



ANNUAL REPORT

HMP & YOI WORMWOOD SCRUBS

1 JUNE 2015 TO 31 MAY 2016

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 with:

- 1) satisfying 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) informing promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has.
- 3) reporting 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 (those 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 1,243; numbers change on a daily basis.
- 4.2 About 45% of the prisoner population is on remand. The religious breakdown of prisoners at the end of the year was: Roman Catholic, 289; Church of England, 122; Muslim, 386; Other Christian, 160; No religion, 137.
- 4.3 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 Integrated 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 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 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 406 Foreign National Offenders (FNOs). Of those, 338 were serving a custodial sentence and 68 were detainees.
- 4.14 Healthcare operated under the Central London Community Healthcare NHS Trust (CLCH) until 1st April 2016, and is now being delivered by Care UK.
- 4.15 Education and training for prisoners is delivered by Novus.

5 Executive Summary

- 5.1 Wormwood Scrubs had a chaotic first six months followed by a very strong determination to improve standards in the second half of the reporting year.
- 5.2 The prison was running an emergency restricted regime in June 2015, which meant that, as reported in the last Annual Report, the situation for half of the prisoners (approximately 600) was that they were locked in their cells for approximately 23 hours a day during a weekday.
- 5.3 A plan was drawn up by which approximately 300 more prisoners would be able to share the education and work facilities which were already being provided for the other half of the prison. This would have allowed at least 5 hours out of cell on a weekday. The plan would have involved prisoners transferring to different cells and bigger capacity wings. Some prisoners actually started these transfers.
- 5.4 However industrial action was threatened as a result of disputes over minimum staffing levels and working hours. Eventually, there were negotiations with NOMS at a level senior to the Governing Governor and it was agreed that the proposed plan would be cancelled. Instead, 15 extra detached duty staff would be seconded to the prison and the staff and management would try again to agree the benchmarking proposals. MTT (the process by which the new staffing arrangement would be brought into effect) would be enacted for the third time by the end of October 2016.
- 5.5 Prisoners moved back to their original wings and cells and there was administrative disruption for several days.
- 5.6 The Governing Governor announced his intention to resign.
- 5.7 The IMB wrote to the Secretary of State to inform him of the situation; the Board felt that the matter warranted immediate attention.
- 5.8 In November 2015 HMIP conducted an announced inspection and issued a highly critical report.
- 5.9 The new Governing Governor took up post in December 2015 and has introduced a range of measures designed to bring the prison in line with national objectives.
- 5.10 The Board notes that during the reporting year:
 - 5.11 — There were severe shortages of staff with multiple cross-deployments and detached duty staff which affected the general running of all wings and activities.
 - 5.12 — There were insufficient training and work places and those places that were available were often underutilised because a lack of staff meant that prisoners could not be escorted there.
 - 5.13 — There was too much reliance on adjudications, many of which could not be completed in time.

- 5.14 — The complaints system became overloaded. In August, there was a backlog of over 100 complaints not answered in the required time.
- 5.15 — There were problems with prisoners' property because there were not enough staff to provide a credible service.
- 5.16 — Home Detention Curfew (HDC) was severely delayed for several months.
- 5.17 — The library was hardly used.
- 5.18 — Prisoners reported that there had been no attempt to help many of them with their accommodation needs. Some aspects of the Community Rehabilitation Company (CRC) were failing and it had to be reorganised in March.
- 5.19 — An HMIP inspection reported that half the prisoners felt unsafe at some time.
- 5.20 — The Board was most concerned that prisoners arriving after 7pm did not necessarily see a doctor that day. Prisoners suffering from drug or alcohol withdrawal did not always go straight to the detoxification unit nor have the necessary medication prescribed on their first night; this risks the possibility of serious illness or death.
- 5.21 — The Board was very concerned that prisoners with hospital appointments often had them cancelled due to the unavailability of prison officers to escort them.
- 5.22 — There was widespread disquiet at the performance of the works provider Carillion. Its total inability to deal with a rat infestation was highlighted in the national press in March 2016. At the time of writing, the rat problem continues unabated. There are other issues that Carillion does not appear to be able to manage.
- 5.23 — There is widespread dismay that the Prison Service has been unable to supply basic items such as underwear, kettles and basic furniture.
- 5.24 Since January 2016 the Board notes that there has been a concerted effort at several levels of the prison's management to improve many critical areas of concern.
- 5.25 All wings now normally have association and exercise, including at weekends. There are also more gym sessions. Both these improvements have occurred towards the end of the reporting period.
- 5.26 There has been even more emphasis than last year on ACCT (Assessment, Care in Custody and Teamwork) documents and ACCT assessment, both throughout the prison and at the Safer Custody meetings (at which the Board is represented).
- 5.27 However, the Board notes with deep regret that there were five deaths in custody.
- 5.28 There have been regular meetings at which each incident involving the use of force is analysed.
- 5.29 There was a disappointing 13% increase in the use of force in the last quarter of the reporting year, compared with the same period last year.

