



**HMP Winchester**  
**The Independent Monitoring Board**

**Annual Report**  
**June 2014 - May 2015**

## TABLE OF CONTENTS

|    |   |    |
|----|---|----|
| 1  | STATUTORY ROLE OF THE IMB .....                     | 1  |
| 2  | INTRODUCTION .....                                  | 1  |
| 3  | EXECUTIVE SUMMARY .....                             | 2  |
|    | OVERVIEW .....                                      | 2  |
|    | ISSUES FOR THE MINISTER AND PRISON SERVICE HQ ..... | 2  |
|    | ISSUES FOR THE REGIONAL CUSTODIAL MANAGER .....     | 3  |
|    | ISSUES FOR GOVERNING GOVERNOR.....                  | 3  |
| 4  | PREVIOUS YEAR’S CONCERNS .....                      | 4  |
| 5  | SECURITY AND PUBLIC PROTECTION .....                | 5  |
| 6  | <b>RESIDENTIAL SERVICES</b> .....                   | 6  |
|    | RECEPTION AND INDUCTION .....                       | 6  |
|    | <b>SAFER CUSTODY</b> .....                          | 7  |
|    | OPERATION OF THE WINGS IN THE MAIN PRISON.....      | 9  |
|    | WESTHILL AND THE HEARN UNIT .....                   | 10 |
|    | KITCHENS, FOOD AND CATERING .....                   | 10 |
|    | CANTEEN .....                                       | 12 |
|    | <b>HEALTHCARE</b> .....                             | 13 |
|    | INTEGRATED SUBSTANCE MISUSE SERVICE.....            | 14 |
|    | <b>EQUALITY AND INCLUSION</b> .....                 | 14 |
|    | FOREIGN NATIONALS .....                             | 15 |
|    | FORMER ARMED FORCES PERSONNEL IN PRISON.....        | 15 |
|    | <b>CARE AND SUPERVISION UNIT (CSU)</b> .....        | 15 |
|    | CHAPLAINCY.....                                     | 16 |
|    | PRISONER COUNCIL MEETINGS.....                      | 16 |
|    | SPURGEONS AND THE VISITORS’ CENTRE .....            | 17 |
|    | LIBRARY .....                                       | 18 |
| 7  | REHABILITATION AND OFFENDER MANAGEMENT .....        | 18 |
|    | PROBATION AND OFFENDER MANAGEMENT .....             | 18 |
|    | <b>RESETTLEMENT</b> .....                           | 20 |
|    | <b>EDUCATION AND LEARNING SKILLS</b> .....          | 21 |
|    | <b>PURPOSEFUL ACTIVITY (INCLUDES WORK)</b> .....    | 22 |
|    | PHYSICAL EDUCATION AND HEALTHY LIVING.....          | 24 |
| 8  | PEOPLE CULTURE AND COMMUNICATIONS .....             | 24 |
|    | HEALTH AND SAFETY .....                             | 24 |
|    | WORKS .....   | 25 |
|    | ADMINISTRATION .....                                | 25 |
| 9  | EXAMPLES OF GOOD PRACTICE.....                      | 25 |
| 10 | THE WORK OF THE BOARD .....                         | 27 |
| 11 | CONCLUDING REMARKS .....                            | 27 |

### Appendix A: Members’ Visits

### Appendix B: Breakdown of Applications to IMB

## ABBREVIATIONS

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

## **1 STATUTORY ROLE OF THE IMB**

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

## **2 INTRODUCTION**

- 2.1 In this document the Board's aim has been to describe the workings of the Prison in a logical manner, while still addressing the eight areas that must be reported on according to current IMB guidelines. These are: Equality & Inclusion, Education, Learning and Skills, Healthcare & Mental Health, Purposeful Activity (including work), Resettlement, Safer Custody, Segregation, Care & Supervision, and Residential Services (which includes accommodation, food, catering and kitchens). These are identified in bold in the table of contents.
- 2.2 Winchester Prison is of typical Victorian design with radial wings plus a gatehouse. It is a local Category B prison with several additional buildings inside the prison walls, including a Healthcare wing and two further blocks - Westhill and the Hearn Unit - which hold Category C prisoners nearing the end of their sentences. The occupational capacity given in the latest available Service Level Agreement is 706 prisoners, though the actual agreed capacity is understood to be 690.

### **3 EXECUTIVE SUMMARY**

#### **Overview**

- 3.1 The IMB acknowledges the considerable external pressures which are reflected within the prison environment, such as an increased use of New Psychoactive Substances (NPS) and increasing violent behaviour in the community.
- 3.2 Under the continuing strong leadership of the Governing Governor improvements have continued at HMP Winchester from a low base a few years ago. In 2013/14 the prison was assessed at Level 2 (Overall Performance is of Concern), where 1% of the prison estate was Level 1, 22% Level 2, 64% Level 3, and 13% Level 4. This year there is optimism that the prison will reach Level 3 (Meeting the Majority of Targets), but this has yet to be confirmed and at present the prison remains in the bottom quartile of the prison estate.
- 3.3 Much of what has been achieved is down to an influx of prison officers from elsewhere who have received substantial induction and support, together with additional training which many staff members have been put through.
- 3.4 Notwithstanding the progress made, there are many issues facing Winchester, some new but some raised by the IMB in previous reports which have yet to be satisfactorily addressed. In what is undoubtedly a challenging environment operating under considerable financial constraints, there is still much to be done as viewed through the IMB's focus on ensuring the proper standards of care and decency for prisoners.

#### **Issues for the Minister and Prison Service HQ**

- 3.5 We recognise that the staffing at HMP Winchester is now up to its agreed levels, and we welcome the influx of newly-trained prison officers. We are pleased that the prison has now been recognised as a "complex" establishment, with some commensurate increase in staffing. However our perception is that officer supervision is still highly stretched on some wings and is barely enough to cover routine operations of the prison. Although some training is apparently provided for this eventuality, our concern is that if any substantial incident occurred (or two or more simultaneous incidents occurred in different parts of the prison) the system would be unable to cope, especially with so many recently-recruited and inexperienced staff [6.22].
- 3.6 We drew the Minister's attention last year to the lack of work in the workshops. There have been some changes in the year, which

perhaps may lead to fuller employment in the future. However, to date, many prisoners spend their time in the workshops spinning out what little work there is or simply sitting chatting. The reality at Winchester bears no relation to the MoJ's claim in 2013 that "*convicted prisoners will work a longer day. They will not be allowed to watch television when they should be working or engaged in purposeful activity.*" [4.3; 6.23; 7.38]

### **Issues for the Deputy Director of Custody**

- 3.7 The clerical support provided by the prison to the IMB's operations has deteriorated substantially in the last year. The IMB Clerks' Manual gives a list of tasks which the Clerk to the IMB should or could carry out. Since a couple of years ago, the assistance received has been limited to the single task of minute-taking at our monthly meetings by an admin assistant who changes from one month to the next. For the last few months even that minimal assistance has not been available, with only an impractical offer of a Dictaphone as a replacement. We have had no assistance with recruiting, or with the continuity of support which we consider essential to our effective operation [4.7;8.6].

