



Annual Report
of the
Independent Monitoring Board
at

HMP Wandsworth

for reporting year

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Monitoring fairness and respect for people in custody

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1. STATUTORY ROLE OF THE INDEPENDENT MONITORING BOARD

The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison to be monitored by an independent Board appointed by the Justice Secretary from members of the community in which the prison is situated. The Board is specifically charged to:

1. satisfy itself as to the humane and just treatment of those held in custody within that establishment, and as to the range and adequacy of the programmes preparing them for release;
2. inform the Secretary of State for Justice, or any official to whom she/he has delegated authority, where it judges appropriate, of any concern it has;
3. report annually to the Secretary of State for Justice 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, every part of the prison and also to the prison's records.

2. DIVERSITY AND EQUALITY STATEMENT

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

3. DESCRIPTION OF THE PRISON

3.1 HMP Wandsworth was a Local male prison which primarily served the courts in south London. One third of the prisoners were on remand. Although a Category B prison, the majority of the prisoners who were sentenced were Category C. The prison had a very high annual turnover of prisoners, exceeding 12,000 per annum. At any one time there was a mix of prisoners including sentenced prisoners serving longer than a year. At the end of the reporting year there were 9 Indeterminate Sentence prisoners and 11 Lifers. There were also 91 registered sex offenders. 40% of the population were foreign national prisoners, of whom some were due for extradition and some were immigration detainees.

3.2 The prison was built in 1851 and the residential areas remained in the original Victorian buildings. The main prison, known as Heathfield, housed over 1,200 prisoners on five wings. In addition the Trinity Unit housed around 375 Category C prisoners in a separate building of three wings. Vulnerable Prisoners (VPs) were housed in a separated section on one of the Heathfield wings.

3.3 The prison was very overcrowded; Certified Normal Accommodation was 943 men but the Operational Capacity was set at 1,596. The majority of prisoners shared cells which were extremely cramped.

3.4 HMP Wandsworth became a Reform prison in June 2016 with greater autonomy and additional funding. Ambitious plans were drawn up and agreed; not least a recruitment process targeted at the local economy and a transformed activities programme. Such major changes invariably involved a relatively long lead-in time. Additional new recruits did begin to arrive at the prison by the late spring but the full effect of these extra staff was not felt in the reporting year. And despite exhaustive work on the new activities programme, only one of the planned

activities programmes, the Business Hub, had been implemented by the end of the reporting year.

3.5 In April 2017 the government decided that Wandsworth would return to the London and Thames Valley Region. This was as a result of a re-drawing of regional boundaries, and will enable Wandsworth to be included in a wider London estate review. As such, rather than be overseen by an Executive Governor, the prison fell under the control of the Group Director. Despite this, the prison retained its “Reform status”, insofar as it kept its service level agreement and agreed strategy, and will still re-roll into a Reception Prison later in 2017.

4. EXECUTIVE SUMMARY

4.1 The Board were encouraged by the strong leadership displayed by the Executive Governor and No:1 Governors and the commitment of senior staff. The emphasis on decency monitoring and performance had had tangible effects. Most staff took a highly professional approach to their work in circumstances that were far from easy. Incidents, in particular, were well handled with the work of the in-house negotiators deserving particular mention. Notably there were two deaths in custody during the reporting year (one of which occurred in hospital from natural causes) compared to four deaths in the previous year and nine deaths in the year prior to that.

4.2 Nevertheless the continuing staff shortfall affected every aspect of prison life during the reporting year. By year end, although the vacancy figures had fallen, retention rates had improved and new recruits were joining the prison; staffing levels were still inadequate. Overall the prison did not consistently manage to provide a safe, decent and humane environment. This was of great concern to the Board.

4.3 The prison made strenuous efforts to mitigate the staffing shortage by utilising detached duty staff, the Payment Plus scheme and overtime as well as keeping a grip on staff absences. The prison also attempted to provide a more predictable regime with fewer last minute changes and unexpected shut-downs. But the regime was still extremely restricted. Limited free-flow (i.e. unlocking prisoners on a landing or a wing to enable them to get to off-wing activity) effectively curtailed off-wing activity for well over half the prison. As with the previous year it still felt as though the prison had to fire-fight, redeploying staff on a daily basis to the most understaffed functions. Services such as the Library, the Gym and Equalities, frequently lost their allocated officer time to other functions. The lack of officer continuity on the wings also meant providing any pastoral care was extremely difficult and the Personal Officer function was largely absent. Additionally more officers were diverted from prison duties to provide a hospital escort for the increased number of hospital admissions for suspected drug ingestion.

4.4 This report details the effects of inadequate staffing levels as follows:

- Essential monitoring for the Equalities team could not be carried out (5.7);
- Restricted free-flow meant there was no access to off-wing education classes and work activities for most Heathfield residents; (6.2, 10.4, 10.6);
- Do Not Attend rates for prison health clinics were unacceptably high (although further investigation was needed to understand other contributory factors) (7. 5);
- Too many prisoners did not receive second day screening thereby missing important health checks (7.8);

- There was limited access to exercise, showers, association and therapeutic activities in the Addison mental healthcare in-patient unit which was not conducive to a therapeutic regime (8.9);
- Residential activity was restricted, officers were frequently redeployed to unfamiliar wings and the Personal Officer scheme was not in evidence (9.7, 13.1, 13.2, 13.3);
- Telephone call monitoring of high risk prisoners had ceased; this was a security risk (13.19);
- Library attendance was extremely low (13.26);
- The first night in custody experience was poor (14.1);
- Induction provision was unpredictable, particularly in the first half of the reporting year, with some new prisoners not receiving induction (14.7);
- The Visits Hall Closed Circuit TV was unmanned for some of the time; this was a security risk (16.3);
- Prisoners were unable to attend their substance recovery courses (17.6);
- Prisoners were not getting the minimum of one hour's gym per week (18.1).

4.5 The works provider, Carillion, continued to fail to provide a timely repairs and maintenance service which had major implications for the running of the prison. Unrepaired cells remained out of use (sometimes for months in the case of the Addison Unit) and there were delays in the replacement of broken windows, cell door observation panels, in-cell equipment and furniture and Closed Circuit TV cameras. In the kitchens key pieces of equipment were out of action for long periods of time and new equipment remained uninstalled for months (7.2, 8.8, 13.21).