- 5.30 However, despite the improvements listed above, in May 2016 there was a local dispute where some of the workforce retired to a place of safety outside of the prison because of the number of parcels containing drugs and weapons being found in the prison grounds. This action continued for the whole of one day. The Board monitored the very basic regime that ensued.
- 5.31 A Resettlement Governor had been appointed in January 2015 and there is now greater emphasis on allocating vulnerable prisoners and Young Adults to education and activities via a multi-agency Sequencing Board. There have also been strenuous efforts to improve the attendance levels at all the education and activity places.

Questions to the Minister

- 5.32 Following the announcement that two of the Category B local prisons in the London area will become reform prisons, is the Minister satisfied that there will still be provision for the fair distribution of prisoners to all Category B local prisons, including the allocation of vulnerable prisoners to Vulnerable Prisoner Units?
- 5.33 Does the Minister consider that the Carillion contract, as it operates in this prison, is fit for purpose? (13.3, 13.4, 13.5)
- 5.34 Does the Minister accept that, following Transforming Rehabilitation and the introduction of the Community Rehabilitation Company (CRC), prisoners are not prepared for release as effectively as they were? (9.1, 9.3, 9.10)

Questions to the National Offender Management Service (NOMS)

- 5.35 Is NOMS satisfied that everything is being done to alleviate the concerns of the workforce of this prison concerning levels of violence and safety? (12.1, 12.2, 12.6, 12.8)
- 5.36 Why is it still not possible to use an X-ray machine which was bought with public money over 8 years ago and which has never been used? (11.11)
- 5.37 Why is it that there is a shortage of kit, underwear, basic furniture, kettles etc. ordered from the Prison Service? (13.6)
- 5.38 How is NOMS ensuring that Wormwood Scrubs, which is neither privately run nor a reform prison, is treated fairly in the distribution of scarce resources?

Questions to the Governing Governor

- 5.39 Is the Governor satisfied that Rule 45 prisoners (who are segregated for good order or discipline, or in their own interests) are being treated adequately in Wormwood Scrubs? (10.11, 10.12)
- 5.40 What steps are being taken to ensure that sentenced Young Adults are quickly transferred to more suitable prisons? (6.9)
- 5.41 Is the Governor satisfied with the general induction arrangements for new prisoners and in particular the medical screening process? (11.9, 11.10, 11.12)