### **Issues for Governing Governor**

- 3.8 The NOMS response to our last year's report asserted that "*The Personal Officer scheme is now fully in place at HMP Winchester. Staff will build on the positive feedback which has been received so far to ensure that the scheme continues to operate effectively.*" Our perception is the complete opposite. The Personal Officer scheme has never been effectively established, and with prison officers so highly stretched they have little time to develop individual relationships with prisoners. Most prisoners are entirely unaware of the scheme, let alone in regular contact with a named member of staff as the scheme envisages [4.2; 6.24].
- 3.9 There has been an increase in violent incidents and concerns about bullying in the last year or so, perhaps partly because of the intake of Young Adult Offenders. Although the prison has established a complex Violence Reduction Programme, we believe that an effective Personal Officer scheme would go a long way to identifying and preventing such problems before they developed [6.18; 6.20].
- 3.10 Much time and resource is wasted on inefficient movement of prisoners around the site. This affects Healthcare, Education and the Workshops, at all of which prisoners often arrive late or not at all. Typically 20% of GP appointments and 40% of nurse appointments are wasted because of such non-attendance [6.58; 7.28; 7.41].

- 3.11 There has been no noticeable improvement in the amount of rubbish around the prison, which collects particularly in inaccessible areas. This year there has been a rat infestation, perhaps as a consequence, which made working conditions in Control, located in part of the oldest building, almost unbearable [6.26].
- 3.12 Control of the issue of clothing, bed-linen, kettles and pillows is lax, resulting in shortages and wastage. Although plans are in hand to require clean clothing to be issued only on an exchange basis, these have not yet been introduced, and discarded clothing and bedlinen can often be seen below wing windows [6.27].
- 3.13 New psychoactive substances (NPS) have an increasing impact in prison as in outside society. We follow with interest the work being carried out to control their misuse [5.6].
- 3.14 The prisoner complaints system has not worked well during this year. Many responses have been out-of-time, and at one stage attempts to follow up unresolved complaints were effectively abandoned. Much of the IMB's role is to step in when prison processes fail, but when the whole system of prisoner complaints grinds to a halt it makes our task almost impossible [8.7].

#### **4 PREVIOUS YEAR'S CONCERNS**

- 4.1 We expressed our concerns last year about overall staffing levels, the Personal Officer Scheme, problems with prisoners' property, the shortage of purposeful work, late-night reception of prisoners and the poor level of clerical support to the IMB's work. We remain concerned about all these aspects.
- 4.2 As stated above, we believe that the current staffing levels (although up to Benchmark levels) are barely sufficient to sustain the day-to-day operation of the prison. There is very little capacity to deal with incidents, or to provide the one-to-one prisoner contact and care which the Personal Officer Scheme envisages. Despite assurance from NOMS to the contrary, we have seen no evidence in our visits to the prison that this scheme has been properly initiated or is working [6.22; 6.24].
- 4.3 We were particularly concerned about the lack of purposeful activity last year, and the resultant idle time for prisoners on the wings. We recognise that efforts have been made to improve this situation, but the practical impact for much of this year has been that the main workshop supplying employment for Wings B and C has been partly or wholly out of action. The prisoners in most of the main part of the prison have had even less purposeful activity than they had last year [6.23; 7.38].

- 4.4 Prisoners' property problems have been a recurring theme in these reports over a number of years. It is exacerbated by the interface with the prisoner transport service, currently provided by GEOAmev. Prisoners' property regularly goes missing, or is alleged to be going missing, during transfer between prisons. As a local prison with a high degree of churn, including as a result of closure of nearby prisons, there seems to be a disproportionate number of these problems at Winchester [6.8].
- 4.5 This year, the number of applications received by the IMB relating to property has more than doubled, and now represents 24% of the applications received (up from 13% last year). NOMS assured us last year in response to our annual report that "*Work is currently underway at HMP Winchester to address any shortcomings with local property procedures...*", but we have seen no evidence of any successful outcome from this work [6.8].
- 4.6 The intractable problem of late night reception remains much as before. It seems to us quite inhumane that a newly-sentenced prisoner, perhaps on his first conviction, should spend much of his day in a holding cell or travelling around the courts and prisons of southern England in a prison van before finally reaching his destination prison in the late evening. It is also very hard on staff to have to work extended shifts until all prisoners arrive [6.9].
- 4.7 We noted last year that the clerking support available to the Board from the prison was limited to minute taking and was discontinuous and inconsistent. This year has been much worse, with no support at all for several of our meetings. We were told that the prison's priority was to provide a secure, safe and humane environment for prisoners, and that in times of staff shortage little or nothing could be done to help us. While of course we acknowledge that prisoners' welfare and security must come first, we were disappointed to be told quite so bluntly that our contribution to the prison could be given so little support. The nationally-produced *IMB Clerks' Manual* envisages a whole range of tasks to be carried out by the IMB Clerk, none of which (except for some minute-taking) has been made available to us in recent years. After some robust discussion, it seems that this situation may improve a little, so we hope that a workable arrangement will develop shortly.

## 5 SECURITY AND PUBLIC PROTECTION

### 5.1 Overview

The professional approach highlighted in last year's report has been maintained by the security team. Their monthly meetings are well attended and routinely include monitoring of escape-list prisoners, drug testing, closed-visit reports, police-liaison issues, various intelligence reports, and assessment of extremism and radicalisation.

- 5.2 The police liaison officer, based in the prison, is deeply involved in the investigation of transport routes for drugs entering the prison, the supply of hard drugs such as heroin, and the discovery of mobile phone contraband. The availability of drugs, mobile phones and recently New Psychoactive Substance (NPS) continues to be a challenge to staff, as in other establishments.
- 5.3 **Highlights**  
The security team closely monitors and controls illicit activity within the prison, in spite of constant challenges from prisoners determined to obtain illegal drugs, mobile phones, etc.
- 5.4 Winchester has had the use of both a passive dog and active dogs over the last 12 months. The dogs have been very effective in detecting drugs on visitors. A number of visitors have been found in possession of drugs and were arrested and are now pending trial.
- 5.5 There has been a reduction in the trading of prescription medication due to the change in the method of dispensing to the prisoners.
- 5.6 **Concerns**  
There is a continued challenge to reduce the availability of drugs, mobile telephones and contraband found in the prison. New Psychoactive Substances (NPS) such as Spice seem to be the favourite due to their current legal status. Quantities of hooch are still being discovered on a regular basis.

## **6 RESIDENTIAL SERVICES**

### **Reception and Induction**

- 6.1 **Overview**  
Due to the increasing 'churn' the prison continues to experience up to 60 movements a day through reception. Arrival times are not evenly distributed and the area can be congested during busy periods with many prisoners waiting over 2 hours to be allocated.
- 6.2 The Board shares the concern of HMIP relating to the first 24 hours experienced by prisoners at Winchester: nominated first night accommodation is often unavailable and prisoners are allocated to available space, often unsuited to their needs.
- 6.3 There have been considerable improvements to the first and second stage induction processes. The allocation of nominated prison and health care staff is aimed at ensuring continuity of provision including rigorous first night assessment to identify health care needs.

