



INDEPENDENT MONITORING BOARD

HMP WOODHILL

ANNUAL REPORT

2016

(1 June 2015 – 31 May 2016)

Section 1

The Statutory Role of the Independent Monitoring Board

The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison and Immigration Removal Centre to be monitored by an independent board, appointed by the Minister for Justice, from members of the community in which the prison or centre is situated.

The Board is specifically charged to:

- (a) Satisfy itself as to the humane and just treatment of those held in custody within its prison, and the range and adequacy of the programmes preparing them for release.
- (b) Inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has.
- (c) Report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it, and what impact these have on those in its custody.

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

The Independent Monitoring Board at HMP Woodhill is committed to treating all with respect and fairness, regardless of race, colour, ethnicity, religion, belief, national origin, gender, age, marital status, sexual orientation or disability.

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Section 3

HMP WOODHILL

3.1 Roles and Accommodation

1. HMP Woodhill prison is located in Milton Keynes and is part of the Prison Service's High Security Estate. It is a complex and important prison with multiple functions. Designated a core local Category A prison, it is one of only three in the country. It is mainly a local and resettlement prison holding adult male remands and those sentenced to less than 12 months from the South East Midlands (Thames Valley, Northants, Bedfordshire, Hertfordshire and Cambridgeshire). Woodhill also receives Cat B or Cat C offenders for their last period of custody for resettlement purposes, for release to their local area. The prison holds starved-up and Restricted Status Young Adults (18 – 21), and potential Category A prisoners from across the Midlands. The Cat A requirements add significantly to the security and control requirements placed on the establishment. Woodhill also provides a very small facility for protected witnesses, which is managed under the National Protected Witness Programme. In addition there are two Close Supervision Centre (CSC)/Rule 46 units and a Managing Challenging Behaviour Strategy (MCBS) unit, which are administered and managed under a national strategy through the Security Directorate.

2. Certified normal accommodation has remained below the operational capacity due to one unit remaining closed throughout the reporting period.

Operational capacity 819

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

4. During the reporting period, the accommodation was made up of 5 individual House Units, a Healthcare Inpatient facility and a Segregation Unit.

- House Units 1–4 are divided into two wings, A and B. Each wing was designed to hold 60 prisoners in single cells. Some of these cells have been converted into doubles, so that each Unit can now hold 180.
- House unit 1 has the induction unit on 1B, with a mix of remand and convicted prisoners on 1A.
- House Unit 2 has the dedicated drug stabilisation unit on 2A, with a mix of remand and convicted prisoners on 2B
- House 3 (2 wings) accommodates a mix of remand and convicted prisoners.
- House unit 4A holds a mix of remand and convicted prisoners.
- House unit 4B is the vulnerable prisoner (VP) unit.
- House unit 6 has 5 wings, 4 of which are occupied, and holds the CSC and MCBS prisoners as well as those subject to the national protected witness scheme.

3.2 Contractors, Agencies and Voluntary Organisations

- Milton Keynes City College – Education contract
- National Careers service
- CNWL (Central North West London NHS Foundation Trust) – Healthcare
- Oxford NHS Foundation Trust
- Lead Psychiatrists (MHIT and CSC)
- Aramark –Kitchen contract
- DHL - Canteen

- Probation Service
- Police Liaison
- Carillion
- Samaritans
- Prison Fellowship; Sycamore Tree and Study Groups
- Official prison Visitors
- Westminster Drug Project: substance misuse
- Compass Milton Keynes
- Careers Advice Service
- Job centre
- Tribal
- Langley House Trust
- St. Giles Trust
- Stoneham, who deliver the Bail Accommodation and Support Service (BASS).
- Pact (Prisoners Advice and Care Trust)
- Prison Me No Way
- Red Cross
- Age UK
- BACO Buckinghamshire Association for the Care of Offenders
- New Leaf

Section 4

EXECUTIVE SUMMARY

Throughout the year IMB members have had free and unconstrained access to all areas of the prison. The co-operation and support provided by the Governing Governor, Senior Management Team (SMT), uniformed and administrative staff has been greatly appreciated.

4.1 Overall Judgement

As a core local, resettlement and high security prison, HMP Woodhill remains a complex establishment, which is extremely challenging to manage.

The senior management team have worked tirelessly to try to maintain stability, deliver a decent and safe regime and maintain performance. The Board is deeply saddened to report an unprecedented number of deaths in custody during the reporting year. Added to which the levels of assaults, violence and use of force continue to rise across the whole estate, including Woodhill.

Last year's report indicated serious staff shortages, which have continued throughout the reporting period. The use of restricted regimes and the deployment of a significant number of staff on detached duty remain a feature of this reporting period. Cross deployment of staff and the use of detached duty staff lead to lack of ownership on units, inconsistency in delivery of services and interpretation of rules.

Towards the end of the reporting period a significant number of new staff were entering the service. The number of inexperienced staff is regularly between 40 and 60% per unit. This has put a strain on experienced staff who are cross-deployed from other areas to support them. The significant and continuing loss of experienced staff throughout the service will impact on the mentoring and support of new staff joining the service. This may be contributing to the very poor retention rates of new staff.

The prison has functioned for the entire reporting period with restricted regimes in place. The Board believes that the inability to deliver a full regime to all prisoners for this, and the previous year's report, is an insidious creep in the erosion of acceptable standards. The Board believes the consequences of an impoverished regime and reduction in staff time to engage with prisoners are major contributing factors in the rising number of deaths in custody and increase in violence. The prison service as a whole, and local management, have responded to these increases by implementing new strategies and increasing the amount of data analysis and checks. However, the reality is that staff have less time and know prisoners less well. This growing dependence on processes dehumanises prisoner contact. Tick boxes will never replace human interaction.

The Deputy Director of Custody for the High Security Estate requested an independent review of all aspects relating to safer custody at HMP Woodhill. The initial visit by the NOMS Team took place on 27th and 28th January 2016. The draft report and recommendations drawn up as a result of the visit have been shared with relevant stakeholders and a meeting held to discuss the development of an action plan. Quarterly meetings are scheduled to monitor progress on the implementation of the recommendations and the action plan.

With the regime restrictions further regime slippage was a concern during the first half of the reporting period, but it has been robustly confronted and is now much reduced.

Population pressures in the whole estate continue to impact negatively on the appropriate location and management of some groups of prisoners. There is a chronic shortage of spaces in the Cat B adult estate and the VP estate. The continuing rise in the number of elderly prisoners has resulted in men suffering with illnesses associated with old age being inappropriately located and managed.

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

Staff shortages impacted negatively on the attendance of meetings within the prison.

A continuing challenge is the rise in prisoners' use of NPS (new psychoactive substances). The law has changed and they are now illegal to possess on custodial premises, detection dogs are trained and new tests have been developed. However their use is closely linked with the increases in deaths in custody and increasing numbers of 'near misses'.

Against this background the SMT must be congratulated for introducing a rehabilitative culture and enabling environment, embracing the entire establishment. Progress has been badly hampered by staff shortages. There is a deep frustration that the ethos of the SMT cannot be realised in these circumstances.

Despite a meeting in April 2016 between the Governing Governor and the Head of the company responsible for maintenance and works the Board remains deeply concerned by the failings in the delivery of the contract. The main feature of the contract is unacceptable delays to repairs and maintenance. Cells have remained out of action for an unreasonable length of time. The fabric and maintenance of the entire establishment is in jeopardy with some outstanding work having to be reported through Health and Safety before repairs are done. It is an unacceptable squandering of public money that allows the very significant capital investment made in building a new prison to be wasted by not maintaining and repairing it.

The prison's performance is at Level 3 (on a scale from 1 to 4, level 4 being the best). The prison delivers consistently well on the PNOMIS dashboard system.

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

The Board continues to see a high number of prisoner complaint/applications, despite one unit being closed and the population being reduced. Too often the issues/complaints raised by prisoners should and could be dealt with by wing staff.

The Board wrote to the Minister for Prisons in April 2016 to express deep concern with three issues that are outside the control of the establishment, but have a huge impact on the men held there. The Board is not satisfied with the responses to the previous year's report or that sufficient progress has been made since. The particular issues are: lack of spaces for VP prisoners: no policy for elderly prisoners and escort services bringing prisoners to the establishment very late in the evening.

The Board wrote to the Deputy Director of Custody for the HSE in April 2016 to draw his attention to concerns with the management of cell cards across the establishment and in particular the First Night Wing.