6 Equality and Inclusion

- 6.1 During the first half of the reporting year, responsibility for equality and inclusion was incorporated into the Safer Custody portfolio. Resources were stretched and staff had to be taken off other duties to implement the continuation of focus groups.
- 6.2 In January a Governor was seconded to lead a project on equality and inclusion which would implement the strategies that were in place and increase awareness of equality and diversity throughout the prison, making it the responsibility of everyone in the establishment: officers, lay staff, external organisations and prisoners.
- 6.3 The Board welcomed the greater emphasis on addressing equality and diversity which has the support of a part time equalities officer and administrator and relies on partnerships with outside agencies. Despite the aim to increase awareness throughout the prison, the Board has not yet seen very much evidence of changed attitudes. There could be greater use of notices to remind everyone in offices and residential units.
- 6.4 Forums and focus groups have been strengthened to enable needs and problems to be voiced, although these do not always meet as regularly as wished, due to lack of resource. The Board was pleased to note that all the residential wings are now equipped with translation phones and that all wings have Equalities reps, who are easily identified by their t-shirts.
- 6.5 Foreign nationals generally account for almost 33% of the total number of prisoners. The greatest numbers were Romanian, Polish and nationals of other Eastern European countries, who account for over a quarter of foreign nationals. Other significant groups were Indian, Somali and Irish, including Travellers. Several focus groups for foreign nationals have met, including Polish and Sri Lankan groups and a Travellers forum attended by 15 Travellers. A Romany festival is planned.
- 6.6 At the end of the reporting year there were 406 foreign national prisoners, of which 68 were immigration detainees whose sentences had ended but who are held under administrative powers, some awaiting deportation and others pending an appeal. Regrettably there has been no improvement in the short notice received by the prison, with the necessary paperwork to authorise detention often only being issued the day before planned release. The Board continues to contend that a local Category B prison is not appropriate for immigration detainees.
- 6.7 The number of prisoners aged 50–59 remains at an average level of 70 with more than 15 aged over 60. Focus group meetings (named Vintage) have taken place and are a useful opportunity to meet and exchange experiences. Some mature prisoners have taken on mentoring of Young Adults.

- 6.8 Similarly, the number of prisoners with a declared disability has remained constant. At the end of the reporting year there were 186 known to have one or more disability, of which 54 had a form of mental illness, 50 had reduced physical capacity, including reduced mobility, and 44 had learning difficulties, including dyslexia. The true figure is believed to be higher, due to the process of self-declaration and reluctance to admit to some disabilities, particularly mental health and learning difficulties.
- 6.9 The number of Young Adults, aged 18–21, remains at around 100, but the Board is concerned that 37% are sentenced prisoners, with a further 10% convicted but awaiting sentence. Their presence in the prison has resulted in a disproportionate increase in adjudications and violence. The local police are working with the prison to address the gang culture that Young Adults have brought with them.
- 6.10 Too few Young Adults are in education or activities and a focus group complained that the only way to get into education was to be on an ACCT (i.e. at risk of self-harm). The education department are working on putting on additional courses to provide more places and the new weekly Sequencing Board has education or work for Young Adults as a priority.
- 6.11 A recent initiative has been the Kiss4Life, which brings horses, dogs and smaller animals into the prison to work with young people on changing behaviour. It has proved successful elsewhere and 25 young prisoners have signed up for the course.
- 6.12 A focus group of Muslim prisoners reported a number of concerns, including the unsuitability of the gym as a place of worship, the difficulty of all four landings having access to showers on Friday morning and the alleged mixing of Halal and non-Halal food. There has been a Ramadan group meeting and key religious festivals are recognised and celebrated.
- 6.13 A focus group for LGBT prisoners has been welcomed.
- 6.14 There have been 28 DIRFs (Discrimination Incident Reporting Forms) since the beginning of the year and all have been completed within the prescribed time.
- 6.15 The Board attends the Diversity and Equality Action Team (DEAT) meetings which have taken place regularly since the beginning of the year.
- 6.16 The Board has welcomed the greater emphasis on equality and inclusion and the establishment of more focus groups but even more could be achieved with a full-time equalities officer in post.
- 6.17 The prison's chaplaincy represents 12 faiths and denominations, and also provides a chaplain dedicated to bereavement work. The chaplains provide pastoral support, organise daily faith classes and also run the thriving Inside Out scheme, which recruits and trains volunteers from the community to mentor prisoners both before and after their release.
- 6.18 HMIP described the chaplaincy as "one of the most effective parts of the prison" and the Board agrees with this assessment. Applications to the Board concerning religious issues are rare.