- 6.4 Last year concerns were expressed regarding second-stage induction which provides detailed information on the regime and available provision; prisoner representatives are involved in this process. There has been improvement which is largely due to the continuity of staffing and raised commitment of the prison to prisoner safety and wellbeing.
- 6.5 **Highlights**  
Vulnerable prisoners have a dedicated induction day for the above activity and have the opportunity to access resettlement services.
- 6.6 The implementation of additional security and detection systems in reception has contributed to the disruption of prohibited items and illegal substances entering the prison.
- 6.7 The Safeguarding initiative which seeks to raise awareness of 'at risk' prisoners, particularly prisoners who require specific provision is a welcome development. It ensures that all prisoners' complex needs are recorded at Reception and the implications of these are duly considered before allocating location.
- 6.8 **Concerns**  
Missing prisoners' property continues to be a main focus of many of the applications received by the Board. To date the absence of protocol between the prison and private contractors in relation to property which goes missing during transportation has hindered any follow up. Recent discussions between the services have sought to address both this and the delayed and late arrivals from court.
- 6.9 The continuation of late evening arrivals places considerable pressures on staff and have a potential negative impact on the well-being of the prisoner and his settlement into the reception unit at a time when staffing levels are minimal.
- 6.10 The amount of information prisoners have to retain from the induction process is a challenge for many of them. Induction is spread out over several days, which should assist in the learning process, but attendance at the full series of sessions is often prevented for individuals because of other circumstances in the prison. The development of the prison hub information system, Prisoner Information Desks (PIDs) on the wings may help overcome these difficulties.

## **Safer Custody**

- 6.11 **Overview**  
Safer Custody has very recently been the subject of an external audit and has been rated as considerably better than the previous audit.

The Safer Custody Staff continually keep the aims of good working practice at the forefront of all departments' agendas.

6.12 Unfortunately, during the reporting year three prisoners died in custody: one from suicide and two from natural causes.

6.13 **Highlights**

The team shows a high level of compassion towards the care of individual prisoners and their families. The end-of-life care to those dying of natural causes seems to be appreciated by both the subjects and their families.

6.14 The weekly multi-disciplinary ACCT (Assessment, Care in Custody and Teamwork programme) meeting continues to be a reliable platform for the review and support of vulnerable and needy prisoners at risk of self-harm or suicide. A broad cross section of disciplines from within the prison work well together to provide prisoner-centred plans for their overall wellbeing.

6.15 The Incentive and Earned Privilege scheme (IEP) is reviewed by the Safer Custody Team at their monthly meeting and the population at each level (Entry, Basic, Standard and Enhanced) is reported.

6.16 The Listeners, recruited and trained by the Samaritans, fill a very valuable role helping other prisoners to cope with the pressures resulting from their sentences and their often chaotic lives.

6.17 Funding has been secured for a secondment post in safeguarding from Adult Services to meet the requirements of the Care Act 2014 in relation to safeguarding adults at risk within the prison. This included writing a policy and procedure, raising awareness in relation to identifying adults at risk, risk assessing and support planning, training etc. A review has also been completed of the reception processes and the importance of risk factors when deciding the location and support services for vulnerable prisoners. Best practice and what changes need to be put in place have been identified in order to challenge the norm on risk assessments when new prisoners enter HMP Winchester.

6.18 **Concerns**

The level of violence in HMP Winchester has continued, of which a substantial part is between various gangs who are trying to control the supply of contraband. In a positive reaction, the Governor and his team have developed strategies to challenge and tackle the issues of assault and anti-social behaviour towards staff and prisoners and provide support to victims.

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

### **Operation of the Wings in the Main Prison**

#### **6.20 Overview**

Winchester is now designated as a Complex Prison, having taken on Young Adult Offenders plus its role as a Resettlement Prison. These changes have been accompanied by a culture of competing gangs and an increasing use of New Psychoactive Substances (NPS). This mix of prisoners with challenging behaviours, particularly the younger element, has made increased demands on the prison organisation and time. There has been an increase in violence and assaults on staff and prisoners alike.

- 6.21 A very successful initiative has been the introduction of Prisoner Information Desks (PIDs) on the Wings. Not only do they provide a wealth of useful information to the prisoners, but also those prisoners manning the desks have clearly risen to the task and take great pride in the service they provide.
- 6.22 The number of permanent staff has been increased, with considerable efforts being made to stabilise work locations. However, the large influx of trainees (POELTs - Prison Officer Entry Level Training) means that the ratio of experienced to newly trained officers is a cause for concern.
- 6.23 There is a shortfall of purposeful employment for prisoners which adds to their boredom. They are only employed for 50% of the day and spend the remaining time largely inactive on their Wings. Young Adult Offenders, in particular, indulge in unruly behaviour, which some older prisoners resent and find difficult to tolerate.
- 6.24 The Personal Officer Scheme is still not working. Prisoners are not receiving fortnightly meetings with their Personal Officers. This is the fifth consecutive IMB Report highlighting this unsatisfactory situation.
- 6.25 Orderlies serving food on the Wings often find difficulty in obtaining sufficient clean, white aprons, overalls etc to carry out their duties in a manner consistent with health & safety requirements.
- 6.26 Although the inside of the Wings are kept clean, tidy and regularly painted, there are areas outside which are strewn with rubbish and litter. Although most of these areas are regularly cleared, the

rubbish and litter is soon replaced by further items thrown out from the cells above. This is possibly encouraging rats which are causing problems both inside and outside the prison, including the destruction of CCTV cabling.

- 6.27 Control of the issue of clothing, bedding and kettles is lax, resulting in shortages and wastage. Discarded clothing and bedlinen can often be seen below Wing windows. Laundry facilities for washing own clothing are poor – one of the wing washing machines has been out of action for months.

### **Westhill and the Hearn Unit**

6.28 **Overview**

Westhill and the Hearn are category C Wings. Although there have been instances of violent behaviour, in general staff and prisoners engage well with each other and respect is shown on both sides. Regrettably, the provision of rehabilitation is not purposeful or plentiful enough to discourage re-offending effectively. Preparation and training for prisoner release is not extensive: release on temporary licence (ROTL) was suspended and has not been fully reinstated.

- 6.29 Excellent work is done by the gardener and his team of ten prisoners. The gardening area of Westhill has continued to maintain its high standards, with vegetables grown there being used in the prison kitchen. Unfortunately this level of garden care is not extended to the front of the main prison, where the lack of ROTL prisoners means there are none to work outside the walls.

- 6.30 The education provided is limited in its effectiveness due to a combination of tutor absence and reduced prisoner uptake. The library in Westhill is a helpful facility and is used to good effect.

- 6.31 The kitchen facilities at Westhill have been disused for some years. It is good to hear that alternative culinary uses are being considered, which would provide another source of purposeful activity for prisoners.

