



ANNUAL REPORT

HMP & YOI WORMWOOD SCRUBS

1 JUNE 2014 TO 31 MAY 2015

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.

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4 Description of the Prison

- 4.1 HMP Wormwood Scrubs was built between 1875 and 1891. It is a Category B local male prison and young offender institution (YOI). It accepts both sentenced and remand prisoners over the age of 21 and young adults aged 18–21 on remand, both groups coming from its catchment area. It is a designated resettlement prison and has an operational capacity of 1,279. Foreign nationals generally account for about 450 prisoners. During the reporting year, the average prison population has been 1243; numbers change on a daily basis.
- 4.2 About 45% of the prisoner population are on remand. On average the religious breakdown of prisoners is Roman Catholic, 269, Church of England, 117, Muslim 366, Other Christian 140, No religion 127.
- 4.3 Accommodation: the establishment has five main wings plus a number of smaller dedicated units.
- 4.4 A wing, housing 290 residents, runs the follow-on induction from the First Night Centre.
- 4.5 B wing, housing 176 residents, accommodates the full-time workers.
- 4.6 C wing, housing 317 residents, manages prisoners on the Intensive Drug Treatment System.
- 4.7 D wing, housing 244 residents, has single-cell accommodation and caters for some higher risk prisoners.
- 4.8 E wing, housing 144 residents, is single cell accommodation and primarily for full-time prisoners on educational courses.
- 4.9 The First Night Centre holds 34 new prisoners, usually for one night. The Conibeere/Stabilisation Unit is a 55-place detoxification unit.
- 4.10 The Healthcare Centre is a residential unit with 17 beds, some of which are in dormitories. It holds both physically and mentally unwell prisoners.
- 4.11 The Jan Wilcox Unit was, for part of the reporting year, a super-enhanced wing holding 17 prisoners who were considered trustworthy. This unit is currently undergoing refurbishment.
- 4.12 There are on average 70 prisoners aged 50–59 and 15 prisoners aged over 60.
- 4.13 At the end of the reporting year there were 497 Foreign National Offenders (FNOs). Of those, 454 were serving a custodial sentence and 43 were detainees.
- 4.14 Healthcare operates under the Central London Community Healthcare NHS Trust (CLCH).
- 4.15 Education and training for prisoners was delivered by A4E for part of the reporting year and is now delivered by Manchester College.

5 Executive Summary

- 5.1 In the *previous year's* Annual Report, the Board was very seriously concerned that the combination of New Ways of Working (NWoW), Benchmarking and the precipitous departure of 31 experienced prison officers on the VEDS early departure scheme had calamitously destabilised the prison. Last year the Board described the prison as “dysfunctional and chaotic”.
- 5.2 During this reporting year the Governing Governor and his management team have brought significantly more stability to the regime. An emergency restricted regime has been introduced which gives prisoners and staff more predictability in their daily routine. There are, however, very serious downsides to this regime.
- 5.3 *Essentially approximately half of the prisoners in Wormwood Scrubs are locked in their cells for up to 23 hours a day during the working week as well as at weekends.*
- 5.4 *The Board finds this situation totally unacceptable.*
- 5.5 The recruitment, retention and deployment of staff, in the opinion of the Board, needs to be urgently reconsidered.
- 5.6 The Board welcomes the Governor's continuing initiative in promoting, as a priority, the use of the ACCT process to every member of the staff.
- 5.7 Young Adults, who comprise up to 9% of the prison's population, cause 20% of the violent incidents.
- 5.8 The Mandatory Drugs Test (MDT) rate can be as high as 21% in some months whilst the KPI is 11.2%. In a new national initiative, the drugs dogs have been placed under the control of the regional centre. This can mean that they are sometimes not on duty in Wormwood Scrubs for at least a month at a time. The Board believes that there should be a priority list of attendance at prisons with the highest MDT rates.
- 5.9 Healthcare has received a commendable inspection report from the Care Quality Commission (CQC). However some prisoners do not find it easy to access hospital treatment outside the prison as a result of the prison's internal processes; clearly this could be helped if the X-ray machine in the Healthcare Centre were functioning.
- 5.10 A residential wing has been transformed to house most of the prisoners undertaking education and likewise another wing has been transformed to house the prison's key workers. This has meant that the prisoners in these wings have had a “fair amount of time” out of cell and some association.
- 5.11 Whilst the Board has been impressed with the creation of book rooms in all of the main residential wings, the decline in the numbers of prisoners visiting the library is to be deprecated. Attendance has reduced by approximately 70% from when there was a normal regime.