7 Education, Learning & Skills, Library, Physical Education

Education, Learning and Skills

- 7.1 Following the previous poor inspection report, the prison's management team realised that it needed to improve the learning and skills provision. It was also clear that the number of work places needed to be drastically improved.
- 7.2 A Quality Improvement Group (QIG) chaired by the Governing Governor became a powerful influence in attempting to drive the much needed changes.
- 7.3 During the first half of the reporting year there were approximately 50% of the prisoners unemployed. This occurred because there were insufficient activity and education places. There was also a particular shortage of prison officers to allow the movement of prisoners between the wings and the education and work hubs.
- 7.4 There was a plan to move prisoners engaged in education or work to larger wings with roughly the same minimum staffing levels. If this had gone ahead it was being predicted that there would have been considerably fewer unemployed prisoners with the ensuing significant benefits. However, the plan was cancelled following a possible industrial dispute and the intervention of NOMS.
- 7.5 At this same time 15 extra prison officers were allocated by NOMS for one year and consequently a new core day (somewhere between an emergency and restricted regime) was established and the regime slowly improved.
- 7.6 The Board noted that Ofsted considered that there was a wide variety of education courses provided with a significant emphasis on maths and English and that a small number of prisoners were studying on distance learning or Open University courses.
- 7.7 In recent months there has been the introduction of mandatory assessments of English and maths for all newly received prisoners rather than the previous emphasis of these assessments only applying to those opting for education.
- 7.8 The Board has been impressed by the arrangements for the allocation of prisoners to education and work. Members have attended the sequencing meetings held jointly with the CRC, the Offender Management Unit (OMU), the National Careers Service (NCS), the Rehabilitation for Addicted Prisoners Trust (RAPt) and the prison's allocations team. Here vulnerable prisoners, Young Adults and those with a sentence of less than 12 months were prioritised for work and education according to their needs, as evidenced by the results of the Basic Custody Screening Tool (BCST) and more recently by the National Careers Service.
- 7.9 The Board supports the promotion of accredited courses in Physical Education, the library and the kitchen, in addition to that already available in biohazard cleaning.
- 7.10 The first homework club has recently taken place, where prisoners' children came to the visitors' centre and their fathers helped them with their reading and maths.

- 7.11 A Business Challenge Day involved prisoners pitching their business ideas to the employees of Mitie and Oasis. This was a competition using “Monopoly money” aimed at increasing business acumen and entrepreneurial skills.

The library

- 7.12 The library provider is the London Borough of Hammersmith and Fulham. The library has recently been refurbished, and is well staffed. The stock includes a wide range of both fiction and non-fiction as well as the required legal textbooks and copies of Prison Service Instructions.
- 7.13 The Board is disappointed that prisoners’ induction to the library has been suspended and that there is virtually no attendance from the wings. Currently, only prisoners receiving education visit the library. Some library orderlies take books to the wings and prisoners can order books.
- 7.14 Separately from the library, there are book rooms on each residential wing; these are sponsored by the “Give A Book” charity. The book rooms also provide a quiet space for use during association.

Physical Education

- 7.15 The Physical Education facilities include a sports hall, gym and weights room. There is also an all-weather pitch. In the first half of the reporting year there were significant closures due to its staff being redeployed to other duties. Recently the situation is very much better.
- 7.16 The Board welcomes the relationship with Queens Park Rangers and the violence reduction courses with Young Adults, involving older prisoners acting as mentors. The Board would welcome the monitoring of whether all groups of prisoners have equal access to the Physical Education facilities.