### **Kitchens, Food and Catering**

6.32 **Overview**

The kitchen was opened in March 2014. It is a large, light and spacious area equipped to a high specification. It provides an excellent environment for the preparation and cooking of meals for about seven hundred prisoners for every day of the year. Cooked meals are despatched in heated trolleys to the Wings. The professional catering team comprises a Head of Catering, two Kitchen

Managers and six chefs. These professionals are a cohesive group who work well together as a team. This team is to be increased when two additional chefs join Winchester on a rotational basis, following the closure of Haslar. This team is well assisted by a group of twenty six prisoners who work hard and are well supported by the professional team. There is a waiting list for prisoners hoping to work in the kitchen.

- 6.33 Prisoners have to complete a menu choice sheet each week for the following week. These sheets give details of the choices available for lunch and tea each day. Dishes are also given a symbol to indicate the suitability for various religious and health situations. Sheets that are inaccurately completed, damaged or not submitted will be given 'chef's choice'. Meals are served on a four weekly cycle.
- 6.34 Prisoners are provided with a breakfast pack the previous evening and a carton of milk. There is a choice for lunch and tea each day. Fresh fruit is available at lunch and tea each day.
- 6.35 Wing staff sign for the amount of food that is in the trolleys before they leave the kitchen as an audit to ensure that the correct amount is delivered to the Wings.
- 6.36 The Head of Catering works diligently to ensure that the budget is under control and within its financial targets.
- 6.37 In cases where a prisoner has a condition that requires a special diet that means additional items have to be purchased, this request has to be made by the Healthcare staff. It is the responsibility of each prisoner to inform the kitchen of any food allergies.
- 6.38 **Highlights**  
At the last Catering Audit carried out by the Food Safety Management Systems Audit, the prison received the highest grade of green in each of the ten baselines assessed.
- 6.39 The Head of Catering is replacing the system of food comments books with a more efficient way of prisoners commenting about the food and receiving a reply on an individual response.
- 6.40 Special meals are provided for all main religious and cultural groups.
- 6.41 An impressive amount of food, including, puddings and pies, is made on the premises.
- 6.42 **Concerns**  
Now that the contractors have left the site, it is becoming increasingly difficult for 'snagging' faults to be rectified.

- 6.43 The national supplier does not send a suitable substitute for items that are unavailable, thus leaving a shortfall in what the kitchen was expected to have delivered.
- 6.44 Many prisoners show a real aptitude for kitchen work and cooking skills and would develop useful work place skills if they were able to stay in the prison and receive training by the professional staff. The greater turnover of prisoners now that HMP Winchester is largely a resettlement prison prevents such personal development taking place.

## **Canteen**

6.45 **Overview**

Within a prison context, canteen is the means by which prisoners may purchase goods from a prescribed list. Prisoners have the weekend to select the items that they require; the list is collected and the goods are delivered the following Thursday.

- 6.46 Payment is deducted from their account which is funded from personal money which derives from work undertaken within the prison and from contributions sent in from family members. Refunds are given for items that are not sent. Within a short time, this scheme will be part of the contracted work undertaken by a private company.

6.47 **Highlights**

The system is supervised by a dedicated civilian member of staff and a group of trusted prisoners. There appears to be a good working relationship between them.

- 6.48 A systematic approach to recording cell movements from order date to delivery date has resulted in a reduction of theft and damage. Orders are received in clear plastic bags which have a tag on them. This enables the prisoner to check the contents before he signs for the receipt of canteen. Once signed for, complaints regarding missing items are not accepted.

6.49 **Concerns**

When electrical goods are ordered from mail order catalogues, the delivered goods have to be checked and scrutinised by prison staff. There appears to be an undue delay in this happening. This results in the money being deducted but the prisoner having to wait some time for receipt of the goods.

- 6.50 Mail order catalogues are not always readily available for prisoners to access on the Wings. The whole process of mail order and delivery continues to be a protracted system which results in complaints.

## Healthcare

### 6.51 **Overview**

Central and North West London NHS Foundation Trust (CNWL) is the sole provider for all Healthcare needs within the prison responsible for Physical and Mental health and Integrated Drug Treatment Services.

### 6.52 **Highlights**

CNWL have consolidated treatment services and provide a seamless service across the prison.

6.53 Prison-based drug formulary policy (compiled by the pharmacist) ensures fair and consistent prescribing of medication within the prison.

6.54 The fast-track complaint system with an initial query turnaround time of 3 days has ensured health care delivery meets patient needs.

6.55 A multidisciplinary group regularly assesses all patients with complex needs.

6.56 Mental Health awareness training programmes for prison officers are now routinely available. Transfer of seriously mentally ill patients to a more appropriate environment has continued to be expedited with reasonable speed in this reporting year.

6.57 A new dental suite, complying with the latest guidance on hygiene and process, has been constructed and successfully commissioned in part of the Healthcare Centre.

### 6.58 **Concerns**

Presentation of prisoners to clinics as reported last year has continued to waste valuable resources and impacts negatively on both prisoner health and dental care. Typically 20% of GP appointments and 40% of nurse appointments are lost because of non-attendance. It is hoped that systems recently instituted will address this issue.

6.59 Extensive use of agency staff has now been minimised following the reassignment of staff from Haslar following the closure of this facility.

6.60 Initiatives being developed such as the walk-in clinic, an end-of-life suite and a day service area for older prisoners within the Healthcare Centre appear bogged down due to budget constraint.

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

- 6.62 There was severe disruption to podiatry and ophthalmic services while the new dental suite was being constructed. Long waiting lists for these services ensued, which had still to be cleared at the end of the reporting period.

### **Integrated Substance Misuse Service**

6.63 **Overview**

In October 2014 the contract was taken on by Phoenix Futures, under the Central and North West London NHS Trust. Fortunately, the Psychosocial Team and Manager were transferred under the auspices of TUPE and they have continued their enthusiastic approach to their work. Two Nurse Prescribers have been employed and they provide support to GPs for evening clinics seven days a week. Currently, a total of around 120 prisoners are being prescribed to.

6.64 **Highlights**

The ISMS has given a high priority to resettlement in Westhill, an element of the Drug Strategy and part of the drive to reduce reoffending. Currently, a drug-free zone is under consideration.

- 6.65 A menu-driven approach has been formulated which encompasses Clinical, Psychosocial, SMART recovery, plus Alcoholics Anonymous, Narcotics Anonymous and Cocaine Anonymous. Additionally shorter, needs-led bespoke courses have been introduced depending on the length of prisoners' sentences.

### **Equality and Inclusion**

6.66 **Overview**

The Governing Governor has taken control of this area and, for the first time for many years, the same officer is responsible for this work.

6.67 **Highlights**

The officer's time will be ring fenced for at least six months and, unless there are very specific operational requirements, he will not be detailed to other work. Although he has still received no specific training for this role, he has inevitably learnt a great deal on the job. He is enthusiastic and committed to improving this area of HMP Winchester.

- 6.68 Regular meetings are held attended by the Governing Governor; these dates are also ring fenced and attendance is compulsory for relevant stakeholders.