- 5.12 There has been a wholesale and widespread attempt to clean up the prison and many cells have been repainted and landings refurbished. Nevertheless there are still double cells which do not have a sanitation curtain.
- 5.13 During the year there have been repeated shortages of equipment and kit, for example kettles and underwear, which are apparently not being delivered from the NOMS storage centre at Branston in a systematic method.
- 5.14 The Board welcomes the introduction of new menus and the system of ordering meals the previous day.
- 5.15 There was one death in custody during the reporting year.

Questions to the Minister

- 5.16 Is the Minister aware that the resultant impact of a restricted emergency regime in Wormwood Scrubs has the effect of keeping approximately 50% of the prisoners, including remand prisoners and young adults, in their cells for up to 23 hours during weekdays in addition to weekends?

This unacceptable situation is difficult to robustly monitor as no Key Performance Indicator (KPI) is set to follow and report on. Will he consider the introduction of such a KPI? (5.3), (13.12)

- 5.17 X-ray equipment was purchased over 7 years ago and is yet to be used. Would the Minister facilitate its prompt introduction? (5.9), (11.7)
- 5.18 Wormwood Scrubs has one of the highest illegal drug test rates in England and Wales. Would the Minister authorise special action, in conjunction with the Metropolitan Police, and allocate additional money to combat the issue of illegal drugs in this prison? (5.8)

Questions to the National Offender Management Service (NOMS)

- 5.19 The drugs dogs, which generally operated in this prison, have been withdrawn and now operate on a regional basis. This has meant that the prison, with a MDT rate of 19%, has had no drugs dog cover for over 4 consecutive weeks on some occasions. Would NOMS change the priorities for the presence of dogs at this prison? (5.8)
- 5.20 The prison has had significant difficulties this year in acquiring the necessary prisoner kit and equipment from the central stores at Branston. Can NOMS ensure that these types of normal prison items are readily and easily available? (5.13)
- 5.21 The windows in many of the wings in the prison are broken and, in spite of promises of a complete refurbishment, there has been no action. Is there a definite start date? (13.5)
- 5.22 Additional resources are allocated to managing Young Adult (YA) prisoners when in a Young Offender Institution (YOI). These resources were not transferred to this prison when it additionally became a YOI. When can this imbalance be rectified? (6.4), (6.6)
- 5.23 There are *sentenced* YAs in this prison which, in the Board's understanding, is not in the relevant protocol. Could NOMS give an assurance that this category of YAs will be transferred to a more suitable environment? (6.6)
- 5.24 In the previous reporting year the Board observed that 31 experienced officers were awarded voluntary early departures under VEDS. Does NOMS consider that the very destabilising effect on the running of the prison has now been remedied by the Benchmarking process? (5.1), (13.12)

- 5.25 The Board is concerned at the poor retention rate of newly appointed prison officers. It offers a suggestion that prison officers, in their first year, have a reduced number of hours of duty on the wings in a similar way to first year classroom teachers in state schools. (5.5)

Questions to the Governing Governor

- 5.26 Many of the industries, the library, the gym, education and the kitchen are underused. What plans does he have to make better use of them? (7.1), (7.4), (7.7), (7.8), (8.4)
- 5.27 The emergency restricted regime, whilst giving some stability in the prison, causes most of the prisoners in A, C and D Wings to be locked in their cells for up to 23 hours a day. Does the Governor have a date when the prison could operate on a normal regime? Can there be a temporary plan to ease the restrictions on these wings by employing more detached duty staff? (5.3), (13.12)