4.6 The existing healthcare facilities were substandard; some of the clinic rooms were extremely small and breached infection control requirements and some clinics had no waiting room (7.3).

4.7 The Addison Unit building was unfit for purpose and, as its waiting list demonstrated, had insufficient beds to meet the needs of the prison (8.8).

4.8 There continued to be delays in transferring prisoners from the Addison Unit to secure psychiatric hospitals; this was partly due to waiting lists at various medium secure units (8.10).

4.9 Violence, both prisoner on prisoner and prisoner on officer, was high. The Board believed this was due to the highly restricted regime, which resulted in increased time spent locked up in cells with a consequent rise in prisoner frustration and boredom, as well the widespread availability of drugs (9.2, 9.6, 9.7, 9.8, 9.10, 15.2, 17.2, 17.4).

4.10 Drugs, including New Psychoactive Substances, were increasingly prevalent in the prison: Visits Hall Closed Circuit TV coverage and dog searching were not available all the time, Mandatory Drug Testing had only resumed in the last month of the reporting year, there were more hospital admissions due to suspected drug ingestion and substance recovery courses were sometimes cancelled (9.8, 15.1, 15.5, 15.7, 16.3, 17.2, 17.4, 17.6).

4.11 The extremely high vacancy levels in the two Community Rehabilitation Company subcontractors, Penrose and St Mungos, cast great doubt on their efficacy (10.2, 11.11, 11.12).

4.12 Prisoners being discharged after 5.00pm continued to have difficulties in accessing their private cash (14.5).

Questions for the Minister's Response

- Do you accept the Board's analysis that, despite improvements in recruitment and retention, inadequate staffing levels are still having a seriously detrimental impact on prison life, in particular violence levels exacerbated by drug availability, and consequently establishment figures need to be re-examined as a matter of urgency (5.7, 6.2, 7.5, 7.8, 8.9, 9.7, 10.4, 10.6, 13.1, 13.2, 13.3, 13.19, 13.26, 14.1, 14.7, 16.3, 17.6, 18.10)?
- What progress has been made regarding the delays in transferring severely mentally ill prisoners to secure psychiatric hospitals (8.10)? This is the fourth year running that the Board has raised the issue of delayed transfers with the Minister.

Questions for Her Majesty's Prison and Probation Service

What is being done to:

- facilitate the provision of healthcare facilities that are fit for purpose (7.3, 8.8)?
- ensure the prison has sufficient in-patient mental healthcare provision to meet prisoner needs (8.10)?
- ensure that Carillion, the prison contractor for maintenance, repairs and replacement, delivers a timely and effective service (7.2, 8.8, 13.21)?
- improve the performance of the Community Rehabilitation Company and its subcontractors (10.2, 11.11, 11.12)?
- implement the decision to make the prison a hub for the new regional dog team and to provide cover when the allocated dog handler is on leave (15.7)?

Questions for the Governor's Response

Within the current staffing constraints what is being done to:

- improve attendance levels at education and work sessions (6.2, 10.4, 10.6)?
- reduce Do Not Attend rates and improve second day screening coverage (7.5, 7.8)?
- minimise the redeployment of staff and, in particular, ensure greater continuity of wing staff and First Night staff (13.2, 14.1)?
- ensure there is adequate monitoring of visitors, including Visits Hall Closed Circuit TV coverage and dog searches, to reduce the amount of drugs available in the prison (15.1, 15.5, 15.7, 16.3, 17.2, 17.4)?
- re-introduce telephone monitoring of high risk prisoners (13.19)?
- increase the number of prisoners attending the Heathfield library (13.26)?
- improve prisoners' experience of their first night in prison (14.1)?
- ensure all new prisoners receive a full induction programme (14.7)?
- ensure that all discharged prisoners are given their private cash immediately upon release (14.5)?

- provide a minimum of one hour's gym to all prisoners (18.1)?

5. EQUALITY AND INCLUSION

5.1 At the end of the reporting year the prison population was 1542 of which there were 612 Foreign Nationals made up of 74 nationalities. The largest number were Polish (112) followed by, Romanian (70), Albanian (65), Lithuanian (24) and Irish (19).

5.2 In the first instance, where a prisoner was not an English speaker a fellow national was sought where ever possible to translate; prison staff also had access to the "Big Word" translation service. The prison made links with the Wandsworth Refugee Network (WRN) who provided friendship in appropriate languages to foreign nationals that did not have visitors; visiting was organised through the Social Visits system.

5.3 The age profile ranges of the prison at the end of the reporting year were 18-24 years (263), 25-34 years (569), 35-44 years (365), 45-54 years (244), 55-64 years (79), 65 years and over (22).

5.4 At the end of the reporting year the prison had a total of 45 registered disabled prisoners. There were seven wheelchair users based on C wing on Level 1 thereby allowing them easier access to services, facilities and the exercise yard. As the library was relatively inaccessible it provided a book trolley service to C1. Wandsworth Social Services continued to provide social care services to those prisoners that had social care needs. Assistance was also provided in some circumstances by staff and prisoner Equality reps.

5.5 Personal Emergency Evacuation Plans (PEEP) were a priority in the prison. Prisoners that required a PEEP were identified during induction and their plans reviewed when they changed wings. There had been some confusion over which grades should complete the PEEP; this had been resolved and the system was working well.

5.6 At the end of the reporting year the prison had three transgender prisoners. There was a small stock of female underwear and female products available for such prisoners.

5.7 The Equalities Team was made up of a part-time Governor, a Manager and one Administrator plus an attached officer. The officer's post was filled by any number of officers throughout the year and was severely affected by regime changes and redeployment. The effectiveness of the team was hugely compromised by the non-permanency of the allocated officer. The Board was concerned that the lack of a consistent officer presence on the Equalities team reduced its effectiveness.

5.8 Equalities surgeries were held on the wings for prisoners who had concerns regarding discrimination, exclusion, bullying, etc. In addition prisoners could also submit a Discrimination Incident Reporting Form (DIRF) if they wished. The Zahid Mubarak Trust continued to oversee prisoner appeals against the prison's responses to their DIRFs. The number one Governor took an active interest in this area and personally reviewed all draft replies to DIRFs.

5.9 In the previous year it was reported that no discrimination was found on racial grounds in the administration of the Incentive and Earned Privilege (IEP) levels nor in the use of force. In the reporting year no such analysis took place.

