changed monthly; legal books and copies of PSOs can be requested from the Library. For much of the reporting period there was no library service to speak of. The Board is pleased to report that recently this has improved.

9. There is no opportunity for any work other than as wing cleaners. Very limited work and education opportunities together with heavily supervised, very limited association result in negligible purposeful activity. Prisoners who engage fully and are at the highest regime level i.e. Standard + have very limited scope for earning.

HU6B

10. The mix of prisoners on this unit has resulted in the regime being less restricted than on HU6A and at present prisoners have two association groups. The restricted regime makes it difficult to facilitate professional appointments and routine wing functions within the day. A new approach to managing behaviour on small units has been introduced by NOMS for the HSE. It is called 'Enabling Environment' and is designed to give prisoners greater responsibility for the decisions they take, and to be directly accountable for the consequences of their decisions. It was trialled in a CSC Unit in Full Sutton. In January 2015 Full Sutton staff delivered a presentation to Woodhill staff on an 'Enabling Environment', They showed how prisoners will choose from a weekly menu of activities, with sanctions if they refuse to attend those they have signed up to. Implicit in the prisoner's choice is the prospect of more time out of cell if they can associate trouble free with other prisoners; this process also gives more structure to the prisoner's day. Staff welcomed the idea, but the change process lost momentum temporarily and is now on track again, to start in mid-July. Prisoners' activities have been in short supply this reporting year but are programmed into this new weekly menu.

11. Paperwork is generally of a good standard, and staff de-briefings have been introduced for 6A and 6B this year.

12. Maintenance work is slow to replace original ceiling lights.

13. Points 8 and 9 also apply to HU6B

HU6C – MCBS

14. Since opening this Unit seems to have lacked direction and the Central Management Committee has had concerns about local impediments to the successful running of the unit. However there is some progress; some prisoners are able to visit Education, the Library and the Visits Hall, and one prisoner has returned to a House Unit in the main prison. The Board remains concerned at the general lack of activity and direction of the unit.

15. The restricted regime, frequent cross deployment of staff and detached duty staff have not helped to focus a strategy on this unit.

HU6D

16. The Unit holds protected witnesses. The Unit has remained very settled but lacks activities for long-term prisoners who cannot access any of the facilities in the main prison. One prisoner has had ROTL (Release on Temporary Licence) and is waiting for his Parole Board hearing.

HU6E

17. The Unit was temporarily opened at the beginning of the year for 2 prisoners with serious head injuries whose progress, with professional medical support, has been impressive. It is expected that they will transfer to specialist hospitals for rehabilitation.

Healthcare on HU6

18. Healthcare is provided by a multi-disciplinary team composed of HMP Woodhill NHS healthcare staff, Psychologists, Mental Health staff and Forensic Psychiatry supplied by Oxford NHS Foundation Trust. Team members hold one to one sessions with CSC prisoners and are involved with assessment, care planning and review, and advising uniform staff. Woodhill NHS staff attend the rest of HU6. Access to the doctor, nurses and treatment is good; dental treatment of any length is more difficult.

19. Staff relationships with each other and with prisoners on HU6 are strong, engendering a feeling of security amongst prisoners, resulting in low and proportionate use of force and Personal Protection Equipment.

5.8 Residential Services

5.8.1 Kitchen & Catering

1. The kitchen's new Manager continues to implement appropriate changes and build on good practice, providing varied meals on a very small budget. The maintenance and management of kitchen equipment has improved. Food forums have been reinstated and kitchen staff visit the wings on a regular basis. Special menus continues to be prepared to support religious festivals. This year Muslim prisoners were employed in the kitchen specifically for the preparation of food for Ramadam

2. As referred to earlier in the Report, Aramark and Milton Keynes College have recently launched the Employment Academy, providing training to kitchen workers with a commitment to employment upon release.

3. The optimum workforce over the reporting period was twenty-five per morning or afternoon, but in reality there has been a continuing shortage of prisoners. Whilst the kitchen has coped, it has been difficult whenever they have lost men at short notice. In order to be allocated work, prisoners must be graded as Level 1 in Maths and English, so this precludes prisoners who could have previously been employed. The problem is further compounded by the fact that the prison has a high number of prisoners serving short sentences or on remand.