6 Equality and Inclusion

- 6.1 At the end of the reporting year there were 497 foreign nationals in the prison, of which the greatest numbers were Polish, Romanian and other Eastern Europeans. Other substantial numbers were from Somalia, India and Ireland. There were 43 immigration detainees held under administrative powers and the Board continues to have concerns that a category B prison is unsuitable for their continued detention.
- 6.2 There are 180 prisoners with a declared disability, of which the greatest number, 37, have a mental illness. There are 29 with dyslexia and 23 with learning difficulties. In practice, the numbers are most certainly higher as many prisoners fail to declare a disability particularly if it involves mental health.
- 6.3 There are 116 mature prisoners aged 50 or over and the number in the older age groups is increasing. Apart from the prisoner forums, there are no specific plans for this age group. Arranging dedicated gym sessions has proved to be problematic due to staffing restrictions and the relatively small number involved, less than 10% of the population. It is hoped that a better staffed regime will allow this to take place.
- 6.4 There were 109 Young Adults (aged 18-21) in the prison representing about 9% of the population and who are involved in about 20% of the use of force. At the present time there are no specific programmes for them. They are generally disinclined to participate in education and the library. The gym, which they would be inclined to use, is very often closed because of staff shortages.
- 6.5 The Board welcomes the Governor's plans to have dedicated activities for this age group.
- 6.6 However the large number of Young Adults (YAs) in the prison is cause for concern. The current number of 109 includes some sentenced YAs who have not been allocated to another prison as they transitioned from remand to sentence status. YAs' confrontational behaviour is particularly challenging to the general running of the wings. There is a lack of experience and specialist training amongst the wing staff who have to deal with the gang culture which this age group brings into an adult orientated prison.
- 6.7 The Board welcomes the significant initiatives established in the management of Equality and Diversity. In the past six months the diversity policy has been re-written, HMIP action plans put into place and a single equality action plan established. Other initiatives have included regular forums for Travellers, foreign nationals and mature prisoners and a monthly newsletter to staff.
- 6.8 The Anne Frank exhibition that took place for two weeks in November was judged a great success, attracting positive media attention, as was the event held in May for Gypsy, Roma and Traveller History Month.
- 6.9 The Board regrets that there is no full time equalities officer in the current profile.

7 Education, Learning & Skills, Library, Physical Education

- 7.1 The converting of workshop 4, last year, as a one stop shop where all the necessary induction work could be implemented was lauded as a good idea. However in the circumstances of an emergency restrictive regime it proved to be difficult to operate. There has been a large backlog of education assessments which has been partly due to the difficulty of assigning prison officers to escort prisoners to the workshop. The Board acknowledges the prison's present need to bring A Wing firmly into the induction process.
- 7.2 Education and purposeful activity were designated as inadequate in the Ofsted inspection of 2014. On 1st February 2015 the provider changed from A4E to The Manchester College. The new provider is currently undergoing a full curriculum review with a view to providing courses and skills training more suitable to a category B local prison. The focus is expected to be on functional skills learning and ICT. The Manchester College will be providing new IT equipment and will also fund the complete painting and refurbishment of the education area.
- 7.3 There are plans for a barbering workshop and an Amber Train workshop providing skills training on railway track laying. However there appears to be no further education provision for prisoners beyond level 2 basic skills.
- 7.4 E Wing is now the education wing and the vast majority of prisoners come from this wing to education on a daily basis. The numbers in actual attendance have often been at around the 50% of the places available. Whilst there are good reasons for some of the wastage of places, the Board is not clear why the allocation system does not compensate for this in the allocation of education places.
- 7.5 It has been reported to the Board that ACCT files are not following some prisoners to education from the wings.
- 7.6 The library has a good range of stock, containing both fiction and non-fiction as well as a reference section. There are numerous newspapers and magazines in several languages. The computers are a year old and, along with a printer, have not been installed. The library provider is the local authority (Hammersmith and Fulham council). There is a full time librarian and an assistant, in addition to prisoner orderlies.
- 7.7 There is currently no weekly attendance of prisoners to this library from the wings. The numbers attending only normally come from education and consequently attendance has been reduced by approximately 85% in the past year. There has been an attempt at taking some library books to the main residential wings in addition to the book rooms which have been established there.
- 7.8 The gym and weight room are occupied for about 50% of the available sessions due to the lack of gym staff and the cross-deployment of other officers. The Board regrets that there are no qualifications on offer at present.