4.2 Areas of excellence not requiring a response

1. The Board is pleased to report that despite continuing staff shortages there remain many dedicated, hard working and professional staff who deliver an outstanding service.
2. The Board is pleased to report that staff sickness continues to be effectively managed.
3. The Board is pleased to report that the prison is performing well against set targets despite staffing shortfalls. In June 2015 the prison was officially awarded level 3 status, which it has retained.
5. The Board is pleased to report that the use of video-link continues to be expanded and is used to maximum effect.
6. The Board is pleased to see an improvement in the management, supply and distribution of toiletries, bed linen, towels and clothing.
7. The Board is pleased to report improved consistency in the chairing of Rule 45 reviews and more effective information sharing.
8. Woodhill achieved the required standard for 'Investors in People' accreditation.
9. Smart UK presented WDP with a Centre of Excellence for their acupuncture treatment at a Recovery Event in the Community Hall on September 24th 2015.
10. The Board is pleased to report the positive development of the Insiders scheme on all main House Units.
11. In the most recent HMIP inspection, Purposeful Activity was judged to be where the most impressive progress had been made.

4.3 Issues of concern requiring a response

4.3.1 Matters on which a response is requested from the Minister for Justice

The Board is deeply concerned with the problems of repair and maintenance to the entire fabric of the establishment and requests that an urgent review of the current contract be undertaken

Matters which were raised in previous reports and remain a concern

The Minister is again requested to undertake an urgent review of staffing levels in prisons, to ensure that they are set at a level, which will enable a full regime that is decent, safe and rehabilitative to be delivered. (5.1.3), (5.3.2), (5.7.4), (5.7.5), (5.9.14), (5.9.15), (5.9.16), (6.1.1), (6.1.2), (6.1.4), (6.1.5), (6.1.6)

The Minister is asked again to consider ways to avoid cuts to spending in prisons, which can only lead to an impoverished regime, less safe environments and a failure of the rehabilitation culture. (5.7.6), (5.7.9), (5.7.22), (5.9.1), (5.9.7), (5.9.8)

The Board remains concerned about the lack of spaces for Vulnerable Prisoners throughout the estate, which has impacted upon the First Night Centre in Woodhill. (5.5.2), (5.5.21), (6.2.3), (6.2.4)

The Board remains deeply concerned at the growing population pressures on specialised and discrete units, which leave men housed in inappropriate locations. (5.6.2), (5.7.1), (5.8.21), (5.6.8)

The Board continues to be concerned that present policy does not address the growing need for appropriate prison places and treatment of the elderly. (5.1.10), (5.1.12), (5.1.13), (5.8.22)

The Board continues to be concerned with contracted transport services arriving late in the evening with prisoners for processing through Reception and the First Night wing (5.5.2), (6.2.8)

There is no discernable improvement in the time taken for security clearances to be completed. This needs to be addressed urgently, as recruitment of staff, staff from contractors, agencies and IMB members remains a constant challenge. (5.8.10)

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

The Board requests that funding be made available to provide Mental Health Awareness training for Segregation and Closed Supervision Centre (CSC) staff. (5.6.14)

The Board requests that funding be made available to expand the Laundry and bring the Clothing Exchange work into the main prison to provide an additional 18 work places. (5.3.15)

Matters which were raised in previous reports and remain a concern

The Board repeats the request made each year since 2011 in Annual Reports that consideration is given to requiring the supplier to increase the number of telephones available for prisoners.

4.3.3 Matters on which a response is requested from the Prison

The Board asks that the entire process for managing adjudications is improved and that adjudications standards meetings are scheduled in accordance with prison rules (5.6.10)

The Board asks the prison to ensure that cleaning standards are maintained on the Segregation Unit when wing workers are not available. (5.6.6)

The Board asks for an assurance that a full time Control & Restraint Coordinator will be in post and improvements made to Use of Force documentation. (5.6.15), (5.6.18)

The Board asks that there are sufficient trained staff to ensure that pin phone services are run correctly and comply with prison rules. (6.1.11)

The Board asks that there are sufficient trained staff to ensure that all postal services are run correctly and comply with prison rules. (6.1.11)

Matters which were raised in previous reports and remain a concern

The Board continues to be deeply concerned by incorrectly labelled and missing name cards on cell doors. (5.9.11)

The Board continues to be concerned by the lack of furniture in some cells, including lockable lockers. (5.9.13)

The Board continues to ask that the Prison give urgent consideration to further develop and adequately fund education and purposeful activity for prisoners in discrete units such as CSC and PWU. (5.2.6), (5.2.8), (5.2.9), (5.3.26)

The Board continues to ask the Prison to ensure that all paperwork relating to ACCTs, Basic regime and Bullying is completed as required at all times. (5.5.12), (6.1.3)

The Board would like to see greater consistency in the use and application of the Incentives and Earned Privileges (IEP) system.(6.1.2), (6.1.3)

The Board remains deeply concerned by the use of Cellular Confinement on the normal accommodation wings. (5.6.13), (5.6.23)

The Board requests that the management endeavours to reduce the incidents of prisoners being accommodated on the FNC for lengthy periods of time. (6.2.3), (6.2.4)

The Board remains concerned at the number of curtains put up illegally by prisoners at cell windows, preventing enough light into the cell to view occupants through the observation panel when the door is closed. (5.9.12)

The Board continues to request that SMARG meetings be held regularly in accordance with prison rules. (5.6.12)

The Board again asks the Prison to address the chronic shortage of trained staff on HU6, which has affected the regime. (5.7.4), (6.1.4)

The Board continues to request consideration be given to re-introducing the Personal Officer scheme. (5.5.2)

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

The Trust is asked, as in the previous report, to help facilitate the procurement of electronic prescribing and administration. (5.8.14)

4.3.5 Matters on which a response is requested from Milton Keynes Coroner

The Board is concerned that the delays in hearing inquests for deaths in custody are becoming increasingly lengthy. (5.5.7)

Section 5

STATUTORY REPORTS

5.1 Equality and inclusion

1. Equality meetings are held quarterly – meetings are split into three sets of quarterly discussions, one to look at the Equality Monitoring Tool (EMT), Prisoners' Equality Meeting and Staff Equality Meeting. These meetings are chaired by the Deputy Governor or the Head of Corporate Services.

2. The EMT meeting monitors HMP Woodhill compliance with the Equality Act 2010 as well as with PSI 32/2011 "Ensuring Equality" by reviewing current statistics and this includes reviewing the (LEAP) Local Equality Action Plan.

3. The Prisoners Equality Meeting provides information on protected characteristics including Prisoner Representatives' feedback. Staff Equality Meetings are chaired by Head of Corporate Services and cover staff-related statistical information. However these meetings have not taken place regularly due to a lack of representative attendance and cross-deployment.

4. The Equalities Team is now part of the Safety & Equality Team located on HU4. A mailbox for emails for Equalities, Safety Custody, Use of Force or Violence Reduction is now in place.

5. Discrimination Incident Report Forms (DIRFs) are collated by the Equalities Team and Governing Governor. The major issues this year were verbal abuse and / or discrimination on grounds of race and religion. An external body is due to be sourced to ensure the Equalities team are dealing with DIRF's appropriately and fairly which is an HMCIP requirement.

6. HMP Woodhill recognises and celebrates a variety of cultural, as well as religious, festivals. This year the Kitchen and / or the staff restaurant have provided celebratory food for a number of festivals including Christmas, Pagan, Diwali, Jewish and Chinese New Year, Eid and Ramadan. In October of every year Black History Month is celebrated for both prisoners and staff with a display in the Admin building and on all wings.

7. The Equality Monitoring meeting in September 2015 noted that there were still action points from HMCIP recommendations outstanding on the Local Equality Action Plan (LEAP), including not having any prisoner Equality Reps at the meeting

8. There is no disability support network in place for staff or prisoners at present.

9. The analysis of the ethnicities of prisoners involved in use of force incidents shows no significant trend.

Older Prisoners

10. There is still no Disabled and Older Prisoners Liaison Officer, (DOPLO) at HMP Woodhill, due to Equality staff being cross deployed into other areas of work. A prisoner can submit an application at any time to see one of the Equalities Team if he has concerns. The numbers of elderly prisoners continues to rise. At the time of writing, there are 86 prisoners over 50 years of age in the prison (12.4% of total population); 8 of these are over 70.

11. Monthly meetings are no longer held by the Equalities Team for older prisoners – CAMEO (Come and Meet the Equalities Officer) due to cross deployment.

12. Staff shortages have resulted in less support for this group of prisoners. The Board remains deeply concerned by the growing need for appropriate prison places for the elderly. This was raised again with the Minister in a letter from IMB Chair in April 2016.

13. There is an urgent need for the provision of accommodation and care for elderly prisoners suffering with dementia. At present there is only one specialist unit for men suffering with dementia and it is for Vulnerable Prisoners.

Disabled Prisoners

14. 164 prisoners (23.7% of the population) have declared a disability; mental health issues make up the highest proportion of these at 6.3%. Latest statistics show that 29 prisoners had declared more than one disability on arrival at Woodhill.

15. The Equalities team have set up a new process in Reception. In the 'Early Days in Custody Booklet' a form is included to capture disability information which enables the Equalities Team to consider any reasonable adjustments for a disabled prisoner and also to assist with the process of a PEEP (Personal Emergency Evacuation Plan).