8 Purposeful Activity

- 8.1 There are a variety of activities and employment possibilities on the main residential wings. These include working at the hotplate, delivering lunches, cleaning, working in the wing laundry. There are also positions as Listeners (Samaritans), foreign national rep, health care rep and Prison Council rep.
- 8.2 In recent months there has been an increasing number of opportunities for work outside the residential wings. Prisoners who work elsewhere in the prison are housed together in B Wing. Some are Red Bands who are trusted to work in the grounds. Others work in the kitchen, laundry and the First Night Centre.
- 8.3 There is a large, modern laundry which has space to employ 39 prisoners. For most of the reporting year, the laundry has operated at about half its capacity, but in the last few months attendance has improved to around 30 prisoners per session.
- 8.4 There is an industrial and biohazard cleaning workshop which offers accredited qualifications, and a painting and decorating workshop, sponsored by Novus, which takes 15 prisoners on a 12-week course and delivers a level 1 qualification.
- 8.5 The Amber Rail course delivers railway training in an area of the prison which has been laid out to resemble a shunting yard with its rails, sleepers etc. The course runs for 8 weeks and has space for 10 prisoners.
- 8.6 There are also 10 spaces for prisoners to work on recycling and waste disposal.
- 8.7 There are a number of plans to double the capacity of work places in the prison, with the employment of additional instructors, and to increase the education provision. The Board looks forward to seeing more of the prison's population in employment or education.

9 Resettlement

- 9.1 The Board received numerous complaints regarding prisoners' resettlement needs during the first half of the reporting year. Whilst the Basic Custody Screening Tool (BCST) highlighted some of these needs (such as housing and finance) they were not generally met in spite of the strenuous efforts to help of the CAB and others.
- 9.2 Three months before a prisoner was eligible for release, they were interviewed by Penrose so that a resettlement plan could be arranged with organisations based in the community.
- 9.3 The Board regrets that this arrangement was often flawed. Prisoners reported that they did not know who to turn to for help in preparation for release. Most prisoners did not have information about what help the CRC could offer them. HMIP reported that the percentage of prisoners who had accommodation on release fell from 95.3% in April to 59.4% in October 2015.
- 9.4 The Board is pleased that the prison now intends to make a significant change. It notes that the CRC has changed its provider and that it has shortened its core course "Getting It Right" from twelve to two weeks.
- 9.5 The Board notes that there is now more provision for debt counselling, CV writing, opening a bank account and job advice. However, the CAB's service has been reduced because of the prison's financial constraints.
- 9.6 Jobcentre Plus attempts to give advice about benefits, but they are hampered by a lack of access to the internet.
- 9.7 After the change in provider, there have been generally more prisoners being helped into education, training and employment on release but it is essentially not enough.
- 9.8 The Board notes that there are exceptions in the provision of the CRC concerning remand prisoners who are released but who, because of this status, are not on the CRC's list. There are also short term prisoners who have not been contacted by the CRC by the time they are released.
- 9.9 The Board has been represented at the partnership meetings of various internal and external agencies involved in providing resettlement services. These have been well attended and constructive meetings.
- 9.10 The Board is not convinced that prisoners benefit from being referred to resettlement services from a list, instead of receiving those services face-to-face in the prison.

The Offender Management Unit

- 9.11 For part of the reporting year, serious staffing shortages meant that about only half the probation staff posts and a third of the offender management posts were filled.
- 9.12 This meant that most prisoners did not have an offender supervisor.

- 9.13 There was the additional issue that the offender managers were often cross-deployed to maintain the core day in residential areas.
- 9.14 There was a serious backlog in the completion of OASys assessments which meant that at one point in the reporting year approximately 60% of prisoners who needed one did not have one.
- 9.15 There have been consistent and significant numbers of reports to the Board by prisoners that they have not been getting the expected and required moves to more suitable establishments. This included sentenced Young Adults and vulnerable prisoners.
- 9.16 There were, during part of the reporting year, issues with the HDC process and many prisoners were released after their eligibility date. This has significantly improved in recent months.
- 9.17 The Board welcomes the attendance of an OMU representative at both the weekly segregation review boards and the sequencing board.