8 Purposeful Activity

- 8.1 There are a variety of employment possibilities on the main residential wings. These include cleaning, hot plate, barbering and orderly positions. The latter have increased in type during the reporting year and include Listeners (Samaritans), foreign national rep, healthcare rep, book orderly, tea orderly, Prisoners' Consultation Group rep and Prison Council rep.
- 8.2 There are also various opportunities for work outside of the wings. Prisoners who work "off the wing" are housed together on B Wing.
- 8.3 The jobs in the above category include "red bands" (prisoners who are trusted to undertake specific tasks around the prison grounds), and work in the kitchen, laundry, library and the First Night Centre.
- 8.4 There are 5 workshops, a gym, a kitchen, a library and the education department. Prisoners worked for 54.5% of the hours available, compared against a target figure of 80%. There are a variety of reasons for this low figure but the principal one is the severe effect that the emergency regime has on all aspects of the prison's life.
- 8.5 The Board is most concerned that prisoners do not attend these sessions either because the prison is unable to escort them to their place of work or because the work provider fails to provide enough staff.
- 8.6 The Board welcomes the appointment of a new industries manager and looks forward to the implementation of his exciting new proposals for the activities available in the prison.

9 Resettlement

- 9.1 Resettlement efforts have been hampered over the year by staff shortages and the restricted emergency regime, with the consequent greater difficulty of getting prisoners unlocked to take part in activities aimed at supporting their resettlement. The Offender Rehabilitation Act 2014 (ORA) has created an additional challenge of transition, with some evidence of duplication of effort, overlapping systems and a risk of confusion and gaps.
- 9.2 There is no resettlement committee at present.

Offender Management

- 9.3 There have been significant challenges over the year including staff shortages and the introduction of an additional task: the requirement since February 2015 to complete the Basic Custody Screening Tool (BCST) for every incoming prisoner in his first 72 hours in the prison. Approximately 30 are completed each day. Overall 93.4% are completed on time, but at the expense of other tasks.
- 9.4 Staff shortages have led to a big increase in the backlog of assessments and sentence planning through the Offender Assessment System (OASys). OASys is only required for prisoners with a sentence of more than 12 months and, in a local prison such as Wormwood Scrubs, should not be a big task. However, in practice there are delays, which are frustrating for prisoners, not least because they hold up transfers. Offender supervisors have been able to complete far fewer assessments per month, leaving some files incomplete. The eight week target has not been achieved.
- 9.5 OASys proformas and the Self-Assessment Questionnaires are not currently available in languages other than English; the Language Line or translation service are used for prisoners who do not speak English.

Public Protection

- 9.6 There has been an increase in the number of prisoners being managed under the Multi Agency Public Protection Arrangements (MAPPA), principally because of the increase in the number of sex offenders: currently 78. Numbers of violent prisoners are stable at around 160. There are 122 high risk offenders, with just 3 offender supervisors to administratively manage them. This has made very careful risk assessments and prioritisation imperative. Strategic priorities of timely submission of MAPPA forms (90% on time) and 90% of MAPPA prisoners to be partnered to ViSOR (the Violent and Sexual Offender Register) were met.

Categorisation and Transfer

- 9.7 Two staff have been allocated to OCA (Observation, Classification and Allocation), which has ensured that paperwork is up to date and prisoners are being transferred as planned. Recategorisation is also being performed without undue delay, though the arrival of serving prisoners without OASys details does hold things up.