5.10 The accuracy of Equalities recording was questionable as the "First Night in Custody" form was not always completed by all prisoners.

6. LEARNING AND SKILLS

6.1 When the new Reform agenda was launched in June 2016, it was clear the prison's education provider, Novus, was fully committed to putting learning at the heart of prison life. Education took place in numerous locations across the establishment. As well as traditional classroom delivery, education services were provided via the construction and barber workshops; Radio Wanno; the National Vocational Qualification (NVQ) programmes in the staff canteen (Rolls Direct) and the prison kitchen; and specific provision, albeit limited, on C Wing for VPs. Literacy, language and numeracy courses increased over the year, accounting for approximately 38% of overall provision at year end. Vocational training courses and Personal and Social Development courses accounted for a further 40% and 22% respectively. During the year approximately 50 prisoners were enrolled in distance learning/Open University courses.

6.2 Unfortunately enabling access to this relatively broad range of educational provision remained a challenge. A major factor was the chronic lack of officers and the resultant restrictions to the regime and the cessation of free-flow (i.e. unlocking prisoners on a landing or a wing to enable identified prisoners to be escorted to off-wing activity). An emergency regime which restricted free-flow and limited access to off-wing education provision to the three Trinity wings, was introduced as a short-term measure to get through the summer but remained in place thereafter. The only modification was the reintroduction in November of free-flow to B wing thereby providing B wing access to part-time off-wing education. By the end of the reporting year this was still the case and A, C, D and E wings still had no access to off-wing educational activities. The Board was greatly concerned at the very limited access to education for most Heathfield prisoners.

6.3 An additional problem throughout the year was that late lunchtime rolls often led to late free-flow and a severely curtailed afternoon education session. There was however, a concerted effort led by the Governor to rectify this situation in the New Year.

6.4 Teaching standards, as measured by various recognised criteria, improved throughout the year. Retention rates remained high at 97% and success rates as of May 2017 were on target. It was particularly encouraging that prisoners accessing learner support increased from 56 in the previous year to 416 at the end of the reporting year.

6.5 Attendance against initial course registration was running at 63% at year end against a Key Performance Indicator of 75% and although not good was a vast improvement on the summer when it had sunk as low as 25%.

6.6 There continued to be a problem with prisoners having their learning needs assessed, with only a quarter of the entire prison population having their Basic Key Skills in English and Maths assessed at Induction. On a positive note, all prisoners who were enrolled in education had Individual Learning Plans for each of their courses that recorded their progress towards course targets. Prisoners' sentence plans did not appear to address their learning needs or influence the educational provision on offer in the prison. It was of concern to the Board that there appeared to be little read-across between a prisoner's sentence plan and their assessed learning needs or learning provision.

6.7 Enrichment from additional Reform funding led to the introduction of innovative programmes such as Creative Writing and Wall Art. Highlights of the year included ten men

graduating from the Middlesex University 'Learning Together' module and the Vocalise Debating team (who had been mentored by trainee barristers from Grays Inn) winning three debates against external teams. In addition the new Business Centre started an NVQ in Business Administration.

7. PRIMARY HEALTHCARE

7.1 Healthcare services were provided by a consortium of providers; namely, St George's Healthcare University Hospitals NHS Foundation Trust (physical health services and substance misuse services), the South London and Maudsley NHS Foundation Trust (mental health services and substance misuse services), NHS Dentist, and Pitman & Risner (opticians' services).

7.2 As noted in reports from the previous two years, the four main problems facing the primary healthcare service in order of importance were: lack of officers to escort prisoners to clinics and hospitals and the consequent knock-on effects, nurse vacancy levels, poor healthcare facilities and delays in carrying out repairs to medical facilities and cells (particularly on the Addison Unit).

7.3 The existing prison healthcare facilities were substandard. Some of the clinic rooms were extremely small and unfit for purpose and provision was scattered across the prison resulting in more officer escorts being required. The majority of the clinic rooms breached infection control requirements and often had no waiting room so prisoners had to wait on a wing corridor. If there had been more clinic rooms meeting the required standards additional services such as physiotherapy clinics could have been offered.

7.4 Primary care services (nurse and GP clinics) were provided in clinics in the Heathfield Health Centre on B2, on C1 for vulnerable and disabled prisoners and on the Trinity Unit. All other clinics were housed on the Magdalen Health Centre. Cancellation of clinics for Healthcare operational reasons continued to be high but the number cancelled due to prison operational reasons dropped dramatically in the last few months of the reporting year. Due to low attendance rates the sexual health clinic had been reduced from two to one session a week but attendance still remained poor. As a consequence there was an increased clinical risk associated with a reduced ability to monitor HIV prisoners, particularly those on cyto-toxic medications. This was of concern.

7.5 The Did Not Attend (DNA) rates at prison health clinics had increased, averaging around 35% over the four month period February to May compared to 21% in the previous year. Insufficient officers being available to unlock and escort prisoners to clinics contributed to the high DNA rates. A survey found the commonest reasons for DNAs were: prisoner refusal to attend, prisoner not in cell, clinic ran out of time, no reason given). Clashes with other appointments (social/legal visits and court appearances including video appearances) was another contributing factor.

7.6 At the end of the reporting year (May 2017) waiting time for an appointment at a GP clinic was two weeks, nurse clinic - one week, dental clinic - seven weeks, sexual health clinic - 20 weeks, smoking cessation clinic - 21 week, opticians' clinic - 22 weeks and podiatry clinic - 26 weeks. There had been little improvement since the previous year.

7.7 Tuberculosis screening had been up and running since June and by March over 18 clinics were being run every month. Colorectal screening commenced in January.

7.8 The proportion of new and transferred prisoners screened in the first 72 hours of their arrival was around 75% in the last four months of the reporting year. This maintained the improvement shown in the previous year but the fact remained that at the end of reporting year unscreened Heathfield prisoners numbered around 141 - 9% (of which 71 had refused screening) and unscreened Trinity prisoners numbered 38 - 11% (of which 26 had refused screening). Again insufficient officers were available to collect all the new prisoners eligible for screening. Screening for blood borne viruses (such as Human Immunodeficiency Virus, Hepatitis B, Hepatitis C) had been introduced at the beginning of April and at the end of the reporting year the prison had the highest screening rates of all London prisons.