10 The Segregation Unit

- 10.1 The Segregation Unit comprises 18 single cells located on the upper floor, and two special cells (bare rooms with CCTV cameras in the corners) on the ground floor, as well as a servery, staff areas and an adjudication room. There is a small exercise yard, also used by the Conibeere Unit. Depending on their risk assessments, prisoners are permitted to exercise together.
- 10.2 The general standard of cleanliness is good. The showers have recently been repainted.
- 10.3 Although education is not provided on the unit, there is an education outreach worker. There is also small stock of library books, which is changed fairly regularly.
- 10.4 The regime is clearly displayed on the wall of the ground floor. Every prisoner is offered a shower daily.
- 10.5 The Board's experience of the unit and its staff has generally been favourable; the unit seems well managed and humanely run, even when there are particularly challenging prisoners held there.
- 10.6 The staff work hard to manage particularly vulnerable individuals who are unable to cope in a normal wing; they are encouraged to do as much as they can while segregated.
- 10.7 The unit generally has been operating at a slightly lower capacity than was the case last year. However, low occupancy figures are sometimes balanced by the use of other areas as an overflow. Sometimes vulnerable prisoners are placed in the First Night Centre. This causes pressure on the First Night Centre, and also has implications for the prisoners, whose regime may be limited (since, for example FNC staff do not have the capacity to take them for regular exercise, although at weekends they can use the gym equipment on the wing).
- 10.8 The prison is now required to provide a monthly report on the number of prisoners segregated for more than 42 days, and a quarterly report on the use of segregation.
- 10.9 The Board is represented at the Segregation Monitoring and Review Group (SMARG) meetings.

Segregation Review Boards and Adjudications

- 10.10 The majority of Segregation Review Boards are now held at the same time each week and an IMB member always attends. All reviews are now carried out within the specified time.

- 10.11 The Board is impressed by the care shown by the staff in conducting reviews, especially in the case of more vulnerable individuals. For prisoners who are not segregated for reasons of punishment, such as Rule 45 (in their own interest), one of the aims of the Review is to move them on as soon as possible. It is a concern that such prisoners are not subject to the same scrutiny if they are not located in the Segregation Unit.
- 10.12 The unit is not an ideal location for vulnerable prisoners who, despite the efforts of staff to move them to a more suitable environment, often spend too long in segregation waiting for a transfer.
- 10.13 Adjudications are held 6 days a week, with an independent adjudicator coming in twice a month. As in the previous year, many adjudications are adjourned and then discontinued when they can't be heard in time. More effective use of the IEP system could reduce the pressure on adjudications.
- 10.14 Efforts are now being made to deal with this, partly by better training of the Adjudication Liaison Officers. An Adjudication Standardisation Meeting will regularly follow the SMARG meeting.

11 Healthcare & Mental Health

- 11.1 Towards the end of the reporting year, a multi-agency inspection took place. The Central London Community Healthcare Trust was closely examined and orders requiring improvement were made by both the Care Quality Commission (CQC) and HMIP.
- 11.2 On 1st April 2016, Care UK took over the healthcare contract providing primary care, dentistry, optometry and podiatry. The mental health services contract was subcontracted to Barnet, Enfield and Haringey Mental Health Trust.
- 11.3 Members of the IMB attend the quarterly Healthcare Commissioning meeting and have also met with the senior doctor and manager to receive performance data and discuss issues raised by prisoners.
- 11.4 The introduction of a new NHS complaints system (separate to the prison complaints system) initially caused concern regarding the process by which complaints reached healthcare managers.
- 11.5 The Board continues to receive complaints about the attitude of some nurses to some prisoners on the wings, usually in the queuing system for medications. Board members have sometimes witnessed discourteous behaviour.
- 11.6 The Board does not find it acceptable that there is a frequent lack of healthcare complaint forms. In addition the healthcare complaints system encourages prisoners to believe that their complaints will be read and answered by the individuals that they are complaining about.
- 11.7 There are four daily slots for prisoners who need to be escorted to treatment outside the prison. However, the Board continues to find cases where staff shortages mean that prisoners are not taken to hospital appointments.
- 11.8 The Board is concerned by the number of dirty protests in the H3 healthcare unit and the apparent delay in cleaning the affected cells.
- 11.9 The timeliness of the examination of newly arrived prisoners remains a major concern. The lateness of arrival can cause a full medical examination to be held in the early hours of the morning or postponed until the following day. There are also examples of prisoners being woken from their sleep to complete the process.
- 11.10 HMIP reported that prisoners arriving after 7pm were not guaranteed to see a doctor or go to the Conibeere detoxification unit or even to be prescribed the necessary detoxification medicine on their first night. The Board finds this state of affairs totally unacceptable, given the risk of death if alcohol withdrawal is not treated urgently.
- 11.11 There is an X-ray machine which has never worked despite being purchased over eight years ago. Consequently prisoners are taken to local hospitals for X-rays, using valuable staff resources.