9.8 1521 prisoners were transferred to other establishments during the year.

Lifers and IPPs

9.9 There are currently 12 lifers and 14 IPP prisoners (serving indeterminate sentences of Imprisonment for Public Protection). Wormwood Scrubs as a local prison is not suited, in the Board's view, to their needs because the prison offers no special services for them.

Home Detention Curfew (HDC)

9.10 A total of 593 prisoners were eligible for HDC in the reporting year. All were contacted three months before their eligibility date and received a letter detailing the process involved. The co-location of the Probation Service with the Offender Management Unit has helped to manage the process.

Reducing Reoffending

9.11 In the year to March 2015 there was a decline in the percentage of prisoners released with employment, compared to the previous year (down from 25% to 23.5%), those going into training/education (down from 14.1% to 12.7%) and those released with permanent accommodation (down from 79.7% to 68%).

9.12 A wide range of organisations both inside and beyond the prison are involved in this effort with some impressive work being done despite the challenges identified above: the greater difficulty in gaining access to prisoners because of the restricted regime, and the upheaval of the transition to the new arrangements under the ORA. For example, the Community Chaplaincy Association's Inside Out project matched a total of 58 volunteer mentors to offenders over the year. The mentors visited the offenders in the prison and supported them after their release.

9.13 St Mungo's Broadway continued its work of assisting new prisoners to secure their tenancies (almost 1,800 prisoners were given initial advice) as well as those reaching the end of their sentences in finding accommodation on release (745 prisoners received support pre-release). Its future at Wormwood Scrubs is uncertain as resettlement moves to working under the Community Rehabilitation Company (CRC); it is currently operating under a short term contract as the transition takes place.

9.14 Jobcentre Plus, which had three staff in September 2014, has had only one since January 2015. The aim is still to see all prisoners in the five-week window before discharge, to ask if they require help. Those wanting help in applying for JobSeeker's Allowance (JSA) are seen individually. Fresh Start appointments (which help prisoners to claim JSA more quickly after release) are booked at a Jobcentre. The Job Club and other agencies help with preparing CVs, interview skills etc. through group training.

- 9.15 Efforts are afoot to reinstate regular meetings with the partner organisations with the aim of improving coordination amongst those supporting resettlement. Thought is also being given to ensuring that prisoners are aware of the range of services available to them and how to access them. Other planned initiatives, such as an Employment Fair in June 2015, are also welcome.

Community Rehabilitation Company (CRC)

- 9.16 The (CRC) for the London area, MTCNovo, has a small unit in the prison and has begun preparations to discharge its full duties later in 2015.
- 9.17 Wormwood Scrubs' designation as a resettlement prison, with prisoners with connections with the area being transferred to the prison at least three months before their release, is an opportunity to focus and concentrate resettlement efforts. The potential for the new CRC to harness and link up the different organisations – public, private and voluntary – is significant. They will be able to contribute to the effective resettlement and rehabilitation of prisoners, and improve the support given to individuals and reduce reoffending.
- 9.18 This will apply to a cohort of prisoners serving short sentences who previously would have left prison without any outside supervision. However the risk of a loss of momentum during the current period of uncertainty, and of individuals “falling through the cracks” as the new arrangements are constructed is a concern for the IMB.

10 The Segregation Unit

- 10.1 The Segregation unit comprises 18 single cells which are located on the upper floor. There are two special accommodation cells on the ground floor together with a servery, staff areas and a room for adjudications. There is an exercise yard which is shared with another small residential unit. Some prisoners are permitted to exercise together depending on their risk assessments.
- 10.2 There were just over 600 prisoners in the unit over the past year and the average length of stay was just over 7 days. There have however been prisoners staying in the unit for over a month. Prisoners in the unit account for only 6% of transfers to other prisons.
- 10.3 In spite of the ramifications of the general emergency regime, under which the prison is operating, the standard of professionalism shown by its staff and its humane management is admirable.
- 10.4 There have been working parties of prisoners to paint cells and other parts of the unit. There is a part time teacher who visits the unit twice a week and there is a supply of books available on the unit.
- 10.5 The Board believes that Rule 45 prisoners, who are segregated in their own interest, should be considered for a better regime whilst in the unit.
- 10.6 A large number of incomplete adjourned adjudications are regularly written off. The Board believes that this system should be reviewed.
- 10.7 The Board is always informed within 24 hours of prisoner moves onto the unit and members always visit it as part of their rota visit. It is the policy of the Board to attend as many Segregation Review Boards as possible.