4. The Board is concerned with the serving of meals, particularly at lunchtime. Lunch should be served at 12 noon, but it has been noted in rota reports during the reporting year that lunch has been served by as early as 11.30 on some wings. This regime slippage is not acceptable.

5.8.2 Accommodation

1. During the period of this report, HMP Woodhill has undergone a programme of refurbishment in various areas of the prison, some of which will be on-going into the next reporting period. In addition, CCTV cameras have been rolled out across all units.
2. The Board is however concerned at a number of accommodation issues that have been raised consistently throughout the year through its weekly reports, and in previous annual reports.
3. Incorrectly labelled and absent name cards on cell doors is a particular concern to the Board, as not being able to recognise a prisoner in an emergency could lead to inappropriate treatment and even death.
4. The Board has also reported on numerous occasions curtains at windows made from blankets and clothing, preventing enough light into the cell to view occupants when the door is closed.
5. Cells have been reported as not having the correct or indeed enough furniture in a cell share situation. Lockable lockers have not always been available despite the plan to roll these out, leading to a continuation of prisoner property being lost or damaged in cell.
6. Missing or incorrectly used pin boards have caused prisoners to attach material directly to the walls.
7. Kit is often in short supply, in particular towels.
8. Telephones have also remained an issue this year. A number have been out of order or of very poor quality in terms of reception. In addition, some wings would benefit from additional phones to enable prisoners to access calls within the limited regime.
9. A number of cells were out of action for a large part of the reporting period, as were a good deal of the lights in several of the units – the latter has not yet been fully resolved.
10. Many of the above matters have been raised in previous annual reports, and have regrettably remained as regular issues in the IMB rota reports over the reporting period.
11. The prison staff must however be commended for keeping the IMB informed of all prisoners being moved into special accommodation, and for keeping good quality paperwork on the issue.

Section 6

OTHER AREAS

6.1 The Prison

1. Although Woodhill appears to be quite stable at the moment, the stability is fragile. Last year's report indicated significant staff shortages through a combination of staff sickness, high take-up of the Voluntary Redundancy Scheme and a freeze on recruitment. Although the Governor has made a real impact on reducing staff sickness levels, severe staff shortages remain. Restricted regimes and the use of a significant number of staff on detached duty have temporarily eased staffing pressures. However, detached staff from immigration centres and from non-high security prisons have had a steep learning curve and are not always comfortable with their placement at Woodhill. Allocating detached staff to units where close observations and staff continuity is paramount has not always been beneficial for those prisoners who need to build positive relationships. A number of POELTS have now started at HMP Woodhill, but such recruitment is not keeping pace with the numbers leaving the prison's staff. Local recruitment is problematic in the Milton Keynes area, which sees almost full employment, a good level of wages and expensive housing stock - both to purchase and to rent. Staff support and training suffer as a result of staff shortages, which is unacceptable. The personal officer scheme for prisoners has been unable to run because of the staff shortages. Whilst the restricted regime limits time out of cell, the regime is predictable and has, in the main, been accepted by prisoners. Many of the staff maintain good relationships with prisoners which has helped to avoid potential difficult situations. There have been a number of changes in the Senior Management Team (SMT) over the reporting period, which is impacting positively on the prison environment. The Board is pleased that HMP Woodhill moved from a Level 2 prison to a Level 3 performing prison during the reporting year. Despite all the good work in the prison over the reporting period, the Board continues to be concerned that HMP Woodhill is operating at staffing levels below what is necessary to maintain decent, safe and rehabilitative regimes.