7.9 There was a clear reduction in numbers of missed scheduled hospital appointments due to the unavailability of an officer escort. For the six month period April 2016 to September 2016 on average two appointments a week were missed, in the six month period October 2016 to March 2017 it had dropped to one a week.

7.10 The six bedded Jones in-patient unit continued to provide nursing care to prisoners who were physically unwell but did not need to be admitted to hospital. There were an increased number of prisoners admitted to hospital during the reporting year.

7.11 There had been a significant recruitment programme to attract more nurses; this had some success despite the national challenges of recruiting registered nurses. The prison vetting process had a significant adverse impact on recruitment; at year end there were over 40 new healthcare staff waiting to be security cleared, some of whom had been waiting for over six months, and such lengthy delays invariably meant some staff chose to take up posts elsewhere.

8. MENTAL HEALTH

8.1 The South London and Maudsley NHS Foundation Trust provided both primary and secondary care mental health services to the prison.

8.2 The Board was pleased to see developments and improvements during the reporting period. Although the aim of the prison to provide a service comparable to that which would be available in the community was not achieved, mental health services in the prison were adequate and improvements were being made.

8.3 Owing to the limited waiting area in the Magdalen Health Centre, initial assessments for the Old Age clinic and the Neuro-Development clinic were still being carried out on the wings.

8.4 The Primary Mental Health team dealt with prisoners with mild to moderate mental health illness on the wings, receiving an average of eight referrals a day through the year, with 96% being seen within 48 hours.

8.5 Staffing remained stable, though delays in vetting resulted in some recruited staff not taking up the job; all vacancies were successfully filled by agency staff. A new Learning Disability Nurse post was advertised and filled. Interviews for new staff for the Addison Unit and the Primary Care Mental Health and In-Reach teams had input from Addison patients, prisoner Healthcare reps and orderlies who undertook certificated training for this.

8.6 The volunteer-provided psychotherapy counselling service continued to offer 16 weekly counselling sessions for up to 30 prisoners at a time, the waiting list being 16 weeks. A vacancy on the team for a Band 7 full-time psychologist was covered from April by a locum.

8.7 The In-Reach team provided secondary care for prisoners experiencing severe and enduring mental illness who could be managed on the wings. There were no vacancies in the team.

8.8 The 12-bed in-patient Addison Unit housed prisoners suffering from severe and enduring mental illness who were too ill to remain on the wings. The Board was concerned that the Unit was not fit for purpose. Staff were aware that cells had many potential ligature points, necessitating careful monitoring of vulnerable patients. Severely distressed patients sometimes smashed up their accommodation causing cells to be out of use, often for long periods of time (up to six cells during June, five in July and four in August). This in turn exacerbated the waiting list with too many severely mentally ill prisoners being kept inappropriately on the wings or temporarily placed on the Segregation Unit or the Jones Unit. During one week in August six prisoners were on the waiting list. Sometimes prisoners refused to take their medication, so in effect were not being treated. In July a new Offender Mental Health Care Service and Business Development Manager was appointed who followed up the delays in cell repairs assiduously with the works provider, Carillion, and the speed of repairs did improve substantially. Despite this the waiting list rarely dropped below three. The Board was concerned that the number of places on the Addison Unit was insufficient to meet the needs of the prison population.

8.9 Earlier in the reporting year the regime on the Addison Unit had been particularly restricted due to the limited provision of officers. The situation was greatly improved by the allocation of a dedicated SO, but at year end a lack of officers on the Unit after noon on Saturdays and Sundays was resulting in patients being denied exercise and showers on two consecutive days. The highly restricted regime, with severely mentally ill prisoners being locked up for most of the day, was a matter of disquiet for the Board.

8.10 About 55% of Addison patients were eventually transferred to secure psychiatric accommodation. The aim was to transfer such prisoners as quickly as possible; delays continued however, partly due to a national shortage of secure psychiatric beds. Delays in transferring severely mentally ill prisoners had been raised as a cause for concern in annual reports dating back to 2009 and the question had been specifically raised with the Minister in the last three reports. The Board was concerned that there appeared to be little sign of improvement.

8.11 There was improved communication with officers on the wings. For example, the manager for mental health care supported and advised officers at multi-agency reviews for a prisoner held in Segregation who was a serious self-harmer, and officers attended Care Programme Approach meetings for patients being transferred from the Addison Unit. InReach staff accompanied prisoners transferring back to the wings to ensure that information was passed on to wing staff and prisoners were settled.

9. SAFER CUSTODY

9.1 Safer Prisons meetings were held monthly and covered the monitoring and addressing of issues around safety, violence and self harm. Matters discussed included Assessment, Care

in Custody Teamwork (ACCT) management, Listener feedback, serious incidents recording and learning points, violence reduction processes, constant and heightened supervision cases, Death in Custody (DIC) and inquests.

9.2 There were 694 new ACCT documents opened compared with 660 the previous year. They were mainly issued due to self harm. D wing prisoners, the majority of whom were substance misusers, had a large number of ACCTs opened although E wing consistently had the highest number due to being the first night in custody wing. The quality of entries improved during the year although there were several instances where the checks were too regular (and hence predictable by the prisoner) or the paperwork was inadequate. Multi disciplinary reviews had not always been done on time although towards the end of the reporting year there were noticeable improvements. Care maps remained poor, particularly those for the more violent prisoners, and referrals for counselling continued to take too long. Better risk management was needed for the more violent prisoners.

9.3 Complex case review meetings, chaired by a governor, were held regularly on weekdays throughout the year. Safer Prisons staff produced valuable notes and follow-up actions on decisions taken. However attendance by Immigration, Chaplaincy and wing staff was spasmodic.

9.4 There were two DICs during the reporting year, one was self inflicted and the other was due to natural causes and occurred in hospital. There were four DICs in the previous year and nine DICs in the year prior to that.

9.5 Three inquests, each lasting two weeks, took place at the end of the reporting year. This was time consuming and extremely stressful for the prison and healthcare staff involved. The three cases related to deaths that had occurred between 18 months and three years previously.