Foreign National Prisoners

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

17. At the end of the reporting period there were 98 FNPs of 36 nationalities, of whom 8 had finished their sentence and were awaiting deportation being held on IS91 orders. This is a reduction since the last IMB Annual Report, mainly due to transfers of FNPs to specialist prisons and Immigration Removal Centres. FNPs are mainly from Eastern Europe; the highest number is still Polish nationals.

18. The Home Office Immigration Enforcement section (formerly the UKBA) now visit prisoners of interest to the Home Office on the wings rather than holding FN Clinics (as reported in our last Annual Report). The Home Office Immigration Enforcement Team now have responsibility for interviewing all FN prisoners within 72 hours of arrival in prison.

19. The prison tries to ensure that FNPs are not isolated by ensuring that all FNPs who do not speak English are given a welfare check with an officer using Language Line. Custodial Managers are informed of new receptions. At the time of writing there are 25 prisoners who cannot speak any English at Woodhill (an increase since the last Annual Report). All staff have been made aware of their responsibilities to support these vulnerable prisoners further to the issue of a SIN by Woodhill management.

20. Prisoners who have relatives abroad and do not receive social visits can have additional phone call credit monthly, given to them in order to maintain contact with their family. Applications for two airmails letters instead of standard letters are also available to all prisoners with family abroad.

Chaplaincy

21. The Chaplaincy department at HMP Woodhill consists of one full-time Anglican minister, one part-time Anglican lay chaplain, one full-time and one part-time Muslim Imam and one full-time Catholic priest. Additional faith leaders come into the prison as needed, many on a weekly basis. Chaplaincy HQ now want these part-time personnel to be contracted rather than sessional, which leads to a more organised approach and makes them feel more involved with the prison.

22. At the time of writing 31% of prisoners declare that they have no religious faith, 26% state that they are Christian / Anglican, 20% Roman Catholic, 18% Muslim. The remainder are divided between 6 other religious faiths.

23. All prisoners can request a visit by the Chaplaincy team; prisoners in healthcare and segregation have access to a member of the team every day and the team also see everyone on an ACCT at least once a week. Work has been done to avoid clashes with education and work, which enables more prisoners to attend. There is now a Catholic priest on evening duty.

24. In the last IMB Annual Report the Board raised the issue of Friday prayers for Muslim prisoners in the CSC Unit. Whilst this is still not possible, the part-time Imam now runs weekly Islamic studies sessions on HU6. The Catholic priest is also providing on-going support for one of the prisoners in the protected witness unit.

25. Each member of the Chaplaincy “champions” a particular topic within the prison – Security, Safer Custody, CSC – which provides a link between prison initiatives and the team. They are also trying to focus more on resettlement and have interviews with all prisoners prior to their release in order to point them towards external support organisations.

26. Amongst other initiatives led by the Chaplaincy team is a “Living with Loss”, course which provides support for those who have suffered bereavement in addition to providing on-going support for those affected by a death in custody or serious illness. The Salvation Army chaplain delivers bereavement support on a voluntary basis. A “Come and Meet Each Other” session is run for vulnerable prisoners and the Sycamore Tree Victim Awareness Course continues. Prisoners can also take part in the Storybook Dads scheme where they record a story for their children onto a CD.

27. The Board is sorry to report that the MOSAIC Ex-Offender Scheme has still not been launched, although the training has been completed.

5.2 Education, Learning & Skills

1. Education, Training and Employment (ETE): Milton Keynes College and the National Careers Service (NCS) provide educational courses. Employment is offered through work placements in the prison.

2. Woodhill has developed a strong relationship with Milton Keynes College who provide the education provision at Woodhill. The core curriculum is based on English, Maths, IT, Personal and Social Development, vocational training and employability skills.

The Education Department has capacity for 104 prisoners but attendance is normally about 65 – other appointments such as medical or legal visits taking priority can cause non-attendance. Classes run morning and afternoon and some limited education is also provided for the CSC Unit. Funding for education is linked to the number of prisoners who finish their courses and the number who obtain a qualification – this can be problematic in a prison such as Woodhill with a high turnover of prisoners. During the reporting year over 4,000 qualifications were achieved.

3. All courses offer either City and Guilds (C&G), Oxford Cambridge and RSA (OCR) or Open Awards qualifications; courses in English, Maths and IT go up to Level 2 and prisoners must achieve Level 1 in English and Maths before they can apply for practical work in the prison or the workshops. This year over 60% of new prisoners were assessed as having skills below Level 1. Very short courses of

2-week units are provided for prisoners who cannot read, and a certificate is awarded for each unit successfully completed. New courses in Painting & Decorating and Kitchen Fitting and Tiling have proved popular and prisoners are able to gain City & Guilds Level 1 qualifications in these subjects.

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

5. The prison facilitates the Shannon Trust peer mentor-led reading programme, but the scheme is struggling to get off the ground because staff often cannot unlock the prisoners involved in the scheme due to the restricted regime.

6. Delivery of education at higher levels – i.e. Level 3 and above – remains very limited, as it is still the case that only a very small percentage of the Woodhill population (8%) require or qualify for education at this level. Of those that would benefit from such studies, most are unable to mix with the general population because of the risk to others or themselves. The Board remains concerned that this can seriously impact upon the well-being of some of the prisoners in the areas of the prison that run very restricted regimes. Distance learning courses are, in theory, available to all men regardless of location, however, only 6 prisoners were engaged in Open University or Distance Learning courses.

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

8. Limited 'in-cell' education is offered but has a small take-up. The Board is pleased to report some progress in introducing in cell work. Activity packs are available in cell for those prisoners unable to leave their wing or work on their wing. The Education Department, provided staff are available, will visit men located in the Segregation or Healthcare units and offer English, Maths and Art. However limited resources, restricted regimes, security and risk assessments result in very limited opportunities for these men and sadly little progress has been made in extending this service to other small units.

9. The Board has raised concerns throughout the reporting period about the lack of education, its inconsistent delivery and negligible purposeful activity available to prisoners in discreet units.

5.3 Purposeful Activity

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

2. The Board believes that the increase in the time men spend locked up and the reduction in association time due to staff shortages is detrimental to their rehabilitation in every possible way.

3. Woodhill is now a Resettlement Prison and focusing on purposeful activity leading to employability when prisoners are released.

4. In the most recent HMIP inspection, purposeful activity was judged to be where the most impressive progress had been made. Management of learning and skills was good and the amount of activities available has improved significantly. Success rates were high, and punctuality and attendance was good. Purposeful activity was rated as 3 'Reasonably Good', increasing from 1 'Poor' during the previous 2 inspections.

5. The prison's operational capacity remains at 819 but the maximum actual number of prisoners is around 715. This relieves pressure on work places, which are calculated using the op cap. HMIP in September 2015 recognised that there are now sufficient work places for the population.
8. For much of the year workshops achieved between 90% and 94% attendance.
9. Approximately 25 – 35% of Woodhill's population are remand prisoners. As such they do not have to attend either work or education. If they do initially sign up to courses and subsequently do not attend, the prison can do very little to manage that behaviour.
10. Some work take place on the wing –cleaning or wing orderlies, Insiders, breakfast packing and other wing activities.
11. In order to accommodate the reduced regime and offer an increased number of work places, an upper on the number of sessions that could be worked was fixed. Prisoners with short sentences were offered part time and shift work. New work patterns were made available for wing cleaners and orderlies.
12. New criteria for wing workers have been introduced this year, which consider prisoners' behaviour. Men must not be on basic regime and free of adjudications and violence reduction strategy for 6 weeks before consideration for wing work. At the end of May 2016 there were 112 wing worker posts and only 11 vacancies.
13. The prisoner employment policy is firmly embedded and shared with Insiders so they understand the processes followed. Men are incentivised through pay rates to complete qualifications.
14. Work places are allocated by staff in the Activity Hub, who also manage all waiting lists to ensure fairness of opportunity. Attendance rates are reported daily and robustly managed. There are specific times set aside for prisoners from the VP unit to access work and education.
15. Despite many challenges the prison now offers a wide range of high quality qualifications through NVQ and City and Guilds. The plans to expand the Laundry and bring the Clothing Exchange work into the main prison to provide an additional 18 work places has not been possible due to funding restrictions.
16. Decency packs are in place and issued weekly and monthly. Prisoners make up these packs in the Contract Workshop.
17. Learning and Skills staff continue to develop and strengthen links with employers in the community and those who commit to social responsibility by offering to employ a percentage of ex-prisoners on their workforce. An employer-engagement day was hosted in August 2015 with the MITIE Foundation which was a great success. 35 prisoners took part and one prisoner who was due for release shortly after the event was offered an interview and subsequent employment place with MITIE. This man is still working for MITIE 8 months later. Further events are planned with MITIE.
18. A Business Leaders' event was held this year and the breakfast cooked by the Woodhill Employment Academy learners.
19. City & Guilds held their annual prison event at Woodhill this year with a focus on horticulture skills and pathways to employment.
20. The next major development is with the Open University. They have agreed to work in partnership with Woodhill and have offered work placements for prisoners on ROTL.
21. Aramark launched its own Employment Academy in April 2015. Aramark have the contract for the kitchen and provision of food also offer NVQ training to kitchen workers. Through employer engagement Aramark are offering 'through the gate' support with a commitment to employment on release. All learners who are involved with the Academy will be tracked in order that the effectiveness of the scheme can be measured. It is planned to roll out similar schemes in areas such as horticulture, contract cleaning and hospitality.