2. The Board is concerned that prisoner violence towards staff and other prisoners has risen over the past year. This is reflected in the increased use of force and of special accommodation. The figures for the use of restraints shows that incidents have doubled, and that 50% of the prisoners restrained in January this year were on basic regime. There was also an increase of restraints in the Segregation Unit, and in House Unit 1, where it doubled from January to February 2015. Also between January and February 2015 there was an increase in the amount of personal protection equipment used by staff when dealing with very challenging behaviour by some prisoners, although this decreased in March. Planned removals increased, largely due to the damaging of fixtures and fittings in cells, with 59% of the removals being Basic regime prisoners. These figures reflect the national comparators, and Woodhill remains confident that the use of force was necessary. Whilst the number of deaths has remained the same as in the previous reporting year - 4 - self harm or the threat of self-harm is increasing. There are increases in prisoners' use of new psychoactive substances.

3. The results of the HMIP Inspection were published at the end of May 2014. Of the 62 recommendations made in the HMIP inspection report, by the end of March 2015, over two thirds have been achieved or partially achieved. The prison is to be commended on this achievement in the light of continued low staffing levels, increased prisoner violence and changes to its remit following Government policy on resettlement.

4. The Care Act 2014 became effective from April 2015. Local Authorities (LA) will have the responsibility to assess all prisoners for care needs. Prisoners can self refer, as can people in the community. Each LA will set its own threshold. Whilst potential implications are considerable for the prison service as prisoners are moved from one LA's jurisdiction to another, the Board has not seen any evidence of a negative impact on prisoners to date.

5. Chaplaincy and Resettlement services have made significant improvements in developing links with the local community. Over 20 Imams and other Faith leaders have visited Woodhill this year. Recruitment fairs and open evenings have been organised to try and highlight working opportunities at Woodhill.
6. IT services remain a challenge. A new computer system (IE8) was unsuccessfully introduced. To date two systems are running together as printers are not yet linked to the new system. The original IT systems, including MERCURY are incompatible with the new IE8 operating system.
7. The systems are time consuming and cumbersome to use and there is a general shortage of terminals for staff to access. The Board is concerned that as more data is to be put directly onto PNOMIS, information will be missed.
8. The population pressure across the whole estate has not lessened. It remains very difficult to strategically manage prisoners who are out of normal accommodation i.e. on Segregation, Healthcare or CSC, as all units are close to or at full capacity. There is an acute shortage of VP spaces and a growing demand for suitable accommodation for elderly prisoners. The only specialist unit for men suffering with dementia is for VP prisoners.
9. Staffing levels have impacted on visits booking, pin phones and mail. The Board has received rising numbers of complaints from prisoners and their families throughout the reporting period. Men who are subject to public protection restrictions are particularly badly affected. Woodhill staff are rarely detailed to work checking telephone numbers outside normal working days. Telephone numbers can take many weeks to be cleared.
10. Throughout the reporting year the Board has raised concerns with the poor quality of the application of the IEP scheme. Basic paperwork is generally of very poor quality and the Board are not confident that reviews are conducted in line with prison rules. It is not uncommon to find a prisoner on Basic with a TV in his cell, which is not permitted.
11. The number of prisoner complaints/applications to the Board has increased during the reporting year despite the population being lower. The Board believes that the increase is due to a combination of inexperienced/detached duty staff, staff shortages and cross deployed staff not being able, or available to answer questions or give appropriate support to prisoners.
Data from the prison has not been made available to be able to compare IMB applications with those to the prison. The Board believes that improved interrogation of data may identify training/performance/staffing issues.
12. Following the announcement that Rampton hospital is no longer taking new referrals for the Dangerous and Severe Personality Disorder (DSPD) programme the Board was informed that some services will be replaced by the new Offender Personality Disorder pathway (OPD). This service will be delivered on prison wings rather than in high security hospitals.
Delivery of programmes in hospitals is very expensive. It is believed that by delivering the programmes in prisons, access for offenders will be increased by creating additional spaces at no additional cost.
- The OPD pathway includes treatment, progression and community based services, as well as extensive workforce development activities.
- There were plans for 400 places in new and existing personality disorder services in prisons and progression places across prisons and approved premises.
The Board is unaware of any progress being made with this initiative and remains concerned with the lack of specialist support for men with serious mental health conditions.
13. New build/structural improvements have been made to accommodation units resulting in maintenance and repair programmes falling behind.