9.6 With regard to violence reduction various initiatives were implemented during the year. 116 Body-Worn Cameras (BWCs) were introduced which, although officers were initially slow to take up, eventually proved to be highly effective at adjudications and for the de-escalation of incidents. A staff quality of life survey was carried out which found that half the respondents felt safe within the establishment with the other half highlighting broken observation panels, lack of staff and Closed Circuit Television (CCTV) not working as areas of concern. Conflict resolution training was introduced for both staff and prisoners. The Wiping Out Violence In Prison initiative was launched as a tool to reduce the amount of violence within the prison; it was suspended due to poor take-up by staff.

9.7 The lack of sufficient staff during the year and the consequent restrictions of the planned regime resulted in prisoners frequently being locked up for long periods of time; this was a likely contributory factor to the high levels of violence.

9.8 Safer Prisons staff believed debt issues relating specifically to drugs and mobile phones had resulted in more incidents of violence. Drones were a contributory factor to the increased supply of drugs and mobile phones, particularly in the earlier part of year. The increased presence of a New Psychoactive Substance (NPS) known as "Spice" was a major problem with some users requiring hospitalisation.

9.9 Staffing levels were adversely affected by the increased number of hospital escorts as well as the number of constant and heightened observations required in the prison itself. Several

of these cases had involved prisoners transferred in to Wandsworth from other establishments following major incidents.

Although the number of recorded assaults was less in the reporting year (313 of which 173 were prisoner on prisoner and 140 were prisoner on staff) compared to the previous year (404) there did appear to be significant under-reporting in the earlier part of the year. In the last three months of the reporting year there was a general view that the number of assaults and self harm incidents had fallen. This was ascribed to various factors: including strong leadership from the new Governor, improved practice particularly regarding assaults on staff and increased use of BWCs. Nevertheless the Board remained concerned at the levels of violence in the prison.

Listeners

9.10 There were around 30 prisoner Listeners trained by the Samaritans who provided a valuable service to the prisoners. There were many instances when they were called out to give basic induction information, such as how to obtain foreign PINs, getting clothes into the prison, etc. Due to capacity issues not all first nighters were put onto the induction wing. Too often the same few Listeners were called rather than officers using the Listener rota; this was particularly true at night and then there were often delays in returning the Listener to his cell. However, previous issues of failure to unlock Listeners when required had been resolved and officers were generally more supportive. Two dedicated Samaritan portable phones were placed on the Centre to be taken to individual cells for prisoners who did not want to use the Listener service. This was a marked improvement on previous years.

10. PURPOSEFUL ACTIVITY

10.1 The Reform team's efforts to develop an innovative education-centred purposeful activity programme were commendable. In the autumn the team launched 'HMP Wandsworth - Our vision', a set of Education, Training and Employment recommendations designed to put education at the heart of every prison activity. In January the framework for the programme, in the form of business plans for fourteen Centres of Excellence, was signed off by the Governor. The first of these, the Business Hub, began operating in December but the implementation of the other centres was delayed by the complexity and volume of the construction projects needed, which had to compete with the other construction demands needed to remodel Wandsworth as a reception prison.

10.2 By the autumn the Quality Improvement Group, a monthly joint meeting of prison staff, Novus, the Community Rehabilitation Company's (CRC), the library service and other stakeholders, had been restructured to become a much more effective scrutiny body. Robust processes were introduced to provide effective reporting and measurement of progress including a live data dashboard fed by all stakeholders which reported monthly against the Key Performance Indicators and the Quality Improvement Action Plan. Similarly the monthly prison Reducing Reoffending meeting was taken in hand. Whilst it was still early days, by the end of the reporting year the improvement in both was commendable. The most serious failing was the lack of engagement by the London CRC's sub contractor, Penrose, which was so chronically understaffed, that despite the best efforts of its skeleton staff, it often failed to provide the required information.

10.3 As part of Reform the role of external partners became much more central and as the year developed more programmes were introduced including In Cell Work Out, Waves Plan B Mindfulness, Sound Training, the St Giles Purple Army Peer Mentoring Programme, StandOut courses for employability and employer engagement skills as well as the Greening Up of Wandsworth project from the Conservation Foundation.

10.4 Severely restricted free-flow, late lunchtime rolls and frequent failure to unlock resulted in ongoing problems throughout the reporting year. The lowest work attendance rates were over the summer period when an emergency, heavily restricted, regime was first introduced. Reasons for low enrolment and then failure to attend by those prisoners on the unlock list proved complex. The 'Reducing Reoffending Needs Analysis', completed in January, was informed by a prisoners' survey. There was also a comprehensive Learner Survey carried out in April which covered all the workshops, namely: Prisons Information Communication Technology Academy, Fine Cell, British Institute of Cleaning Services, Motor Bikes, Graphic Design, English for Speakers of Other Languages, Multiskills, the Barber shop, Radio Wanno, Art, Web Design and IT. Almost all learner respondents expressed strong approval of provision. In addition regular focus group meetings were held and a Learning and Skills Quality Calendar was introduced.

10.5 It was of great concern to the Board that throughout the reporting year it was only possible to offer purposeful activity and education to a very limited number of prisoners on Heathfield. With free-flow restricted to B wing, efforts were made to house all prisoners wishing to work and/or attend education/employment classes on B wing but this was not always possible and work opportunities on other Heathfield wings were very limited – to illustrate, at one point on A wing there were only 25 places for a population of 295. Trinity prisoners had more access to off-wing work places but by year end full-time work was only available to one of the three Trinity wings.

10.6 The allocation of jobs by the Activities Hub required improvement. All too often delays in processing prisoners' applications were put down to problems in security vetting although the reason for this was not clear. In October only 120 Trinity prisoners (30% of the Trinity population) were on the unlock list for off-wing work. In the New Year allocation and take-up of work did improve, but there continued to be a large number of men on the unlock lists from Heathfield and Trinity who failed to attend their activities. Even when those with justifiable reasons were excluded from the figures and regime related cancellations of freeflow were taken into account the number was unacceptably high. From April, as part of a robust answer to the low take-up figures earlier in the year, all men on Trinity were expected to work (H wing full-time, G and K wings part time) with IEP sanctions for non compliance and work being compulsorily allocated to non compliers.

10.7 In a challenging year there were notable success stories. In June Bounceback launched the Dry Lining course; it was consistently well attended with much enthusiasm about the real job opportunities provided. In November there was an extremely successful Information Fair held on Trinity with over 30 outside organisations participating. As part of the HM Prison and Probation Service funded Grant Programme there were three successful Dragons' Den style events with outside businessmen and celebrities on the panels and in March Pret a Manger gave an excellent, well-attended presentation about job possibilities in its outlets.