6.69 **Concerns**

There is still much work to be done on finding a suitable regime for the elderly and a need to convince all staff that Equalities and Inclusion affect all prisoners and all staff have a responsibility for delivering a fair, equitable regime.

6.70 There is a lack of suitable accommodation for prisoners with specific needs; however this is an obvious problem in a Victorian prison. Anecdotally, many prisoners would not like to be housed separately merely based on age or infirmity.

### **Foreign Nationals**

6.71 **Overview**

The monthly number of Foreign Nationals is between 62 and 74. Romanians make up the biggest group, followed by Poles and Vietnamese. Records of FNs are up to date. The induction booklet has been translated into seven languages.

6.72 Home Office officials still visit on a bi-monthly basis. The Language Line is being increasingly used and all officers are aware that it exists. Phones with two handsets have been purchased to aid such three-way conversations.

### **Former Armed Forces Personnel in Prison**

6.73 **Overview**

The primary concern expressed in last year's report was that regular facility time might not be allocated as a result of core day profiles and continued restriction on manpower. However, the good news is that the officer concerned, who has been involved with Veterans in Custody for the past fourteen years, has been appointed fulltime, NOMS having agreed the need.

6.74 **Highlights**

Following an approach by NOMS to the Governing Governor who gave his agreement, a charity called 'Care after Combat' has initiated a project (Phoenix) at Winchester whose intention is to reduce reoffending by former members of the Armed Forces. Winchester is one of four prisons engaged in this pilot scheme which will involve mentors drawn from ex-Service people.

### **Care and Supervision Unit (CSU)**

6.75 **Overview**

The location of the CSU has not changed. All inspections deem it unfit for purpose. The Governing Governor is trying hard to address this. Cells continue to be damaged, adjudications are still held in the

main office and more cases seem to have been referred to the Police and to the visiting judge.

- 6.76 The staff are a cohesive and effective group who manage the most challenging of prisoners with decency and fairness. The regime is restricted by the physical position of the unit. Staff are usually up to strength and less frequently detailed to other areas of the prison.
- 6.77 The continuing presence of Young Adult Offenders may have contributed to the upward trend of prisoners committing violent offences within the prison.
- 6.78 Governors are consistent and fair when carrying out adjudications
- 6.79 The problem of prisoners refusing normal location is still apparent. Several of these prisoners are disappointed that their regime is so curtailed; they will not voluntarily relocate and are difficult to transfer. A small minority spend too long in the CSU.
- 6.80 The CSU officers treat their demanding and difficult charges in a fair and decent way, and are unfailingly courteous and helpful to members of the Board.

### **Chaplaincy**

6.81 **Overview**

During the past year, the Chaplaincy Team has built up to full strength, which has enabled it to provide a more comprehensive pastoral service, besides being able to provide for a broader spectrum of faiths. Additionally, the recently appointed Roman Catholic Chaplain has introduced a programme of Catholic education. The successful Sycamore Tree programme has also continued, and yoga classes have been introduced.

6.82 **Highlights**

After a gap of several years, the Charity 'Explore', which promotes long term relationships and marriage, conducted a successful session in the prison. As a result, a further session is currently being planned.

### **Prisoner Council Meetings**

6.83 **Overview**

After an extended hiatus with several changes of governor responsible for this area, the scheme is now fully operational again. Meetings are held every fortnight. On the average 10 to 12 prisoners, representing the main Wings, attend these meetings. The forum is useful for prisoners to air problems and make suggestions.

Management staff from relevant departments also attend these meetings, take notes and provide explanations. The minutes of the meeting along with progress and status on the issues are regularly published and displayed on dedicated notice boards in every Wing.

- 6.84 Winchester being a local prison, there was a regular, though unavoidable, reshuffling of the representatives. The programme is otherwise a very useful forum to share the problems and feelings of the prisoners and also for discussing and disseminating information and changes of regimes affecting the prisoners' everyday life.

### **Spurgeons and the Visitors' Centre**

6.85 **Overview**

Spurgeons is a national children's charity supporting visitors at many prisons, but, unique to HMP Winchester, the Invisible Walls service provides many different services directly to prisoners and their families through the 90 volunteers (an increase of 35% on last year) and five paid staff. However, this innovative and well-respected work is now under threat, as its Big Lottery core funding runs out next year.

- 6.86 The Visitors' Centre, offering a cafe and seating area, playroom and information service, is the main public face of the charity, together with the tea bar (run separately by volunteers) and a crèche operating seven days a week in the visits hall.

- 6.87 Two new voluntary initiatives are Dads' Wing Reps, a role which is seen as having status and prestige, and Homework Dads, a fortnightly evening club for children and their fathers, being run as a pilot, which Spurgeons say is already having a real and positive impact for individual families.

- 6.88 Another new service is one-to-one mentoring support designed to be 'through the gate', between a Spurgeons volunteer and individual prisoners.

- 6.89 A well-established eight-session parenting course, "*Time For You And Your Child*" is run both in the main prison and Westhill. Once fathers have completed this they are entitled to special family visits, and the frequency of these has been doubled in the past year.

- 6.90 "*Dads Together*" is a weekly support group with a family focus and a different theme each week, for men who have already engaged with Spurgeons.

## **Library**

### **6.91 Overview**

With a stock of 12,000 reading materials and multimedia items, the Library in HMP Winchester is a well-managed and well-used service. Although only about a quarter of the prison population make use of the library facilities, about 2,000 items are issued monthly from the Main and Westhill library and additionally from the trolley service. Prisoners also may make request for additional items from external sources.

6.92 Managed by three library staff and an equal number of prisoner orderlies, the library also conducts initiatives like Turning Pages, Story Book Dads and Reading Groups to help and motivate the prisoners. Trained volunteers and Shannon Trust members are engaged to run these schemes.

6.93 In Westhill the library opens very early to serve the full-time workers, but in the Main prison full-time workers cannot easily access the library.

## **7 REHABILITATION AND OFFENDER MANAGEMENT**

### **Probation and Offender Management**

#### **7.1 Overview**

The Offender Management Unit has undergone significant challenges and changes in its roles and responsibilities during 2014/15, in line with the changes in the National Probation Service and the Community Rehabilitation Company that are taking place in the community. These changes will continue throughout 2015.

#### **7.2 Highlights**

At Induction, the first stage of the Basic Custody Screening Tool (BCST) is being used by Offender Supervisors in order to identify prisoner vulnerabilities and needs.

7.3 The Community Rehabilitation Company (CRC) joined the resettlement team in the prison on 1 May 2015 and will administer the second stage of the screening tool. It is too early to comment on the impact of their work in this task and their other responsibilities.

7.4 Timely OaSyS assessments, HDC assessments and parole report contributions are improving as the Offender Management Unit is successfully recruiting and retaining Probation and Case Management staff.