22. The Careers Inspiration in Custody programme has been piloted at Woodhill in partnership with 'Develop', a not-for-profit organisation, which delivers a range of education & training provision. An ex-offender has delivered an inspirational event and employers have visited and interviewed prisoners for employment.

23. Vocational training takes place in horticulture, painting & decorating, kitchen fitting & tiling, waste management, industrial cleaning, IT and hospitality. The contract workshop offers 43 activity places morning & afternoon and further work has been sourced with this company with plans to introduce additional work to HU6 and HU4B.

24. The central area on HU4 is being prepared as a workshop for vulnerable prisoners.

25. The Library was fully staffed and offered a full programme to HU1-4. Books were delivered to HU6, HCC and Segregation unit. Prisoners can request books from Northants County Council stock.

26. Despite considerable improvements in the main prison these have not extended to discrete units. Prisoners on the CSC who achieve Standard+ status, the equivalent of Enhanced status, have no access to work other than as wing cleaners. Prisoners on PWU on Enhanced status are in the same position. These men have no realistic way of having alternative work or increasing their income. Plans to introduce breakfast packing and decency packs work are being worked on to provide additional employment.

5.4 Reducing Re-offending and Resettlement

1. Local Community Rehabilitation Companies (CRCs), responsible for providing 'Through The Gate' resettlement services. The CRCs in HMP Woodhill are MTC Novo (Thames Valley) and Sodexo (BeNCH region - Beds, Northants, Cambridgeshire and Herts areas). Both providers have now been operating for over a year.

2. Progress has been made in the provision of supporting prisoners to maintain the accommodation they may have been living in prior to custody and to enable prisoners to find suitable accommodation prior to release.

3. MTC Novo (Thames Valley CRC)

MTC Novo has a team based in the establishment that is supported by a management team at Milton Keynes College. They are providing a good service to the prisoners in their region. Thames Valley CRC now has its own housing support worker. Milton Keynes College is responsible for completing the BCST part two, accommodation, debt and finance advice and delivery of the Getting It Right programme. Thames Valley CRC is performing to a high standard. Delivery of the finance, benefit and debt responsibility has been very successful in giving prisoners the access to open a bank account.

4. Sodexo (BeNCH CRC)

Sodexo have contracted out the three services for their CRC provision at Woodhill to: St Giles Trust, BCST Part two; Langley House Trust, Accommodation, Finance, benefit and debt; Bold Moves, Programmes.

Sodexo was providing a service but there is scope for improvement. There are significant issues with each of their providers not being able to recruit or retain staff which impacts on the service they provide. They are also experiencing higher volumes of work than expected and this is resulting in a lower quality service. Staff shortages result in reduced contact time with prisoners.

The accommodation service is contracted to Langley House Trust. The service is very basic. Sodexo was in the process of replacing LHT with NACRO, which is expected to be complete by the end of September 2016. It is hoped the service will then improve.

Bold Moves have successfully delivered two programmes under their contract with Sodexo and are waiting for referrals from the CRC to enable them to deliver a third.

5. CF03 Programme

Was to be delivered by Ixion to fill any gaps left by Sodexo. However, there is no service available as there are no staff in post. A member of staff has been recruited and is awaiting vetting clearance. They have all their resources in place and when the staff member receives clearance they can immediately commence the delivery of a service.

6. As per the prison's benchmark staffing profile, Resettlement no longer has any dedicated directly-employed staff, the supervision of prisoners comes from a patrolling officer who is detailed daily.

7. A number of service providers have joined Woodhill to support the work of the CRCs:

- Futures: provide support and advice on employment.
- Department of Work and Pensions: provide a work coach to assist working with DWP to ensure they are supported in the build up to release, this will include application for benefits to ensure they are in place to assist them on release.
- Relationships: New Leaf mentoring who offer mentoring support and signposting to those being released to the Thames Valley area. C2C offer the same service to those being released to the Northamptonshire area. The Chaplaincy Team at HMP Woodhill offer bereavement support through a voluntary service. The Education department offer courses such as Health Relationships.
- Health & Well-being: Is addressed through the Healthcare (HCC) and Mental Health (MH) Teams. Prisoners are seen at induction for screening for HCC and those with existing concerns or requiring support are identified and referred to MH.
- Thinking and Behaviour: The Programmes Team offer Thinking Skills Programme (TSP) and Resolve accredited programmes. . RESOLVE examines all aspects of violence. RESOLVE is not an acronym, it is classified as a moderate intensity cognitive-behavioural intervention that aims to reduce violence in medium risk adult male offenders. It is a 26-week course; each session lasts 3 hours and includes 4 one to one sessions. It was developed from CALM (Controlling Anger and Learning to Manage it), but is in much greater depth and requires a higher level of literacy than TSP.
- Getting it Right (GiR) is a behavioural course offered by TV CRC to those low-medium risk offenders being released to the Thames Valley and London areas.
- Sex worker and victims of domestic violence: TV CRC offer information advice and guidance to those identified as being a victim of sexual abuse or a sex worker themselves or those who state they are victims of domestic violence. This information is shared with probation to look at interventions available in the community and for the RO/PO (Probation Officer in the community) to follow these actions through the gate.

8. As at the end of 2015 discharges to court were below target and a number of OASys assessments were overdue. Some progress has been made in addressing the backlog.

9. National Probation Service staff were moved to be managed in the South West region of NOMS. Since the last report an additional 3.5 Probation Officers have been employed taking the number to 4.5 full time employees working across HU6 and the rest of the prison. Plans were in progress for some Probation Officers to be moved into community posts over the next few months to meet the requirements of the Offender Management review.

10. There was a National Probation review underway (E3). Probation in custody is due to be reviewed in phase II of E3, which will run until June 2017. The role of Probation staff and resources that will be required within establishments will be clarified in the new Offender Management model.

5.5 Safer Custody, Violence Reduction and Suicide Prevention

1. Throughout the reporting year Safer Custody team meetings were held regularly and chaired by the Governor responsible for this area and relevant in-depth statistics and documentation produced.

2. Following the amalgamation of Reception, First Night and Induction, the prison launched a new process for Early Days in Custody in March 2015. However continued staff shortages, late arrivals and the pressure of too few places for VPs resulted in the hoped for benefits of the new streamlined

and personalised process never really materialising. The Board continues to appeal for the re-introduction of the Personal Officer scheme.

Deaths in Custody.

3. Over the period covered by this report the Board is deeply saddened to report 8 deaths in custody of which 6 were classified as self inflicted. The first two weeks of custody have been identified as the time when men are at greatest risk. The incidence of these tragic events has increased despite initiatives to improve screening and support.

4. A multi-disciplinary review, chaired by the DDC and involving staff from other HS establishments was launched to look at all the processes at Woodhill.

5. The Board wrote to the Prisons Minister in April 2016 highlighting issues that are outside the control of the local management but the Board believe contribute to the difficulty in managing early days in custody safely and decently.

6. All the deaths reported were handled sympathetically by the Care and Family Liaison Officers who gave support to both families and staff.

7. At present there are 8 inquests waiting to take place and again, as reported last year, there are significant delays in holding inquests to give closure to relatives and staff alike.

Self-Harm Incidents.

8. During the reporting period the number of self-harm incidents increased slightly to 466 over the corresponding period (453). The majority of the reported incidents were attributed to prisoners aged between 21 and 39.

Assessment Care in Custody Teamwork- ACCTs

9. The number of ACCTs opened over the reporting period was 796 compared with 444 last year, a very significant increase. At one stage during April 2016 there were 71 ACCTs open, representing nearly 10% of the prison's population. This added considerably to the workload of wing staff. Most of the ACCTs were opened in Reception and House Unit 1B, the First Night and Induction Unit. The Board believes the rise is linked to an understandable response to the increase in the numbers of deaths in custody.

10. One unintended consequence is that staff struggle to manage the additional workload and as result have less time to engage with and get to know their prisoners. Another is a growing dependence on process, which is contrary to the 'every contact matters' ethos the SMT are trying to develop across the prison.

11. Throughout the year additional training was held in an effort to improve the quality of the input into ACCT documents and for staff to identify prisoners at risk at the earliest possible stage. This training is on going and involves all levels of wing, support and management staff.

12. Despite these measures the Board has continually raised concerns about inconsistencies in the quality of entries and poorly managed care plans. In September 2015 the Safer Custody meeting was still reporting poor quality ACCT documents with the closure process not being well documented. A new 48/72-hour quality assurance check was introduced to address these shortcomings.