11. RESETTLEMENT

Offender Management

11.1 In the previous year there were 12 Offending Supervisors in post; in the reporting year this had dropped to 5.8 posts and the Offender Supervisors' role was changed to focus on serious offenders. Prisoners' Applications to the Board concerning sentence-related issues had dropped from 401 in 2015-2016 to 239 in the reporting period.

Sentence Calculations

11.2 The target time for completing sentence calculations was 5-10 days from sentencing. At the beginning of the previous year there had been a very large backlog which was finally eliminated by year end; the Board was pleased to see that in the reporting year sentence calculations continued to be completed within target.

Categorisation

11.3 The target time for completing categorisations was four days from receiving the relevant information (which should be three weeks from sentencing). Complicating factors included licence recall and public protection issues as well as delays in obtaining information from external sources. Performance varied but at the end of the reporting year there were no backlogs.

Offender Assessment System (OASys)

11.4 The target time for this assessment was eight weeks from being sentenced for high risk prisoners and 12 weeks for both medium and low risk. The number of outstanding assessments varied considerably throughout the reporting year, ranging from 134 to 184. The last few months of the reporting year showed a downward trend.

Home Detention Curfew

11.5 The number of prisoners eligible for Home Detention Curfew varied from week to week. The Board recognised that there had been considerable efforts to address past backlogs and that after a change in management backlogs were successfully under control. There were no backlogs at the end of the reporting year.

Lifers, Indeterminate Sentence for Public Protection and Release on Temporary Licence

11.6 At the end of the reporting year there were 11 Lifers; a decrease of 18 from the previous year. There were 9 Indeterminate Sentence prisoners, a decrease of 8 from the previous year. There were no prisoners released on temporary licence.

Public Protection and Rehabilitation

11.7 At the end of the reporting year there were 285 prisoners held under the Multi Agency Public Protection Arrangements, a decrease of just five from the previous year. Of these 91 prisoners were registered sex offenders.

Reducing Reoffending

11.8 During the reporting year there were some 2,000 releases into the community, an average of 38 per week. Making sure that those released had accommodation to go to and wherever possible, a job, training or other meaningful activity was an essential part of the drive to reduce reoffending.

11.9 The prison provided a wide variety of courses to train and equip prisoners for work upon release (see section 10). The major problem continued to be lack of staff to escort prisoners to and from their place of work.

11.10 The National Careers Service (NCS) provided a careers service to help direct prisoners to suitable work on release. Over the reporting period they worked with 100 – 150 men per month. A number of businesses actively worked with the prison to help train and recruit prisoners so that they could move straight into employment on leaving the prison. The NCS was not able to collect data to measure the success of their efforts.

11.11 Housing was a key element of successful resettlement and reduced recidivism. St Mungo's provided a housing service through their contract with the Community Rehabilitation Company (CRC). They, like the CRC, were severely understaffed throughout the reporting year. Typically about half of prisoners completing a Basic Custody Screening Tool 3 (BCST3) requested support with accommodation. Overall about two-thirds of prisoners who completed a BCST3 were released into settled accommodation. Given the fact that nearly half of prisoners were not BCST3 assessed it was highly likely that a significant number of prisoners left prison with no accommodation or assistance in obtaining accommodation during the year. This was of concern to the Board.

11.12 Overall the Board was concerned that the high level of vacancies in both the CRC and St Mungo's teams had severely reduced their effectiveness at providing a prisoner resettlement service.

12. SEGREGATION

12.1 The Segregation Unit operated at near capacity for much of the reporting year. Across the 13 residential cells, 66 out-of-use occasions were recorded with in-cell vandalism being the primary cause.

12.2 The number of long stay prisoners, which was reported previously as a problem for the Unit, had been substantially reduced. The introduction of regular regional-level reviews of segregated prisoners after 42 days may have accounted for the reduction in numbers; in the reporting period four segregated prisoners were reviewed at either 42 or at 84 days.

12.3 The Segregation Unit's two special accommodation cells were used 23 times in the reporting year, with six prisoners accounting for a high proportion of these occupations. The body belt was used on one occasion.

12.4 The Board considered that the number of segregated prisoners requiring multi-officer unlock had increased, but the prison did not maintain a centralised record of this so the exact number was not known.

12.5 Good Order and Discipline (GOOD) reviews frequently did not start on time because of the late arrival of the responsible Governor, or on occasion of the need to find a Governor to take the reviews. Other key staff, such as from Healthcare, were absent on occasions. Together, these problems compromised the effectiveness of the reviews.

Adjudications

12.6 The number of Governor Adjudications increased substantially from around 3,700 in the previous year to 4,235 in the reporting year. In previous years, failure of the reporting officer

to attend and present evidence had a negative effect on the adjudication process, with Adjudications often having to be adjourned or dismissed. In the later part of the reporting year, this problem had been reduced by using evidence from BWCs rather than requiring reporting officers to attend in person.

12.7 The number of prisoners fined in the reporting year was 86 and the total fines levied were £6,435; this represented a significant increase on the previous year. The proportion of fines collected by the prison, however, continued to be low.

12.8 The number of Independent Adjudications under a District Judge was 2,216; this represents an almost doubling in number for the second year in a row. The Independent Adjudicator added a total of 10,345 days to prisoners' sentences. As with Governor Adjudications, the use of BWC evidence had increased the effectiveness of Adjudications.

13. RESIDENTIAL SERVICES

Wing Accommodation - Heathfield

13.1 The low recruitment and poor retention of staff resulted in serious staff shortages which had a major impact on prisoners. High levels of staff sickness compounded the problem. Consequently the planned regime on Heathfield was frequently cancelled at very short notice or no notice at all. However in the autumn the prison was allowed to implement a more locally targeted and speedier recruitment process which had increased the number of recruits.

13.2 Redeployment of staff between wings continued so officers frequently ended up working on wings where they did not know any prisoners. The Personal Officer scheme, whereby each prisoner was assigned an officer to act as their point of contact whilst within the prison, was not much in evidence.

13.3 When no work was available for Heathfield prisoners they were locked up for much of the day which was detrimental to their wellbeing. A restricted regime was implemented during the summer and early autumn during which time prisoners did not go to work or education classes at all. This was of great concern to the Board.