11 Healthcare & Mental Health

- 11.1 CLCH is the main provider for Healthcare. They were inspected at the unannounced inspection in May 2014 by Her Majesty's Inspectorate of Prisons (HMIP) and the CQC and received a positive report.
- 11.2 The inspectors did, however, mention the views of some prisoners who said that they found difficulties dealing with some wing nurses who, by the nature of their prison role, can act both as a gate keeper in the booking of a doctor's appointment as well as their own wing duties. The Board has also received similar complaints.
- 11.3 The Board noted that the complaints and requests system for healthcare had become separate from the prison's own system. Prisoners have expressed doubts about the confidential nature of their complaints, as they may be read by the very people that the complaint concerns. The supply of envelopes at the newly installed boxes needs to be frequently checked.
- 11.4 The Board notes that there are numerous cancellations of prisoners' external hospital appointments partly due to the lack of prison staff escorts working in the emergency regime. It can be particularly frustrating for ill prisoners when a cancelled appointment is rebooked for a time when there is no available escort. The Board expresses its concern about this system and makes a very firm recommendation that it should be reviewed.
- 11.5 The Board welcomes the creation of wing healthcare reps and the formation of a healthcare forum. It is particularly pleasing that the issue of the high number of DNAs (prisoners who Did Not Attend appointments) has been discussed at the Prisoners' Consultation Group and that there have been subsequent suggestions for improvements in this area.
- 11.6 The Board welcomes the monthly meetings of the wing healthcare reps and their involvement in the Patient Reported Experience Measure (PREM).
- 11.7 The Board has become aware that the X-ray machine, which was replaced with a digital machine in 2007, has yet to function. It would enormously benefit those prisoners who presently have to go to external hospitals with prison officer escorts for X-rays.
- 11.8 The Healthcare Centre has 17 beds, some of which are in dormitory accommodation, and two of which are high dependency rooms. The centre houses a mixture of physically and mentally ill prisoners and is often full to capacity.
- 11.9 The Seacole Centre and the H2 area house clinics for a wide range of medical concerns including dentistry, podiatry and an optician. The Seacole Centre also offers prisoners a range of therapeutic interventions, such as clinical psychological provision for supporting their long term coping ability and mental wellbeing.
- 11.10 A member of the Board observes the Healthcare Partnership Board which meets quarterly with the Governor and representatives of the healthcare provider.