- 7.5 Engagement and interaction with prisoners is promoted throughout the prisoner's sentence, not only when an application is made, or an assessment or report is due. This involves staff going on to the Wings and being proactive in engaging positively with prisoners. Offender Managers and Supervisors are to be given the 5 minute intervention training which has been implemented on C wing.
- 7.6 Procedures are reported to be in place to improve video and telephone links for prisoners and outside agencies in order to engage in Parole Oral Hearings, which should minimise delays and deferments in the parole process in the future. Delays and deferments impact negatively on prisoners' progress throughout their sentence, and on their release plans.
- 7.7 Experienced Probation Officers/Offender Managers are mentoring the work of Offender Supervisors. Probation Officers are reported to be enjoying using their skills and experience in this way, and this interaction and engagement between colleagues is enhancing their knowledge and awareness of risk and risk management in custody and on release.
- 7.8 The recently appointed Senior Probation Officer is committed to improving relationships within and outside the prison. She attends community meetings with relevant outside agencies in order to ensure that public protection and prisoner needs are not forgotten whilst prisoners are serving their sentences.
- 7.9 The small team in OCA (Offender Classification and Assessment) have a particularly comprehensive grasp of their work and what is happening in the prison. They are unfailingly helpful to us in our work, and often seem to know the subjects of our inquiries before we even raise them.
- 7.10 **Concerns**  
The Offender Management Team is currently understaffed due to the recent loss of two full-time Probation Officers/Offender Managers. Recruitment is taking place but the process for recruitment and vetting of applicants is very slow. It is hoped that the team will be fully staffed by June 2015. The Case Management team have been understaffed during the last year, putting pressure on case administrators to keep up with the volume of HDC applications and assessment information. It is hoped that the recent recruitment drive will result in a fully staffed team within the next 3 months.
- 7.11 There are no telephone systems in place that can be used by Probation staff in order to enable direct communication between prisoners and their outside Probation Officers, overseen by a member of the Offender Management Team.

## **Resettlement**

### **7.12 Overview**

This forms an important part of a prisoner's preparation for rehabilitation and release, as well as developing and maintaining links with the outside world.

7.13 The last two years have proved a challenge for resettlement services as the Fair and Sustainable restructure resulted in a reshuffle of staff, leaving the resettlement department without an experienced housing team. This meant the employment of temporary and sessional staff, as permanent recruitment was put on hold leading up to the implementation of the Community Rehabilitation Company (CRCs).

7.14 In addition, the work was set at a lower banding level than wages in the private and charitable sectors, attracting staff insufficiently qualified and experienced to do the work. However, this was resolved when it was agreed that sessional workers could be used on a higher hourly rate.

7.15 Although initially there was a high turnover of temporary staff, the Resettlement department met all its targets during the last year, and had been particularly successful in arranging housing for recently released prisoners.

### **7.16 Activities**

During the past year there have been problems ensuring prisoners attend their activities consistently and on time. The inconsistency in issuing IEPs meant that some prisoners received no repercussions to their non-engagement. IEPs have been used more effectively recently, especially for education, and there has been an increase in attendance to both work and education.

7.17 An activity review has just taken place which has meant a rise in activity places and a small increase in full time work. The increase in full time workers needs to be carefully managed to ensure they are given the opportunity to have evening association.

7.18 Under the Reducing Reoffending initiative, the Inside Or Out project is run by two full time officers and uses prisoners to present the programme to young people who are at risk of becoming offenders. It is a powerful experience to hear prisoners talking about the effect of their sentence on themselves and their families, and the impact on some of the young people is clear to see.

7.19 Careers advice in the past year has been operating with only 50% of staff, but by May new staff had been recruited to run this important pre-release service.

## **Education and Learning Skills**

### **7.20 Overview**

During the last academic year the education department run by Milton Keynes College was financially penalised for failing to deliver to its full funding allocation. This resulted in Winchester losing just over a million pounds in funding, however due to improved performance and the efforts of all in the Education department this was allocated back to Winchester in the following academic year. The enthusiasm of the department, and its ongoing work, positively affects the establishments work in reducing re-offending.

### **7.21 Highlights**

The Educational and Vocational staffing regime has increased during the past year by the addition of two full-time teachers and one programme manager. There has been additional focus given to employability, embedding literacy, numeracy and work skills in the different sectors of education provision.

7.22 A new Catering Academy is due to be launched that will provide qualifications. This course has a link with an external company which will provide ex-offenders with work and interviews experience, contributing to the reducing re-offending programme.

7.23 There are many languages represented at HMP Winchester, and the ESOL (English for Speakers of Other Languages) classes make a vital contribution to the running of the prison and the achievement of its aims. A new group has been arranged on D-Wing to facilitate those ESOL learners who are there.

7.24 There are plans to extend the education course already embedded into the Carpentry Workshop to the other workshops and the recycling area, leading to the possibility of further qualifications for prisoners.

7.25 The Art Classes are highly popular and are linked to employment skills in industry. A highlight in the Education Department was the three prestigious Koestler Awards, including a gold one for the well-received drama "Our Country's Good" produced in association with Winchester University.

7.26 The IT Courses are always well attended and the classes in the Hearn are particularly popular. Music units linked through the computer is an interesting development. The Hearn IT courses take place in the modern suite previously used for the Prisons ICT Academy (PICTA). It was unfortunate that the suite was unused for so long after PICTA was closed down, but it is good to see it eventually reused for IT training.

7.27 Maths & English classes progress well, but for short-stay prisoners there is a marked disadvantage from disruption to their learning from relocation or release.

7.28 **Concerns**

Although the morning classes held between 8-15am and 11-45am run smoothly, the afternoon classes programmed to start at 1-30pm often do not start until 2-00pm which has a very detrimental impact on teaching plans and prisoner learning.

**Purposeful Activity (includes work)**

7.29 **Overview**

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

7.30 There has been some progress during the year, with the appointment of an enthusiastic new manager of the workshops tasked with finding external contracts for the workshops. However, the impact of his appointment is yet to work through the system and result in an increase in purposeful activity.

7.31 *The Carpentry Shop*

This remains a beacon of excellence within the prison, combining training in practical skills with basic training in Maths, English and employment skills. The two tutors complement each other, and the prisoners seem to enjoy the camaraderie whilst making an effort to learn. They proudly show off the items they have made for themselves and their families, and this seems to be an exemplary opportunity to maintain family ties.

7.32 The carpentry shop also makes items for use around the prison or for external use. This year they made some robust demountable scenery for a local school. This was so well received it was awarded a prize at Southampton Guildhall.

7.33 There are plans to expand the embedded learning into the other workshops; meetings have been held with the other instructors to discuss how it could work and an even wider range of qualifications is being developed to meet all needs.

7.34 *The Industrial Cleaning Centre*

This provides essential training for those employed as wing cleaners,

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

7.35 *The Horticultural Team*

The gardens immediately surrounding Westhill and the Hearn benefit from the skills of the horticultural team, some of whom are following courses for relevant qualifications. However, the external grounds of the main prison have received less attention this year because there have been no prisoners with the necessary ROTL privilege (Release On Temporary Licence) to work outside the main prison walls.