13.4 The system of general Applications was poor. Prisoners' Applications were not responded to or were responded to late causing an upsurge in the number of complaints to the prison. Similarly the tardiness and poor quality of initial replies to complaints caused further complaints to be made. However, the appointment of wing based clerical staff to deal with prisoners' administrative queries had had a very positive impact on prisoners.

13.5 Prisoner Consultation wing meetings were not always held regularly with the exception of D wing. A Prison Council was established to give feedback from prisoner representatives from each wing but this was not held sufficiently frequently. It was apparent from both these forums that poor communication on a variety of different matters caused immense frustration to prisoners; in particular when they were locked up for long periods without knowing the reason. Information posted on wings generally was very poor or out of date.

13.6 The introduction of monthly decency checks highlighted deficiencies in the supply of kit and in-cell furniture, missing privacy curtains and lack of televisions and kettles as well as issues relating to wing showers being out of use and non-operational landing phones. The decency checks did result in quicker remedial action which was well overdue.

13.7 The Board raised concerns about the rubbish around the prison, particularly items of food being thrown out of cell windows and not cleaned up sufficiently quickly. Towards the end of the reporting year there was a marked improvement with prisoners regularly cleaning areas outside Heathfield as well as working on gardening projects to improve the environment.

Wing Accommodation - Trinity

13.8 Last year's report noted the progress that had been made towards a regime of the sort expected in a category C establishment. At the end of the previous reporting year the proportion of category C prisoners on Trinity varied between 80% and 85%. In the reporting year the percentage was regularly above 90%.

13.9 The management of the Unit made considerable efforts to create a positive image: promoting a harmonious community, taking responsibility for one's actions and providing opportunities. This message was promulgated both within the Unit and as an encouragement for suitable prisoners on Heathfield to transfer to the Unit.

13.10 Prisoner Consultation meetings were held regularly with the Trinity Governor, Custodial Managers and staff from functional areas to discuss issues on the Unit. Discussion in these meetings was constructive. The prisoner representatives, however, were picked by management and tended to comprise men resident on the full-time workers' wing rather than the other two wings. The Governor also instigated a regular monthly surgery with opportunities for 10 men to raise issues with him. Too often, however, the issues raised should have been resolved at a more functional level.

13.11 Issues raised at prisoners' meetings were largely domestic: the efficiency of cleaning, the state of the showers, regularity of exercise and gym, slowness of repairs, the availability of cell keys, kettles and televisions; as well as prison-wide matters such as the canteen list. Many items raised were reflected in improvements during the year. However, the schedule to refurbish showers which was originally planned to be concluded by February 2017 had not been completed by the end of the reporting year.

13.12 A survey of prisoners was conducted in December. It showed that 91% of men felt safe on the wing but that 94% did not feel that issues they raised would be dealt with satisfactorily. Although the atmosphere on Trinity was invariably more relaxed and open than on Heathfield, the Board still received complaints from Trinity prisoners, familiar with other category C prisons, that Trinity did not run as a proper category C regime – their expectation being more time out of cell, and more freedom of movement. Staffing levels and the physical constraints of a Victorian prison were usually blamed for this, but one visiting Governor compared the regime favourably with other Victorian prisons.

13.13 By the year end the Trinity library, which was located within the Unit, was operating well with morning and afternoon sessions each day, when not used for classes such as creative writing.

13.14 Information and the availability of forms was good and many prisoners were very supportive of new prisoners who had come straight to Trinity and missed out on the normal induction process.

13.15 The Board believed that all prisoners on Trinity (subject to the normal exceptions) should have been in work or education – preferably full-time. In a sample week at the end of February,

1756 half-day off-wing activity places were allocated with attendance of 1040. This compares with 3312 places that would be required to fully occupy all the men on the Unit – this represents a 53% availability of off-wing work and 31% actually occupied off-wing (if, on the other hand, one adopts the lower target of one-third of the Unit working full-time and two-thirds part-time, those percentages were 79% and 47% respectively). From the middle of April, Trinity became a mandatory working unit, with all men expected to take up some form of purposeful activity with one wing housing full-time workers, one morning workers, and one afternoon workers. Failure or refusal to attend would lead to an IEP sanction. The end of the Board's reporting year came too early to assess how far this policy was successful.

Property

13.16 At the end of 2016 a new system was introduced for the distribution of incoming property to prisoners. This system involved the employment of two full-time prisoner orderlies in the Property room and the appointment of a prisoner orderly for each wing who collected and distributed property to the prisoners on his wing once a week. The introduction of the system speeded up the distribution of prisoner property but required careful monitoring by the Property staff and administrative wing staff to ensure the orderlies handled the property with integrity.

13.17 In the reporting year there were 336 applications to the Board relating to prisoners' missing property, of which 222 related to property within the prison and 114 to property in other prisons.

Mail/Censors

13.18 During the year the responsibility for delivering mail to the wings was shifted from the Censors staff to the wing staff so that Censors staff sorted the mail and placed it in the wing cubby-holes in the post room and wing staff collected their mail and took it back to their wings. The onward distribution to the wings was a recurring cause of concern for the Board throughout the year and large back-logs of mail repeatedly accumulated in the wing cubbyholes. At the end of the reporting year the severity of the problem appeared to have reduced.

13.19 Since July there had only been one PINs clerk on duty at any one time (previously there were two clerks). In addition to its main role of updating phone details for prisoners, the PINs department had responsibility for the monitoring of telephone calls by those prisoners who were deemed a security or public protection risk; unfortunately, due to the reduced staffing level, monitoring for those prisoners with public protection concerns had not been done for much of the reporting year. (Monitoring had been consistent for those of interest to the police or counter-terrorism unit.) The Board was concerned that ceasing to monitor prisoners' telephone calls was a security failing.

Prisoners' Money

13.20 The introduction of electronic transfer of funds to prisoners' accounts during the reporting year reduced the volume of correspondence relating to prisoners' money, though there were still about 50 recorded delivery letters per day. By the end of the reporting year about 70% of prisoners' money was received by electronic transfer.

Kitchen and Food

13.21 The installation and repair of equipment continued to be a major issue; for the last three months of the reporting year four pieces of kitchen equipment worth £80,000 sat in the stores waiting to be installed. There was little improvement in the works service provided to the kitchens by Carillion; they appeared unable to deliver a timely and efficient service. The Board felt this continued to be a major issue of concern.