12 Safer Custody

- 12.1 After HMIP reported in May 2014 that “Wormwood Scrubs was not safe enough”, the Board welcomed the measures taken by the Governor to make Safer Custody a priority throughout the prison. These included writing to all staff to remind them that the management of ACCTs and the accommodation and treatment of prisoners at risk were the responsibility of all staff. He also strengthened the Safer Custody team. However there is continuing evidence that the work of this committed team has been constrained by cross-deployment during extensive periods of staff shortages. Safer Custody meetings have been infrequent and poorly attended.
- 12.2 While the Safer Custody team attempt to ensure that prisoners at risk of self-harm have purposeful activity outside their cells, it seems that approximately 50% of prisoners have little or no opportunity to leave their cell beyond the hour of association/exercise guaranteed by the current regime. Whilst the Chaplaincy has provided packs of materials to occupy such prisoners in their cells, this cannot be an acceptable situation.
- 12.3 The number of trained Listeners has increased during the reporting year. The Listener scheme is embedded within the prison and is well supported by the Safer Custody team. There is evidence that the number of call-outs is rising.
- 12.4 The number of ACCTs open at any one time appears, after a number of “spikes”, to have stabilised at approximately 40. Whilst this appears to be a manageable number, there is a worrying loss of trained assessors who feel unable to continue this voluntary role at a time of pressure on staff throughout the prison.
- 12.5 Regrettably there has been one death in custody in the reporting year. The Board expresses its condolences to the family and friends of the prisoner.
- 12.6 Throughout the reporting year the Board has been concerned about the levels of anger and resentment building up in prisoners as a result of the restrictions of the emergency regime. Whilst some additional staffing has eased the situation, it is still not acceptable. Both staff and prisoners have told Board members of their dismay at the restricted regime.
- 12.7 The Board reported in last year’s Annual Report that “there had been a significant increase in the number of violent incidents”. Unfortunately this trend has continued, with a total of 354 reported incidents this year compared to 266 last year. Throughout the year, concern has been expressed that these figures reflect a considerable degree of under-reporting. There is a disparity between the picture presented by the prison’s statistics, wing observation books, security reports and adjudications for violent incidents. It is vital that the statistics should reflect the reality of life in the prison.

- 12.8 The TASA programme (Tackling Anti-Social Attitudes) appears to have been abandoned. The prison's response to anti-social behaviour relies on the use of the report system and the Basic level of the Incentives and Earned Privileges (IEP) scheme. However these do not support the victims of such behaviour and do not represent well thought out ways of intervening to change behaviour.
- 12.9 The Board recognises that the Case Management Protocol (a multi-disciplinary approach to handling a small number of challenging prisoners) was costly in terms of the staff involved but there does not seem to be an alternative programme in place to deal with the relatively small number of prisoners with very high levels of challenging and indeed violent behaviour who disproportionately cause trouble throughout the prison. The Board has witnessed many examples of staff dealing patiently and persistently with these prolific offenders.
- 12.10 In January 2015 it was reported that, since 2011 to 2014, the Use of Force figures have almost doubled (from 277 in the calendar year 2011 to 532 in 2014). The Board was concerned at this increase but not surprised by it. The total for the recent reporting year has been 545, suggesting that the situation is not improving. Of particular concern is the fact that Young Adults who constitute approximately 9% of the prison population are involved in at least 20% of the Use of Force incidents.

13 Residential Wings and Services

- 13.1 Last year, the Board stated that the various wings had been subjected to an unpredictable regime, in which many normal activities such as association, access to the library and gym, visits and distribution of medicines had been disrupted.
- 13.2 The Board is pleased to report that the regime has become more predictable for some prisoners, although the level of staffing continues to seriously restrict how much positive work can be done.
- 13.3 A Prisoners' Consultation Group and additionally a Prison Council have been started and have so far proved to be helpful forums for prisoners to discuss problems with managers. A member of the Board observes the meetings.

Residential units – fabric and decency

- 13.4 Some areas, such as D Wing and the Spine Link corridor, which were particularly bleak environments, have been greatly improved by painting and re-flooring works. The Board is pleased to note that improvements to the general environment of residential areas are continuing to take place. However, the Board has regularly found during the year that external areas are often littered and dirty. The lawns in the prison grounds have deteriorated.
- 13.5 The Board's previous report recorded that it was unacceptable that some cells have broken windows with visible shards of plastic, and that many shared cells have no privacy screen for the toilet, where two men consume their meals. The HMIP inspectors shared our concerns. This year, the Board is pleased to report that work has begun to rectify this situation, albeit that completion may depend on the availability of resources.
- 13.6 The Board has, from time to time, received complaints about cleanliness on A Wing, where there have been isolated incidents of vermin and cells in a poor state of repair. There have also been occasions when a boiler has failed and prisoners have been unable to access hot water.
- 13.7 The Board is also concerned by the difficulties in obtaining clean prison clothing. This must be requested from a central repository, but the prison often does not receive as much as it asks for. The Board has observed that new prisoners in the First Night Centre have sometimes had to wear dirty prison clothing.