- 11.12 Medical interviews in the Reception area are conducted in rooms which are inadequate to maintain prisoners' privacy.
- 11.13 The considerable number of prisoners with mental health issues remains an ongoing concern. The age profile of the prison population continues to increase, bringing an increased demand on healthcare services. The provision of a special nurse for older prisoners is noted.

12 Safer Custody

- 12.1 HMIP reported that over half the prisoners said they had felt unsafe while in the prison. The Board takes this finding very seriously. A member of the Board attends the monthly Safer Custody and Violence Reduction/Use of Force meetings. These meetings are now held regularly and reflect the work of a dedicated Safer Custody team.
- 12.2 Despite a welcome improvement in the regime offered to prisoners in recent months, statistics suggest that the levels of violent incidents, of the use of force by officers, of prisoner assaults on staff and prisoners and of the use of weapons in assaults all remain high.
- 12.3 There has been a reduction in the overall levels of violence against staff in the early months of this year, compared to the same period last year. The main challenge rests with the large general wings, A, C and D which house the majority of prisoners with mental health issues and records of challenging and violent behaviour.
- 12.4 The Board is pleased to note that a detective constable has been assigned to the prison to investigate crimes committed there.
- 12.5 The Board welcomes the fact that reporting of incidents has improved and now gives a more accurate picture of events in the prison. However, there is more to be done to address the violent behaviour of some prisoners and to support the victims of violence.
- 12.6 It is not clear that the IEP system is effective in addressing violent behaviour. Poor accommodation (with lack of kettles and TV) at Standard level can inhibit motivation to change behaviour. Privileges earned through good behaviour may not be available in practice, because of a lack of resources.
- 12.7 The Board welcomes the recent initiative of Pro Social Boards to address the violent behaviour of prisoners responsible for multiple violent acts.
- 12.8 The current high levels of the use of force are great cause for concern. In the first quarter of 2016 there were 129 incidents of the use of force, compared to 117 in the same quarter in 2015. The Board welcomes the fact that there has been an improvement in the quality of the paperwork justifying the use of force and showing knowledge of the prisoner concerned. However the Board looks to see increasing support given to staff in exploring ways of deescalating situations before force is used as a last resort.

- 12.9 The prison is tasked with holding up to 100 Young Adults. No additional resources are given to the prison for this, yet Young Adults continue to figure disproportionately as both the perpetrators and victims of violence. The Safer Custody team has made excellent efforts to find out more about the gang activity related to the Young Adults in the prison. This is labour-intensive work and the Board firmly believes that some additional resourcing should be made available to the prison for work with Young Adults.
- 12.10 The Board was pleased to see that monthly figures of acts of self-harm began to fall in the months of February, March and April, compared with the corresponding months of the previous year. Unfortunately this welcome trend was not maintained in May. There would appear to be a correlation between incidents of self-harm and disruptions to the regime experienced by prisoners.
- 12.11 It is very disappointing to report that there have been 5 Deaths in Custody in the reporting year. At the time of writing, two of these are believed to be self-inflicted. The Board awaits the conclusions of the Coroner.
- 12.12 The Listener scheme is well embedded in the prison. The Board was concerned to note that there were just 7 Listeners at one point in the reporting year, the lowest for some while. Following a recruitment programme, there are now 21 Listeners.