13. Self-harm statistics alone can be misleading. One prisoner, resident on Healthcare inpatients was responsible for 45 recorded incidents of self-harm from April to August 2015.

14. 44 out of the 52 ACCTs opened in August 2015 were for white prisoners, with the majority being aged 30-39. This was a reflection of the population in the prison. Data examining adult suicides show that men in this age range are also at most risk of taking their own lives in the general community.

15. The Board supports a decision to open an ACCT if there are any concerns regarding prisoner safety.

Listeners

16. Throughout the year it has been a challenge to maintain an acceptable number of Listeners. This has been mainly due to the ever-changing population. At present there are 12 trained Listeners available of whom some have been performing an additional role of an Insider. At one stage during the year this number fell to 5 trained Listeners. Not all listeners can be used on all units because of security classification.

17. Over the period there have been on-going issues with Samaritans phones. They are frequently damaged and replacements/repairs are slow to be sourced

18. Samaritan phone reception remains poor in certain areas of the prison.

19. The recommended ratio of Listeners to prisoners is 1 to 50. This would mean 14 listeners in place all the time.

20. Listeners have reported that boredom is being cited as a trigger for distress, aggravated by poor quality TV reception and TVs that do not work.

Vulnerable Prisoners

21. The Vulnerable Prisoner Wing (4B) was full throughout the reporting period and additional Vulnerable Prisoners were been located on House Unit 1B the First Night Centre. At one stage in the reporting period nearly 15% of the population of this wing were Vulnerable Prisoners on Rule 45.

Violence Reduction

22. Violence Reduction Meetings took place as part of the Safer Custody Meeting and were chaired by the Governor responsible. The meetings concentrated on efforts to determine how these incidents occurred and how they can be reduced.

23. Throughout the reporting period the incidence of violence against prisoners and staff increased from the previous year. Assaults and serious assaults, both against staff and prisoners, increased significantly and in some instances by 50%. The highest proportion of incidents took place in the association areas (45%). The increase in the level of assaults was reflected in a rise in the number of prisoners on Basic Regime to approximately 7% of the population.

24. Violence Reduction policies were being re-written, including the HSE VR strategy. New strategies are due to replace Anti Bullying Strategies (ABS) and will be trialled before rolling out to the whole establishment. An action plan has been written following the HMIP CSC report

25. The Board is concerned that the number of men who refuse to move to normal location from the First Night Centre or the Segregation Unit might be an indication of high levels of bullying on the main accommodation units.

5.6 Segregation, (Care and Separation CSU)

1. The efficient running and functionality of the Segregation Unit, Care and Separation Unit (CSU) was maintained over the year. Considerable efforts were made to improve the consistency of Rule 45 reviews. However the Board has been concerned about some specific areas.

2. The Segregation Unit has remained at or very near capacity during the reporting period.

3. Since the High Court ruling in 2015, the cases of men segregated on Rule 45 - Good Order or Discipline (GOOD) for longer than 42 days are now sent to the DDC. However, whilst there is greater

scrutiny of the process and documentation, the reality of long-term segregated prisoners being unable to progress remains.

4. Throughout the year cells were out of action for unacceptable periods due to delays in Carillion performing the necessary work.

5. The Board remains concerned at the high incidence of damage to cells.

6. The poor level of cleaning of the unit, particularly the servery, where remains of food left overnight has been a feature of this reporting period.

7. There is no strategy for managing prisoners who refuse to locate to a regular wing. Men become self-segregating.

8. There is no strategy for managing prisoners who may never be able to function effectively on large accommodation units.

9. There was been an increase in the use of Special Accommodation (SA), including a prisoner held in Special Accommodation conditions on the CSC unit on HU6A. The Board saw him daily until he returned to a regular cell. The increase was partly due to the prisoner's own cell becoming classed as SA following them damaging it and water supplies being turned off and damaged furniture being removed. Two particularly challenging prisoners accounted for a spike in SA use during September and October 2015.

10. There continued to be a considerable backlog of adjudications, particularly those referred to the police for further investigation. The Board remains concerned at the generally poor standard of evidence gathering and delays to hearings. The prison attempted to address the backlog by scheduling additional days to hear adjudications, but never effectively reduced the backlog. Too many adjudications referred to the Independent Adjudicator were not proceeded with due to procedural failings.

11. Failures in the application and management of the adjudication process resulted in prisoners' perception that the system is unfair and undermines the authority of staff. This has a knock on effect as the emphasis on the IEP system is as a form of punishment for poor behaviour rather than an incentive system to improve behaviour.

12. The SMARG meetings, which should have been quarterly, were scheduled but minutes were not taken. The interrogation of data and effectiveness of actions therefore cannot be judged.

13. Again the Board was pleased to report that there was a decrease in the number of prisoners serving cellular confinement (CC) punishment on normal location. When it does occur, the Board continues to have serious concerns about the poor quality of recorded information and cannot confidently assess the management of these men.

14. Mental health awareness training is recommended for Segregation and CSC staff – this was not delivered during most of the period of this report.

15. For most of the reporting year there was no full time C & R Coordinator in post. As a result use of force documentation was poorly managed with missing and late returns.

16. The use of restraints increased by 43% in November 2015 compared to September and October 2015. There were increases in all but one wing. Significant increases were shown in the Segregation Unit and Healthcare where a small number of prisoners accounted for most of the incidents. In February 2016 the number of restraints fell by 60%. No clear reason could be found for this.

17. The use of force within Woodhill continued to increase. The number of incidents from March 2015 to January 2016 almost doubled during the period, with January having the highest number in the 11-month period. Prisoner on prisoner assaults were also at their highest in January for the same period.

36 prisoners were placed on basic regime in January 2015 for violent acts an increase from 17 ten months previously.

18. There was an increase of 44% in the number of restraints in July - August 2015 over the same period in 2014, and there were still issues with staff not completing paperwork correctly. The ethnicity data was been examined and there were no significant trends out of range with the general population.

19. Data showed a steady increase in the use of force to enforce a lawful order, break up fights and in planned interventions. However the Board is pleased to report that throughout the year there was an increase in the number of incidents resolved passively by staff without having to resort to use of force.

20. Throughout the year the Use of Force Instructors consistently exceeded the performance target for percentages of staff trained and in date.

21. There was an increase in the use of Special Accommodation and ratchet handcuffs

22. The Board is satisfied that when special accommodation was used, it was for the minimum period of time necessary.

23. The Board has become increasingly concerned with the use of cellular confinement interspersed with holding prisoners on Rule 45. There are no incentives for improvements in behaviour for men serving CC, it is merely punishment. Without a formal review process, as there is with Rule 45, there are minimal checks and balances in place.

5.7 Close Supervision Centre (CSC), MCBS and HU6

1. House Unit 6A and B hold, under Rule 46, 54 of the most dangerous men in the prison system. These men exhibit behaviours too difficult to manage on ordinary location even in the high security estate and who are kept in the most restrictive conditions, with limited contact and stimulation. This is extreme custody and its management raises complex operational challenges. Men can also be held in designated cells in Segregation, sometimes for months before selection to a CSC, as demand for CSC places has risen. Selection, management, progression and de-selection decisions are made by the national CSC Management Committee. Prisoners are held, without a set time limit, in designated cells in small units where all interventions take place; prisoners are not normally able to leave the unit. Dynamic Risk Assessment Meetings (DRAM) are held weekly to assess and manage prisoners' risk, and they are informed of the meeting's decision. Multidisciplinary teamwork is critical, as is a permanent staff group who prisoners can relate to.

2. The outcome and feedback on Woodhill's CSC was positive in the 2015 thematic inspection of CSCs by HMIP. Against the 4 measures, the prison was performing reasonably well; scoring 3 on 3 of them, but on the measure of activity it scored only 2. In terms of safety, 84% of prisoners had said that they felt safe and overall feedback from prisoners had been positive.

3. Work continues to develop a rehabilitative culture within the High Security Estate.

HU6A

4. Prisoners are placed here for a four month assessment and, if accepted, subsequent treatment. The strength of the unit depends on a permanent close-knit supportive staff group. During the reporting period staff shortages, cross deployment and detached staff affected the staff group with loss of knowledge increased mistakes and risks when running individual regimes. Prisoners relate better to permanent staff who are also responsible for all wing documentation.

5. With a change in the age profile of new prison staff and retirement of experienced staff there was a reduced pool of experience to draw on.

6. Mental health and psychological interventions are offered as is a library trolley, PE room, visits room, and very limited education facilities. After the HMIP inspection there was deterioration in the provision of education following the loss of a member of Education staff. Inadequate budgeting left

provision as an ad hoc add-on. Despite anticipated development in the provision of activities there was very little progress.

7. Exercise yards are bleak and the walkways between the Wing wall and yards are scruffy with guttering clogged with grass and debris, and water leaks running down the walls.