7.36 *Workshops 4 and 5*

Workshop 4 has been effectively out of action for much of 2015. Commercial contract work stopped in 2014, and the refurbishment of donated computers was wound down and then terminated after the previous tutor retired at Christmas 2014. The workshop was to be retasked to make polypropylene sandbags, but a decision was made to change to hessian sandbags, requiring different machinery. Then it was decided that a new floor was necessary, during work on which some asbestos was discovered. All of this has meant that Workshop 4 (which draws from B and C Wings but supplies the only workshop employment for A, B and C Wings of the main prison) has been running down or closed for most of 2015, and was not reopened until after the end of the reporting year. Workshop 5 continues to provide employment for vulnerable prisoners (D Wing) on external work. It has benefitted recently with some extra variety of the work carried out.

7.37 **Concerns**

The MoJ website does not include the prison's current Service Level Agreement (SLA), but the last version shown (for 2013-14) gives a total capacity of up to 50 places in Workshops 4, 5, and 6 (now incorporated in Workshop 4). Over much of 2015, the actual opportunities for workshop employment in the main prison have been only a fraction of this figure.

7.38 In his response to last year's IMB report, the Parliamentary Under-Secretary of State for Justice advised us that "*NOMS is currently working with local and national businesses and other Government departments to increase working opportunities across the prison estate. Staff at HMP Winchester are also increasing their engagement with local businesses, and the number of activity places in the prison will rise in the future when the old kitchen is converted into a new workshop.*" A year on, and at the moment the number of workshop places has actually reduced, although there are signs that things may improve when the Workshop 4 refurbishment and the old kitchen conversion are complete.

- 7.39 In the carpentry shop, a problem this year is the sudden change in prison procedure which has prevented prisoners handing out their hand-made items at family visits. Some of these wooden items are quite large and fragile, and any other method of storage and/or distribution is impractical. We wonder whether any theoretical advantage to security from this change is outweighed by the damage to family ties, especially in the case of items made for young children.
- 7.40 The environment in the carpentry shop and the Industrial Cleaning Centre is not very satisfactory. The air quality resulting from wood dust in the former and the high summer temperatures in the flat-roofed Portacabin used for the latter do not aid learning.
- 7.41 The delivery of prisoners to the workshops does not work efficiently. Although the instructors are supposed to wait for a prison officer to carry out this task, other priorities in the wings result in such long delays that often instructors exceed their authority and collect the men themselves.

### **Physical Education and Healthy Living**

7.42 **Overview**

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

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

## **8 PEOPLE CULTURE AND COMMUNICATIONS**

### **Health and Safety**

- 8.1 The in-house Health and Safety officer has provided a valuable service ensuring essential services such as Fire Safety and evacuation programmes are current and compliant with all safety needs of the prison. The Health & Safety Officer remains part of the management team.

## **Works**

### **8.2 Overview**

The Works Department continues to provide an excellent service for this crumbling (literally, in the case of the perimeter walls) Victorian edifice. They carry out many refurbishments and repairs, large and small, which keep the place running and also liaise with outside contractors on major projects.

### **8.3 Highlights**

The Works Department has been outsourced to Carillion and is being bedded in with new ways of working. There is a plan for a six month progress check on the integration and to ensure that targets are being met.

### **8.4 Concern**

The Works team has been spending months trying to eradicate the rat infestation on site but the rats are proving to be very resilient to their efforts. The infestation has led to some unhealthy working areas.

## **Administration**

### **8.5 Overview**

As with all vital behind the scenes operations (so often overlooked) they contribute comprehensively to smooth running of the prison. No department or business hub is individually commended as inevitably a team may be overlooked - often one which will have provided helpful support and assistance.

### **8.6 Concerns**

The clerical support provided by the Business Hub Team to the IMB operation has deteriorated substantially over the last year with the assistance/support received by the Board being limited to a single task of minute taking at the monthly board meetings by a rotating members of the Business Hub Team. However since the start of the year we have had no assistance for the monthly board meetings or the recruitment of new Board members.

8.7 There was a period during the year when the prisoner complaint system failed to respond in the set number of days to complaints received. At one stage, attempts to follow up unresolved complaints were effectively abandoned.

## **9 EXAMPLES OF GOOD PRACTICE**

9.1 It is perhaps invidious to select areas of good practice in a prison community where some sections are of much higher profile than

others, and where excellent work may be being done in an area subject to less scrutiny.

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

- Carpentry, where teaching of practical and literacy/numeracy skills are combined in an atmosphere of friendly mutual respect [7.31].
- The Care and Supervision Unit (CSU), where staff deal sensitively and appropriately with some of the most challenging prisoners [6.80].
- The end-of-life care, where prisoners with terminal illness are treated with consideration and care [6.13].
- The Gymnasium, which provides a consistent and effective programme of physical training for all [7.42].
- The Inside or Out programme, which provides a chillingly realistic picture to potential offenders of the impact of imprisonment on prisoners and their families [7.18].
- Offender Classification and Assessment (OCA), where the small number of staff seem to have an amazing grasp of what is happening in the prison [7.9].
- The Prisoner Information Desks (PIDs), an initiative which provides a valuable service to new inmates as well as giving status and responsibility to the providers [6.21].
- Safer Custody, where the team display high standards of professionalism in an extremely challenging environment [6.11].
- The Samaritans, who provide an excellent service to the prison, recruiting and training Listeners and helping them manage the work they do [6.16].
- Spurgeons, who provide invaluable support for prisoners' families through a range of activities [6.85].
- Veterans in Custody, where HMP Winchester is in the forefront of reducing reoffending by former members of the Armed Forces [6.73].

## **10 THE WORK OF THE BOARD**

- 10.1 The Board gratefully acknowledges the help and support received from the Governors and most of the prison staff. The civility of the majority of prisoners is also appreciated. Without this help from the prison community we would not be able to do our job.
- 10.2 The Board currently has 13 members divided into four teams. Each team handles any issues on its duty week and a rota report is sent to the Governor.
- 10.3 There have been vacancies on the Board for some months. Filling of these vacancies has been held up due to the “*purdah*” status in the MoJ during and after the recent General Election.
- 10.4 Members have Areas of Special Interest (AOSI), and these have been reported on as appropriate. Within the Board’s monitoring role, members attend prison committees.
- 10.5 A total of 489 individual visits have been made to the prison during the year (last year 455 visits), and members regularly attend CSU reviews and adjudications on the weekly rota visiting programme.
- 10.6 Members handled 497 prisoner applications (complaints and requests), 31 of which were confidential applications addressed to the Chair (last year 424 applications, including 34 confidential).
- 10.7 The Board held twelve meetings which were well attended. The Governing Governor or his Deputy usually attends to update the Board, answer questions and take note of its concerns.
- 10.8 Members have been alerted to attend prison training sessions, which they arrange on their own initiative.
- 10.9 The Board made a visit to HMP Lewes as guests of the local IMB. We were interested to compare and contrast the similarities and differences between the two superficially similar local prisons.

## **11 CONCLUDING REMARKS**

- 11.1 In this report the Board has endeavoured to present a balanced picture of those areas in which the treatment of prisoners is working well and those over which the Board has significant concerns.