13 Residential Wings and Services

Residential units – fabric and decency

- 13.1 A number of stark areas within the prison were improved by painting works which took place shortly before the announced inspection. The Spine Link corridor now displays a range of paintings and posters, which brighten the overall atmosphere.
- 13.2 However, the prison's exterior is often littered and dirty. The central courtyard and perimeter wall areas fill up with litter as fast as it can be cleared away.
- 13.3 Even though an effort was made to improve pest control before the inspection, there is still a problem with rats in the prison. The Board continues to see rats, sometimes in large numbers, and hears complaints from staff and prisoners alike. The Board hopes to see the prison free of rats in the near future.
- 13.4 Carillion took over the contract for facilities management and maintenance. Since the start of the new contract, the Board has heard many complaints about the standard of service provided, and is very concerned that the contract is not working effectively.
- 13.5 At the start of the reporting year, the Board was optimistic that the many broken windows would be replaced, and that privacy screens would be provided in shared cells (so that prisoners would not have to eat their meals in view of the toilet). Unfortunately, the initial work on these improvements appears to have stalled.
- 13.6 There continue to be difficulties in obtaining clean prison clothing, as well as other items such as kettles and cell furniture.
- 13.7 The Board is pleased that the new Governing Governor is conducting a radical review of the First Night Centre and Conibeere Unit accommodation.

Kitchen

- 13.8 The kitchen operates on a very limited budget, and works hard to provide suitable food for a variety of different needs. The Board samples the food from time to time and has found the quality to be variable, with some menu options better than others. Portion control is sometimes a problem, and there have been occasions where food has run out.

Applications and complaints

- 13.9 The Board often hears from prisoners that they do not trust that their applications and complaints will be answered adequately. It is common for prisoners' complaints to receive no response within the required time, and at times there has been a backlog in complaints. Because the system is paper-based, it can be difficult to track who is dealing with a particular complaint.
- 13.10 The Prisoners' Consultation Group has continued to run sporadically and is a useful forum for prisoners to raise systemic problems (rather than individual complaints) with the prison's management. A member of the Board observes the meetings.

Time out of cell

- 13.11 Last year, the Board reported that half the prisoners spent 23 hours a day in their cells. Over the course of this year, there was an improvement in the provision of association and exercise for these prisoners, in wings where it had previously been very poor. Plans have been drawn up to provide more activities for prisoners.
- 13.12 On two occasions, there has been disruption when some prison staff have not come to work as expected. The Board has attended the prison to see that prisoners are safe during these times of disruption.
- 13.13 The Board hopes to see the vast majority of prisoners out of their cells for at least half the working day, once the improved regime beds in and the prison completes its MTT programme.

14 The Work of the Independent Monitoring Board

14.1 Board Statistics

BOARD STATISTICS	
Recommended Complement of Board Members	24
Number of Board members at the start of the reporting period	14
Number of Board members at the end of the reporting period	17
Number of new members joining within the reporting period	5
Number of members leaving within reporting period	2
Total number of Board meetings during reporting period	12
Total number of visits to the Establishment	573
Total number of segregation reviews held	N/A
Total number of segregation reviews attended	234
Date of Annual Team Performance Review	January 2016

14.2 Applications

Subject	Year 2016	Year 2015	Year 2014	Year 2013	Year 2012	Year 2011
Accommodation	26	10	16	4		
Adjudications	8	5	4	7	2	4
Equality & Diversity (inc religion)	7	9	3	6	11	1
Education/employment/training inc IEP	44	24	70	27	26	27
Family/visits inc mail & phone	46	50	33	50	68	47
Finance/pay	24	23	31	12	9	12
Food/kitchen related	17	18	22	11		10
Health related	75	65	93	96	83	76
Property (within current establishment)	71	77	37 (85)	75	63	73
Property (during transfer/in another establishment)	51	57	48			
Canteen, facilities, Catalogue Shopping, Argos	21	16	26	9	22	9
Sentence related (inc HDC, ROTL, parole, release dates, Re-cat etc.)	56	70	78	48	43	117
Staff/prisoner/detainee concerns inc bullying	70	55	50	38	21	25
Transfers	13	58	28	60	45	56
Miscellaneous	73	78	90	74	96	153
Total number of IMB applications	602	615	629	517	488	610