HU6B

8. This unit aims to progress action relating to risk and behaviour management, working towards a reduction in prisoners' risk of harm, enabling progress through the CSC system.

9. The regime is less restrictive than HU6A and is based on two association groups. An "Enabling Environment" scheme was introduced which requires prisoners to choose from a weekly menu of activities with sanctions for non-attendance. Staff welcomed the idea. The menu of choice now needs more variety which should include an adequately budgeted, improved educational offering.

10. The staff group here seemed to be more consistent and stable than on 6A and they worked well together. Services are similar to HU6A and the exercise yards similarly bleak. Healthcare provision is appropriate.

11. Throughout the reporting period there were unacceptable delays with maintenance and repairs including a leak in a heating pipe which remained unrepaired for months, and a cell was out of action as a result.

12. The Board commends all staff on these two challenging units for their work with such difficult and dangerous prisoners, reflected in the low use of force.

HU6C – MCBS

13. In the latest HMIP inspection Inspectors highlighted that MCBS was not fulfilling its published function.

14. Prisoners are managed by the CSC Central Management Committee. They are considered not to meet the threshold for the CSC system, so are not subject to Rule 46, but benefit from management on a small unit with intensive staff support. Prisoners can and do access parts of the main prison regime when suitably risk-assessed and when ready, may return to normal location. This may appear challenging and busy; however, there has also been movement back to CSC.

15. Over a number of years the Board has noted a lack of a clear role and central management, together with a regime which prisoners regard as aimless.

16. There is scope to define the unit's role more clearly and ensure it is adequately resourced.

17. The Board congratulates staff who work well with a potentially risky group of men.

HU6E

18. The unit holds prisoners who are protected witnesses; it is small and lacks activities for prisoners who may be on the unit for years with no access to the rest of the prison.

19. The Board has repeatedly raised concerns and the HMIP inspection made recommendations about improving purposeful activity, visits, access to the garden area, regime, access to worship and the cost of telephone calls.

20. Compensation was paid for the overcharging of telephone calls but in all the other areas either no or negligible improvements have been made

21. Prisoner dynamics were affected adversely when three new prisoners arrived on the unit resulting in some restriction of time out of cell.

22. This feels like a forgotten unit. A comprehensive plan is needed. Those who fund this unit have a responsibility to provide stimulation and activity and address the inherent boredom; this will necessarily include a budgeted education offering.

23. Security concerns seem to have impacted sometimes on access to NHS services.

24. Condemned kitchen equipment has taken too long to deal with and the showers had no handle for months. They were still not repaired at the end of the reporting period.

25. Relationships between staff and prisoners were good.

HU6 Maintenance.

26. The operation of the contract has been poor and unresponsive. Important problems took months to address with longer-term consequences, while others still remain outstanding. Health and Safety have had to become involved in order to prompt action.

27. Broken kitchen equipment was frequently left unrepaired. This is not a criticism of wing staff.

5.8 Healthcare and Mental Health

Overview

1. Healthcare and mental health services continued to improve during the last year, as did the relationship between the provider and the prison.

2. CNWL (Central and NW London NHS Foundation Trust) holds the contract for services

3. Close links have been established with the Local Authority to implement the Care Act 2014. The more minor needs of prisoners such as problems getting out of bed or carrying a food tray have been addressed and referred to individual local councils. A Memorandum of Understanding is now in place whereby care packages are given to Healthcare.

4. A new Early Days in Custody process was put in place. A Mental Health Screening Tool has been introduced and is completed by a mental health nurse in the Induction Unit. This process has led to a reduction of later referrals.

5. The Reception Screening Tool has been amended to provide a more robust Self Harm and Suicide Risk Assessment Tool. This was previously part of the CNWL mental health screening.

6. Recognising the number of deaths in custody, the Mental Health Team introduced a 7-day working week. A mental health nurse now attends constant watch and ACCT reviews where the prisoner is known to the Team, or their needs are perceived to be complex.

7. Healthcare now works with the CRCs in the prison to communicate the needs of prisoners to access outside healthcare services on release.

8. During Men's Health Month. HMP Woodhill and HMP Onley took part in a pilot project run by Library staff with Macmillan Nurses. Information was made available to prisoners on the induction unit and information points have been placed around the establishment, including the Library. Insiders took handouts for the prisoners on their wings. The free phone number is available on the pin system.

9. There are opportunities for prisoners to train as Macmillan cancer support volunteers. Successful completion of the training means they can continue to volunteer in the community. The training is only available to standard and enhanced prisoners.

Staff

10. Recruitment remains a major issue. During the reporting year there were 10 Band 5 Primary Care vacancies, 3 Band 4 and 2 Band 5 Mental Health vacancies. Band 7 Mental Health and Primary Care staff are now in place and provide clinical leadership. The length of time taken to obtain security clearance remains a problem.

Clinics and Appointments

11. Work continued to keep medical and dental waiting times to a minimum. They were comparable with those outside, some even better. Regular clinics include Physiotherapy, Ophthalmology, Sexual Health and Podiatry. Phlebotomy and Occupational Therapy are made available.

12. Healthcare appointments are monitored monthly but continued to be a problem with high prisoner attendance failure rates. Healthcare Assistants started work on an audit to establish exactly why prisoners do not attend their appointments. Monthly meetings with Security helped to facilitate hospital appointments and attendance rates were maintained in spite of the low levels of prison staff. The prison was able to facilitate a prisoner attending sessions of chemotherapy without interruption.

Pharmacy

13. Serious recruitment issues continued throughout the year.

14. The quality of prescribing charts continued to improve but Healthcare staff are still waiting for electronic prescribing and administration. This is a national issue.

15. Secondary dispensing was criticised by a Pharmacy Inspector who accepted that there was no alternative other than in exceptional cases. However the practice has been stopped and medicine trolleys and lockable boxes have been introduced on HU6, HU4 and Segregation. Evening Duty procedures have also been reviewed and trolleys go to prisoners' doors.

16. The pharmacist carried out medication reconciliation on the Induction Unit to ensure accurate information is provided for safe prescribing for all newly admitted prisoners.

In-Patients

17. Although plans were envisaged to move Healthcare In-Patients back to its original location, this did not happen by the end of the reporting year. The opening took place at the beginning of June 2016. The upper floor was ready for use in May 2016 and is still waiting for a decision regarding funding to be made by the Health and Justice Commissioners.

18. The use of handcuffs on prisoners in hospital who are often near the end of life continues to be a difficult issue. There is dialogue between Healthcare, Security and external hospitals, and Healthcare has an input to the risk assessments made by the Governor and Security. There is robust communication with hospital staff ensuring accurate clinical information is available that will inform Security about the risk the prisoner poses to self and others.

19. Healthcare staff liaise with the hospital End of Life Team regarding prisoners who are terminally ill. Healthcare staff meet and are in regular contact with the families when consent is given.

20. There was a change in the presentation and healthcare needs of prisoners in the In-patients Unit. There were fewer prisoners with personality difficulties, but more men presenting with acute mental health issues, including transient drug-induced psychosis. There were also a number of men with health and social care needs due to age-related difficulties and terminal illness.

21. When a prisoner is assessed by a psychiatrist from a secure hospital the process is monitored closely to avoid delay before he is transferred. However there is a lack of beds, particularly in the high security hospitals.

22. Dementia services are lacking in the prison estate, including Woodhill. This will become an increasing problem with an ageing prison population. Training in dementia has been introduced for nurses.

23. A prisoner cannot be accommodated in In-patients without the agreement of Healthcare.

Commissioning

24. There has been an increase in the budget in recognition of the under-resourcing of the Mental Health Team.

Mental Health Team and Mental Health Provision

25. The referral process enables officers and prisoners to refer directly to the Mental Health Team. Urgent referrals are seen within 24 hours, others in 5 working days.

26. There are 6 Psychology sessions per week and 6 sessions from the Psychiatrist employed by CNWL. There is a plan to increase this in the new reporting year.

27. Waiting times for an appointment decreased and there is always one member of staff able to respond to an urgent case as staff are now available 7 days a week.

28. New therapeutic groups were introduced – Managing Emotions and Mindfulness.

29. When a prisoner with mental health issues returns to Woodhill from a secure hospital a discharge meeting takes place. Those present include hospital staff, Woodhill mental health staff and a Woodhill Governor or OMU member.

Response to HMIP criticisms/recommendations

- Criticisms of the skill-mix of staff, care planning and robustness of risk assessments have been addressed. The Mental Health Screening Tool has been introduced.
- Medication management has been improved by using trolleys.
- Infection prevention control on House Unit 4B – the area is unfit and refurbishment is needed. This is being considered.
- More therapeutic activity is needed in In-patients - a programme is being developed for use in the new Unit.
- Officers need Mental Health training – awareness training is being developed.
- Lack of privacy/confidentiality in Reception - this has been addressed by providing appropriate screening and the process is now done in the First Night Centre (FNC).
- Lack of privacy in the Treatment room – doors have been replaced and now have a small window.
- No elbow taps on House Unit 6 – this remains a problem and new taps have still not been ordered.