**Appendix A – Board Statistics and Number of Visits**

| Year                                 | 2010/11 | 2011/2012 | 2012/2013 | 2013/2014 | 2014/2015 |
|--------------------------------------|---------|-----------|-----------|-----------|-----------|
| Full complement of members           | 16      | 16        | 16        | 16        | 16        |
| Actual members at year end           | 17      | 14        | 16        | 14        | 13        |
| Board meetings held                  | 12      | 11        | 11        | 12        | 12        |
| Visits to other prisons              | 2       | 0         | 1         | 0         | 1         |
| Rota visits                          | 322     | 290       | 253       | 240       | 247       |
| Total number of visits to the prison | 636     | 523       | 449       | 455       | 489       |

## Appendix B - Breakdown of Applications to IMB

| IMB Applications 2012 2013 |                               |                    | IMB Applications 2013 14 |                               |                    | IMB Applications 2014 15 |                               |                   |
|----------------------------|-------------------------------|--------------------|--------------------------|-------------------------------|--------------------|--------------------------|-------------------------------|-------------------|
| Annual Totals              | Topic                         |                    | Annual Totals            | Topic                         |                    | Monthly Total            | Topic                         |                   |
|                            | Regime                        | %                  |                          | Regime                        | %                  |                          | Regime                        | %                 |
| 14                         | Canteen                       | 4                  | 7                        | Canteen                       | 2                  | 20                       | Canteen                       | 4                 |
| 9                          | Catering                      | 3                  | 5                        | Catering                      | 1                  | 19                       | Catering                      | 4                 |
| 14                         | Cell moves                    | 4                  | 13                       | Cell moves                    | 3                  | 4                        | Cell moves                    | 1                 |
| 11                         | Earnings                      | 3                  | 5                        | Earnings                      | 1                  | 33                       | Earnings                      | 7                 |
| 8                          | IEP                           | 2                  | 6                        | IEP                           | 2                  | 12                       | IEP                           | 3                 |
| 0                          | Licence recall                | 0                  | 6                        | Licence recall                | 2                  | 3                        | Licence recall                | 1                 |
| 17                         | Mail                          | 5                  | 8                        | Mail                          | 2                  | 17                       | Mail                          | 4                 |
| 51                         | Property                      | 15                 | 50                       | Property                      | 13                 | 113                      | Property                      | 24                |
| 0                          | Reception                     | 0                  | 0                        | Reception                     | 0                  | 1                        | Reception                     | 0                 |
| 13                         | Regime                        | 4                  | 3                        | Regime                        | 1                  | 8                        | Regime                        | 2                 |
| 1                          | Release date                  | 0                  | 3                        | Release date                  | 1                  | 1                        | Release date                  | 0                 |
| 10                         | Telephones                    | 3                  | 10                       | Telephones                    | 3                  | 23                       | Telephones                    | 5                 |
| 2                          | Time out of cell              | 1                  | 4                        | Time out of cell              | 1                  | 1                        | Time out of cell              | 0                 |
| 7                          | Visits                        | 2                  | 3                        | Visits                        | 1                  | 10                       | Visits                        | 2                 |
| <b>Resettlement</b>        |                               |                    | <b>Resettlement</b>      |                               |                    | <b>Resettlement</b>      |                               |                   |
| 9                          | Categorisation                | 3                  | 10                       | Categorisation                | 3                  | 3                        | Categorisation                | 1                 |
| 5                          | Education                     | 1                  | 3                        | Education                     | 1                  | 1                        | Education                     | 0                 |
| 9                          | HDC                           | 3                  | 16                       | HDC                           | 4                  | 12                       | HDC                           | 3                 |
| 3                          | Legal                         | 1                  | 6                        | Legal                         | 2                  | 31                       | Legal                         | 7                 |
| 7                          | Probation                     | 2                  | 6                        | Probation                     | 2                  | 10                       | Probation                     | 2                 |
| 5                          | Resettlement                  | 1                  | 1                        | Resettlement                  | 0                  | 2                        | Resettlement                  | 0                 |
| 28                         | Transfers                     | 8                  | 33                       | Transfers                     | 8                  | 22                       | Transfers                     | 5                 |
| 14                         | Work                          | 4                  | 27                       | Work                          | 7                  | 10                       | Work                          | 2                 |
| <b>Healthcare</b>          |                               |                    | <b>Healthcare</b>        |                               |                    | <b>Healthcare</b>        |                               |                   |
| 44                         | Medical                       | 13                 | 85                       | Medical                       | 22                 | 55                       | Medical                       | 12                |
| 0                          | Clinics/outpatients           | 0                  | 0                        | Clinics/outpatients           | 0                  | 0                        | Clinics/outpatients           | 0                 |
| 7                          | Detox/drugs                   | 2                  | 1                        | Detox/drugs                   | 0                  | 0                        | Detox/drugs                   | 0                 |
| <b>Diversity</b>           |                               |                    | <b>Diversity</b>         |                               |                    | <b>Diversity</b>         |                               |                   |
| 4                          | Diversity/race relations      | 1                  | 6                        | Diversity/race relations      | 2                  | 6                        | Diversity/race relations      | 1                 |
| 3                          | Foreign nationals             | 1                  | 7                        | Foreign nationals             | 2                  | 3                        | Foreign nationals             | 1                 |
| <b>Safer prisons</b>       |                               |                    | <b>Safer prisons</b>     |                               |                    | <b>Safer prisons</b>     |                               |                   |
| 8                          | Bullying                      | 2                  | 8                        | Bullying                      | 2                  | 0                        | ACCT                          | 0                 |
| 13                         | Allegations                   | 4                  | 22                       | Allegations                   | 6                  | 14                       | Allegations                   | 3                 |
| 0                          | Security                      | 0                  | 4                        | Security                      | 1                  | 8                        | Security                      | 2                 |
| <b>Miscellaneous</b>       |                               |                    | <b>Miscellaneous</b>     |                               |                    | <b>Miscellaneous</b>     |                               |                   |
| 29                         | other                         | 8                  | 32                       | other                         | 8                  | 24                       | other                         | 5                 |
| <b>345</b>                 | <b>Total</b>                  | <b>29 Month Av</b> | <b>390</b>               | <b>Total</b>                  | <b>32 Month Av</b> | <b>466</b>               | <b>Total</b>                  | <b>39 MonthAv</b> |
| 2                          | Serious incidents             |                    | 0                        | Serious incidents             |                    | 0                        | Serious incidents             |                   |
| 0                          | Minor incidents               |                    | 0                        | Minor incidents               |                    | 0                        | Minor incidents               |                   |
| 5                          | CSU Reviews                   |                    | 0                        | CSU Reviews                   |                    | 0                        | CSU Reviews                   |                   |
| 38                         | Adjudications attended        |                    | 0                        | Adjudications attended        |                    | 0                        | Adjudications attended        |                   |
| 25                         | Confidential access to chair  |                    | 34                       | Confidential access to chair  |                    | 31                       | Confidential access to chair  |                   |
| <b>370</b>                 | <b>Total inc Confidential</b> |                    | <b>424</b>               | <b>Total inc Confidential</b> |                    | <b>497</b>               | <b>Total inc Confidential</b> |                   |