6.2 First Night Centre/Induction Unit

1. During the reporting year the First Night Centre was amalgamated with the Induction Unit on House Unit 1B. The merger enables the Unit to take newcomers through their first night and induction without moving from one place to another. Improved interview facilities were incorporated within HU1B. In addition, the BSCT was introduced during the reporting period.
2. Despite changes for the better, the Board very quickly picked up on concerns within the Unit and has been monitoring the wing on a weekly basis since last October (2014).
3. The Board is primarily concerned with the high number of long stayers and Rule 45 prisoners on the wing. If Rule 45 prisoners remain on the wing, staff have to facilitate a separate regime for them, which reduces time out of cell for all prisoners. There are also prisoners who refuse to relocate to the main accommodation units. Many claim to be under threat on other wings. The Board is concerned that at times the environment is unsuitable for those that have just come into the prison.
4. The Board has also been concerned at the number of late arrivals coming through Reception into the wing. Although this has been reduced over the reporting period, when it does happen it creates a disturbance both to those already on the wing, as well as to the new incumbents. Late arrivals may also compromise the safe reception of those coming into prison on their first night, with reduced opportunities for the prison to identify their risk before they are locked up on their first night.
5. The Board is also concerned that Listeners may not be used effectively when prisoners are arriving late in the evening
6. Overall, staff are managing a diverse population and regime well and should be congratulated. The Board's overriding concern relates to safety, and to the impact on rehabilitation.

Section 7

THE WORK OF THE INDEPENDENT MONITORING BOARD

Section 7.1 Overview

1. 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, as well as dealing with an increased number of applications.
2. All Board members use the secure web service (www.cjism.net) to disseminate information, as instructed by the IMB Secretariat and the IMB National Council. As repeated in a previous report, it is a cumbersome and slow system, which frequently fails. Storage space on the system is frustratingly low.
3. The Board's relationship with the prison remains good, although issues raised by the Board through its rota reports are not always responded to or addressed by staff.
4. Board members have attended the following training courses organised by the Secretariat:
 - Foundation Course
5. Board members have attended the following training courses organised by HMP Woodhill:
 - Security Key Talk
 - Personal Protection
 - NTG training
6. The Board has invited the following speakers to Board meetings:
 - Head of Security and Intelligence
 - Head of Education
 - Custodial Manager for HU1B – First Night and Induction Centre
 - Healthcare Managers on the Impact of the new Care Act
 - Head of Pharmacy
7. The Chair attends the IMB High Security Estate Chairs quarterly meetings
8. An IMB member attends the London Area Chairs quarterly meetings.
9. An IMB member attends the South Central Area meeting

Section 7.2 Applications

Subject	2010/11	2011/12	2012/13	2013/14	2014/15
Accommodation	6	15	8	15	22
Adjudications	12	9	8	14	8
Equality & Diversity (including religion)	17	11	2	8	8
Education/employment/training inc IEP	21	25	28	52	51
Family/visits inc mail & phone	41	51	42	63	66
Finance & Pay			10	20	29
Closed Visits					7
Food/kitchen related	1	12	10	7	12
Health related	88	78	52	70	60
Property (within current establishment)	59	86	54	47	42
Property (during transfer/in another establishment)			20	27	42
Canteen, facilities, Catalogue shopping, Argos			8	14	15
Sentence related (inc HDC, ROTL, parole, release dates, re-cat, etc.)	83	109	72	92	79
Staff/prisoner/detainee concerns inc bullying	13	54	52	37	67
Transfers			17	30	24
Miscellaneous	67	119	104	54	67
Returned					92
Total number of IMB applications	400	479	487	550	694

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
Confidential Applications June 2014 – May 2015	91

7.3 BOARD STATISTICS	
Recommended Complement of Board Members	20
Number of Board members at the start of the reporting period (incl. two members in their Probationary year)	11
Number of Board members at the end of the reporting period (incl. one member in their Probationary year)	10
Number of new members joining within the reporting period	3
Number of members leaving within reporting period	2
Total number of Board meetings during reporting period	12
Average number of attendances at Board meetings during reporting period	8.5
Total number of visits to the prison	576
Total number of segregation reviews attended	60
Total number of applications received (General and Confidential)	785