WDP (Formerly Westminster Drug Project)

1. The WDP HMP Woodhill contract scheduled for renewal in October 2015 was extended to March 2018. The commissioner based in Milton Keynes monitors against quality indicators and payment by results outcomes. WDP is responsible for the cost of all substance misuse medications prescribed for men at Woodhill and input into the same establishment agreed drug formulary as the healthcare service, provided by CNWL.
2. All men received at Woodhill are provided with information regarding the WDP service and are able to access both clinical and psychosocial services.
3. WDP detoxification services are based on HU2A, which was completely refurbished to a high standard to accommodate all the requirements needed to provide an excellent service. Treatment rooms, office space and meeting rooms are available and appropriately furnished and equipped. A 24-hour WDP nursing service is available on HU2A.
4. There is now a stable staff team of 21, including the Service Manager. The team includes a clinical lead and prescribing nurse, 4 full time substance misuse nurses, 1 part-time and 1 night nurse, 1 full time pharmacy technician, and 2 full time service support staff. There is a shortage of nursing applicants throughout the health service and agency nurses are employed to fill staffing gaps. Fortunately they know the prison and its policies well and are consistent. A

- pool of 5/6 agency nurses is used to equate to 1 full time staff member. Agency staff also provide emergency cover for unplanned sickness. The psychosocial service is led by a senior practitioner and has a stable staff team of recovery practitioners. The service is supported by 2 full time data administrators.
5. All clinical staff receive two clinical specific training days a year. Day 1 provides annual life support refresher training. Day 2 allows the nurses to choose the topic – Diabetes/Epilepsy was chosen for the most recent training. This is counted towards nurses' annual in-service validations.
 6. WDP sees within 24 hours of their arrival. The screening on HU1B is carried out by a CNWL doctor (50% funded by WDP) to assess substance misuse at arrival. The assessment identifies anyone who may require WDP clinical services. These men are then located on HU2A for their first night in custody and are seen by WDP the following day for a comprehensive assessment.
 7. The WDP service offers integrated recovery pathways together with psychosocial therapies and through-care on release into the community. While prisoners serving less than 4 weeks may be stabilised, those on longer sentences are identified for a detox programme in most cases.
 8. Prisoners can undertake a peer-mentoring course, which is accredited through the Open College Network. They become recovery champions and can then be paid for the work they undertake with WDP. There is a 2-day high impact motivational course available; NOVA (Nurturing, Opportunity, Vision, Aspiration) and recovery champions take part in delivering this. Sessional groups, structured and non- structured are available on many topics and one-to-one sessions are also available with a Key Worker. WDP also provides service user forums.
 9. When WDP started their clinical work in Woodhill in April 2013, there were 130+ prescribed patients. This has continued to decrease.
 10. Targeted work on NPS (New Psychoactive Substances) has been very important during the reporting year. An in-cell work pack on NPS has been produced and a leaflet on spice (synthetic cannabinoid) is now given to all new prisoners. The induction packs also include details of recovery champions, warnings about current drug and alcohol concerns – such as contaminated heroin in circulation, information on TB (asked for by prisoners), the spice leaflet and a harm minimisation leaflet. A weekly spice users group takes place on the house unit and newsletters for the whole prison contain articles written by prisoners about NPS and other drug and alcohol related issues
 11. There is now an NPS toolkit for prisons produced by Public Health England.
 12. Prison search dogs are being trained to detect chemicals which commonly appear in NPS substances.
 13. Testing kits have proved useless in detecting NPS due to the compounds of the substances changing rapidly.
 14. Staff hope that the New Psychoactive Substances Act 2016 will help deter the supply of NPS.
 15. Harm reduction advice is provided regarding NPS use. Abstinence is promoted first and foremost. For a chronic user, the advice given to men on release is to go back to using cannabis and other 'traditional' drugs, which at this time are safer.
 16. The WDP senior practitioner has developed a business case to establish House Unit 2B as a recovery wing where structured group work and programmes covering important work will take place. A course has been developed to be co-facilitated by WDP and Education and this will be accredited.
 17. Key workers have identified the need for counselling in the service. Some WDP staff are undergoing counselling training and are due to make counselling sessions available to prisoners.
 18. A service users questionnaire is produced quarterly for the commissioner of the service.
 19. WDP staff take part in ACCT reviews if the prisoner is their patient or is a resident on HU2A. There are 2 ACCT Assessors in the WDP staff team. Staff also provide input for PPO (Prison and Probation Ombudsman) interviews and coroner's Inquests as required.

5.9 Residential Services

Kitchen & Catering

1. The kitchen's management continues to provide high levels of service and quality despite significant challenges. Yet again the money provided for food has not increased. There are difficulties in providing enough prisoners to work in the kitchen and equipment breakdowns are frequent, but repairs are slow.
2. Low numbers of workers for the kitchen has been a particular problem. Prisoners cannot work unless they have already attained basic English and Maths qualifications and passed security checks. Because so many prisoners do not have these qualifications when they arrive, the numbers available for kitchen work, particularly of foreign national prisoners, is much reduced. The full complement is 25 workers but most of the time there have been less than 20, and on occasions less than 10. The management of the kitchen is to be congratulated for maintaining a full service with such challenges.
3. In April 2016 the prison moved to having a cold meal provided at lunchtime, consisting of a baguette, soup and similar fare. This was implemented to facilitate implementation of a new timetable for running the prison, if anything this change was more expensive.
4. The kitchen also continued to provide special meals for religious reasons, including providing insulated flasks for use by Muslim prisoners during Ramadan. Special diets for health reasons are also provided.
5. Again this year there have been many instances recorded of lunch meals being served early. While this may appear a very minor issue, it results in prisoners being locked up for longer than they should be.

Accommodation

6. This year some areas of the prison have again been undergoing refurbishment while other areas which need improvement have not been touched. Minor repairs have been delayed severely following the transfer of the works function to Carillion.
7. House Unit 5 remained closed all year waiting for repairs to the fabric of the building. It is inefficient that a unit for 90 prisoners has been out of action while the prison system nationally is virtually full. However, if the Unit had been operational, it would have been difficult to find the staff to run it given the prison's chronic staff shortage.
8. Refurbishment of the ground floor of the former first night centre into the In-patients health care unit started before the beginning of the reporting year. It was not in use by the end of the reporting period.
9. On 1 June 2015 responsibility for the maintenance function was transferred from the prison service to Carillion. The first six months of the contract were an extremely dysfunctional period with delays in carrying out minor repairs, cells out of action for long periods of time because of lack of staff or fittings, failures in communications and changes of staff. Attempting to find the reasons for individual delays in carrying out repairs was almost impossible. The prison management was equally frustrated and apparently impotent to get things done. Matters improved somewhat in the second half of the year following determined representations by the prison service at local and national levels, but the service has still not returned to pre-Carillion levels yet.
10. The Board raised many instances during the year of necessary repairs that had not been carried out, including some that reduced operational effectiveness such as cells out of action; some that reduced decency and respect, such as dirty building fabric; and some that were dangers to health such as leaking water pipes and broken catering equipment. In general it was not the prison management's fault that these were not resolved quickly.
11. Inaccurate cell cards were a constant problem throughout the year. Cell cards are placed outside

the cells and record the details of the name and number of the prisoner(s) inside. Inaccuracies in cell cards might appear a minor issue, but if the details are wrong there can be serious consequences. If a prisoner is taken ill or there is indiscipline it is vital to know immediately which prisoner(s) should be in which cell so that the appropriate measures can be taken without delay.

12. Another repeat problem is improvised curtains being put up to cover cell windows and observation windows in cell doors. The prison rule that there should be no curtains is not enforced all the time.

13. For much of the reporting period there was a chronic shortage of cell furniture, in particular lockable cabinets. The situation was particularly bad on the segregation unit

14. The shortage of TVs continues to be a problem, exacerbated if Basic prisoners retain TVs. The Governor was negotiating with Haslar IRC to try to obtain some of theirs.

15. However without doubt the greatest issue causing severe difficulties for the management and prisoners has been the staffing difficulties. The prison has been approximately 20% below its recommended staffing levels resulting in the operation of a restricted regime for prisoners throughout the year. Even the reduced staffing numbers have included a significant proportion of detached duty officers (officers temporarily transferred from other prisons), newly appointed officers still undergoing training or still very inexperienced, and officers temporarily moved from other areas of the prison in order to cover staff shortages and maintain safety. The results are that the prison is operating much below normal efficiency with very deleterious effects on staff morale, sickness levels, operational efficiency and prisoner rehabilitation.