Work and pay

- 13.8 The Board has received frequent complaints from prisoners who claim to have been paid incorrectly for their work on the wing. The Board understands that this is caused by a lack of familiarity among wing staff with the correct procedures, and is pleased to note that further information has been sent to those responsible for payment.

Kitchen

- 13.9 There has been management action to improve the food offered to prisoners. New menus have been devised but both the quality and quantity continue to be a source of complaint. At the Prisoners' Consultation Group, representatives of each wing agreed that the food served regularly fails to match the description, and that the contents of breakfasts packs can be inconsistent.
- 13.10 Food complaints books are now available on the wings.

Applications and complaints

- 13.11 The Board often hears from prisoners that they do not trust that their applications and complaints will be answered adequately. As a result of recent changes to legal aid, it is increasingly difficult for prisoners to access the courts; in light of this, the Board considers it vital that prisoners can have confidence that their grievances can be dealt with by the prison's own complaints system.

Time out of cell

- 13.12 Although the regime has improved since last year, the Board continues to be concerned by the limited amount of time prisoners spend outside their cells. The prisoners on A, C and D Wings spend up to 23 hours a day in their cells even on weekdays, let alone weekends. This amounts to approximately 50% of the prisoners in the prison. The Board notes that HMIP recommended prisoners have at least 10 hours out of their cells on weekdays and regrets that this recommendation is regarded as impossible to provide under the "benchmarking" of staff.
- 13.13 A survey carried out for the Prisoners' Consultation Group found that, on B and E wings, where there should be an hour of association as an incentive for prisoners to engage in work or education, there was an average of only 40 minutes over a period of 28 working days. Nevertheless, these wings are able to provide a relatively "fair" regime, *compared* to the other half of the prison, in the present circumstances.

14 The Work of the Independent Monitoring Board

Overview

- 14.1 Members of the Board have worked well together and deserve praise in assimilating new members as well as dealing with the increasing complexity of prisoners' applications.
- 14.2 Meetings of the Board have been held every month and training has been included with the exception of in August. It has included the topics of the Offender Management Unit (OMU), ACCTs, prison industries, probation and mental health.
- 14.3 The Board has made a night visit to the prison, and visited the Control Room.
- 14.4 The Board made a visit to HMP Bullingdon, and was represented at the IMB Annual Conference and the IMB London Chairs' meetings.
- 14.5 The Board has observed the inquests at the Coroner's Court for Wormwood Scrubs prisoners.

Chris Hammond

Chair

14.6 Board Statistics

BOARD STATISTICS	
Recommended Complement of Board Members	24
Number of Board members at the start of the reporting period	18
Number of Board members at the end of the reporting period	17
Number of new members joining within the reporting period	1
Number of members leaving within reporting period	2
Total number of Board meetings during reporting period	12
Total number of visits to the Establishment	503
Total number of segregation reviews held	n/a
Total number of segregation reviews attended	139
Date of Annual Team Performance Review	October 2014

14.7 Applications

Subject	Year 2015	Year 2014	Year 2013	Year 2012	Year 2011
Accommodation	10	16	4		
Adjudications	5	4	7	2	4
Equality & Diversity (inc religion)	9	3	6	11	1
Education/employment/training inc IEP	24	70	27	26	27
Family/visits inc mail & phone	50	33	50	68	47
Finance/pay	23	31	12	9	12
Food/kitchen related	18	22	11		10
Health related	65	93	96	83	76
Property (within current establishment)	77	37 (85)	75	63	73
Property (during transfer/in another establishment)	57	48			
Canteen, facilities, Catalogue Shopping, Argos	16	26	9	22	9
Sentence related (inc HDC, ROTL, parole, release dates, Re-cat etc.)	70	78	48	43	117
Staff/prisoner/detainee concerns inc bullying	55	50	38	21	25
Transfers	58	28	60	45	56
Miscellaneous	78	90	74	96	153
Total number of IMB applications	615	629	517	488	610