16. The specific effects of the staffing problems on the prison have included:

- A high proportion of officers on Units who do not know the prisoners, the prison systems or the layout of the Unit
- Prisoners locked up for much longer than necessary because there are too few staff to run a normal regime across the prison
- Mistakes being made due to high workloads and too few staff
- Delays in prisoners getting their property, legitimate issues resolved and entitlements to exercise, showers and association
- Less urgent prison processes being delayed because officers have been redeployed to the Units e.g. preparation of sentence plans, issuing of property and correspondence and processing approval of telephone numbers.

17. Recruitment of new prison officers improved during the year, but although the additional staff were welcome, this meant that the proportion of inexperienced officers was as high as 40% of the staff in post for parts of the year. It is to the credit of the management and staff that the prison has continued to operate without a major incident, with reasonable staff morale and no overwhelming prisoner dissatisfaction.

Section 6

OTHER AREAS

6.1 The Prison

1. Although Woodhill appears to be quite stable at the moment, the stability remains fragile. Last year's report indicated significant staff shortages through a combination of staff sickness, high take-up of the voluntary redundancy scheme and a freeze on recruitment. Although the Governor has made a real impact on reducing staff sickness levels, severe staff shortages remain. Restricted regimes and the use of a significant number of staff on detached duty have temporarily eased staffing pressures. However regime slippage has again been a feature of this reporting period. Detached staff from Immigration Removal Centres and from non-high security prisons have had a steep learning curve and are not always comfortable with their placement at Woodhill.

2. Allocating detached staff to units where close observation and staff continuity is paramount has not always been beneficial for the prisoners who need to build positive relationships. The Board believes that the high number of staff from other establishments and the recent rise in the numbers of inexperienced staff has contributed to wide variations in staff engagement with prisoners and inconsistencies of standards from unit to unit. These inconsistencies are very apparent in the use of the IEP policy and in the adjudication process, both of which prisoners generally perceive as unfair and neither the prisoners nor the staff have sufficient confidence in either system. This contributes to an undermining of staff authority.

3. Throughout the reporting year the Board has raised concerns with the poor quality of the application of the IEP scheme. For much of the year there were disagreements between staff and the SMT as to the correct procedure for informing prisoners that they had been placed on Basic regime.

4. The proportion of inexperienced staff on a wing is regularly as high as 40%. Experienced staff are being transferred from areas where very complex prisoners are being held to support inexperienced staff, leaving their areas short of staff and suffering reduced regimes as a result.

5. The high security estate has begun to implement a rehabilitative culture strategy. The Board believes the staffing difficulties and inconsistencies have limited the SMT's ability to drive their ethos forward and develop an enabling environment and rehabilitative culture.

6. Local recruitment was and remains problematic in the Milton Keynes area, which sees almost full employment, relatively high earnings and expensive housing - both to purchase and to rent. Staff support and training suffer as a result of staff shortages, which is unacceptable. Whilst the restricted regime limits prisoners' time out of cell, the regime is predictable and has, in the main, been accepted by prisoners. Most of the staff maintain good relationships with prisoners which has helped to avoid potentially difficult situations.

7. The 2016 HMIP inspection scored Woodhill as follows on a scale of 1 to 4, 4 being the highest: Safety 2, Respect 3, Resettlement 3 and Purposeful Activity 3. Sadly many of the concerns raised about safety have not been addressed fully, largely due to the on-going staffing problems and other problems outside the control of the prison.

8. The Board is pleased that HMP Woodhill was awarded and retained its position as a Level 3 performing prison during the reporting year. Woodhill has also made steady progress on the PNOMIS reporting system. Despite all the good work in the prison over the reporting period, the Board continues to be concerned that HMP Woodhill is operating at permanent staffing levels below what is necessary to maintain decent, safe and rehabilitative regimes.

9. The Board is deeply concerned that prisoner violence towards staff and other prisoners has continued to rise this year.

10. Despite new legislation and real efforts with the Dedicated Search Team there are significant increases in prisoners' use of new psychoactive substances (NPS). This has resulted in numerous medical emergencies and prisoners being rushed to hospital. On one occasion 3 ambulances came to the prison during one afternoon.

11. For the first half of the reporting period the Board dealt with a significant rise in applications relating to problems with pin phone access, getting numbers cleared for prisoners under Public Protection Unit scrutiny and problems with post. The problems were centred around poor staff resourcing and inadequately trained staff. The situation improved in the second half of the year.

12. The Board is pleased to report that a concerted effort was made to resolve the problems with issuing replacement kit and the lack of confidence in the exchange/laundry service.

6.2 First Night Centre/Induction Unit (HU1B)

1. The Board continues to monitor the wing on a weekly basis since it opened in October 2014.

2. The Board is pleased that the reception process was speeded up and staff provide a professional and helpful environment.

3. The Board is concerned with the high number of long stayers and Rule 45 prisoners on the wing. If Rule 45 prisoners remain on the wing, staff have to facilitate a separate regime for them, which reduces time out of cell for all the prisoners. There are also prisoners who refuse to relocate to the main accommodation units. Many claim to be under threat on other wings.

4. The wing has 90 spaces. During the year there was an average of about 20 vulnerable prisoners because there was no space for them on the wing. There were also about 30 prisoners who were located here because they were wing workers or under threat everywhere else in the prison. This meant that only 40 spaces were available for new prisoners undergoing induction. The operation of the unit was severely hampered as a result.

5. Throughout the reporting period the Board has raised concerns that staff do not maintain the cell cards. The situation is particularly bad on here where they are frequently not completed and where they exist, are sometimes inaccurate. While this may appear a minor issue, in the event of emergency accurate records of prisoners' names and their locations are vital.

6. The high number of open ACCTs greatly increases the paper-driven workload for staff. There is a resulting lack of time to engage with, observe and get to know prisoners. There is also insufficient time to answer queries from prisoners. Rather than providing an environment of calm and control, too often the unit feels and looks frenetic and chaotic.

7. Because of the split regime there is increased pressure on the first night and induction wing staff and less time for association. Throughout the year the Unit struggled to maintain this very important facility, in particular, for prisoners who are serving their first period of custody.

8. The Board remains concerned at the number of late arrivals coming through Reception into the wing. Although this reduced over the reporting period, it remains a real concern. Late arrivals may also compromise the safe reception of those coming into prison on their first night, with reduced opportunities for the prison to identify their risk before they are locked up on their first night

Section 7

THE WORK OF THE INDEPENDENT MONITORING BOARD

7.1 Overview

1. The Board members at Woodhill again worked exceptionally hard this year. This small number of fully trained members has undertaken all duties whilst providing mentoring for new members as well as dealing with a large number of applications.

2. All Board members use the secure webmail service (www.cjism.net) to disseminate information, as instructed by the IMB Secretariat and the IMB National Council. As repeated in previous reports, it is a cumbersome and slow system, which frequently fails. Storage space on the system is frustratingly low.

Training

During the reporting year the Board had presentations from:

- the Head of Corporate Services and the Head of Performance
- various Governors on their specific roles
- the Co-ordinating Chaplain
- the Head of Learning & Skills
- the Community Rehabilitation Companies – MTCNovo & BeNCH

Individual Board members undertook training on:

- Conditioning
- ACCT
- Mental Health
- Personal Protection
- Drugs
- Every Contact Matters

Section 7.2 Applications

Subject	2011/12	2012/13	2013/14	2014/15	2015/16
Accommodation	15	8	15	22	9
Adjudications	9	8	14	8	18
Equality & Diversity (including religion)	11	2	8	8	14
Education/employment/training inc IEP	25	28	52	51	47
Family/visits inc mail & phone	51	42	63	66	78
Finance & Pay		10	20	29	20
Closed Visits				7	9
Food/kitchen related	12	10	7	12	7
Health related	78	52	70	60	60
Property (within current establishment)	86	54	47	42	41
Property (during transfer/in another establishment)		20	27	42	57
Canteen, facilities, Catalogue shopping, Argos		8	14	15	10
Sentence related (inc HDC, ROTL, parole, release dates, re-cat, etc.	109	72	92	79	62
Staff/prisoner/detainee concerns inc bullying	54	52	37	67	81
Transfers		17	30	24	20
Miscellaneous	119	104	54	67	34
Returned				92	47
Total number of IMB applications	479	487	550	694	614

Confidential Applications June 2010 – May 2011	197
Confidential Applications June 2011 – May 2012	158
Confidential Applications June 2012 – May 2013	127
Confidential Applications June 2013 – May 2014	102
Confidential Applications June 2014 – May 2015	91
Confidential Applications June 2015 – May 2016	116

7.3 BOARD STATISTICS	
Recommended Complement of Board Members	20
Number of Board members at the start of the reporting period (incl. two members in their Probationary year)	11
Number of Board members at the end of the reporting period (incl. one member in their Probationary year)	8
Number of new members joining within the reporting period	2
Number of members leaving within reporting period	4
Total number of Board meetings during reporting period	12
Average number of attendances at Board meetings during reporting period	8.5
Total number of visits to the prison	576
Total number of segregation reviews attended	60
Total number of applications received (General and Confidential)	785