13.22 The staff canteen, Rolls Correct, was refurbished in the late spring and introduced a NVQs level 3 training programme for the prisoners working there.

13.23 A shortage of kitchen workers and high turn-over were problems earlier on in the reporting year but steadily improved as the year progressed. From November to January there was a shortage of kitchen overalls and safety boots contrary to health and safety rules.

13.24 For the first three quarters of the reporting year Officer Support Grades (OSG) repeatedly failed to deliver food trolleys to the wings or return them to the kitchens. Dirty trolleys were sometimes left overnight on the wings. Although an improvement was seen towards the end of the reporting year the kitchens still had to resort to calling officers to fetch and return the food trolleys from time to time.

13.25 The monitoring of serveries on the wings was poor as there was only one officer supervising at meal times and prison servers had complained of bullying by other prisoners.

Library

13.26 The Board was concerned to hear about continuing difficulties in library access for Heathfield prisoners, despite the entitlement of prisoners to a library visit of 30 minutes per week. Attendance continued generally to be low due to a lack of prison officers available to unlock and escort prisoners. In March 2017 the Heathfield library was moved to the Education area of the prison, necessitating temporary closure for seven weeks. It was agreed that prisoners would be escorted by two officers, and this, combined with the library being now located at a considerable distance from Heathfield, and a shortage of officers available to unlock and escort, had led to very disappointing attendance since the middle of May. The three book clubs for prisoners (including a new one specifically for C wing VPs) and six author events, which took place earlier in the year, were popular and successful. The Shannon Trust Peer to Peer Reading scheme, which operated in cells, went well but numbers dropped when prisoners could not be unlocked to participate.

13.27 The library on Trinity was regularly open on weekday mornings and afternoons and attendance was good. A change to the regime on Trinity had meant that prisoners had access to the library only during social and domestic time, and prisoners often chose to prioritise other activities over library visits. This led to lower levels of attendance, particularly among the full-time workers who received their meal between 6pm and 7pm at the time when a late library session had been arranged for them.

13.28 The Board was also concerned to hear that the library continued to lose stock, due mainly to the fact that books left in cells after prisoners were released were sometimes not returned to the library.

13.29 Library outreach facilities were available on the Segregation Unit, Addison Unit, and on two residential wings (C wing VPs and E wing), and were well used.

14. RECEPTION, FIRST NIGHT AND INDUCTION

14.1 Towards the end of the reporting year the Reception and First Night areas were in the process of being refurbished which will hopefully facilitate the substantial improvements the Board considered necessary. Insufficient staffing remained the biggest issue and this impacted on the entire First Night experience. The lack of staff continuity and the use of inexperienced staff, who did not have sufficient understanding of the workings of E wing and the way it differed from other wings, continued to be a Board cause for concern.

14.2 The late processing of incoming prisoners continued to be a problem in spite of Serco laying on a mid-afternoon delivery of prisoners from court. All too often the full First Night admission process was skipped due to lack of time and prisoners were unable to access the numbers of friends and family on their mobile phones, get PIN credit or obtain a smoker's pack. In September the First Night admission process was relocated to Reception with prisoners thereafter moving to E wing for a meal, a shower and allocation of a cell. The changed process, whilst an improvement, was still far from satisfactory. The Board was highly concerned that prisoners' experiences of First Night continued to be poor.

14.3 The struggle to find bed spaces for first night prisoners on E wing was an issue for the first half of the reporting year but showed an improvement in the second half. This was partly due to withdrawing Social and Domestic time out of cell as a sanction for those E wing long stayers who refused to move off E wing.

14.4 E wing suffered a chronic shortage of kettles and other kit which provided a poor welcome to incoming prisoners; the likely explanation being that prisoners tended to take kit to their new wing when they moved off E wing.

14.5 With late unscheduled discharges from prison, due to bail being granted late in the day, prisoners continued to have problems accessing their private cash after 5pm when the Cashiers' office had closed. The Board was concerned that this problem, which was reported in the previous year's report, had not been resolved.

14.6 The timeliness of court appearances had greatly improved with targets being met by working closely with Serco. There was also an increased use of video-linked court hearings.

14.7 In spite of various attempts to improve the Induction process it continued to be poor overall and the Board remained concerned. A number of factors contributed to this; in particular the lack of staff to supervise the Induction process, unlock the Induction orderlies and collect newly arrived prisoners who had been housed on wings other than E wing. All too often the Induction orderlies were unable to access lists of new E wing prisoners or the Induction room computers were not working. There was a definite improvement in May when Induction was moved from the morning to the afternoon making it easier to access new E wing prisoners. The Induction orderlies also organised a live presentation which was not dependent on whether the computers were working. New prisoners who were not housed on E wing continued to miss Induction. This was particularly true of VPs who bypassed E wing and were housed directly on the VP section of C wing. Similarly Induction was not available to Category C prisoners housed straight onto Trinity (although towards the end of the reporting year an Induction process was set up on Trinity).

14.8 A simplified Induction leaflet designed by prison orderlies was handed out to all new arrivals on E wing. This was not distributed to new prisoners housed on other wings nor was it available in foreign languages.

15. SECURITY

15.1 The majority of prison cell searches were intelligence led; the number of searches per month varied between 10 and 23. The most common finds were mobile phones (average monthly = 44), SIM cards (average monthly = 24, although some finds were bundles of SIMs which are not counted individually as the bundle is passed to the police for evidence) and drugs (average monthly = 28).

15.2 There were 173 reported prisoner-on-prisoner assaults and 140 prisoner-on-staff assaults during the 12 month period year. This is likely to be an under-estimate (see section 9). Many staff required hospital treatment. The Board continued to be concerned at the relatively high levels of violence in the prison.

15.3 Searching of staff utilising x-ray equipment and dogs resulted in several staff exclusions and a police investigation.

15.4 During the summer there were almost daily drone deliveries. The large number of smashed cell windows made the identification of delivery points very difficult. The number of drone deliveries decreased sharply in August after a police car chase of a suspected drone operator resulted in a fatality. Early morning prisoner searches, the replacement of broken windows and increased netting of exercise yards also contributed to the decrease of drone activity. After September there were no known drone deliveries.

15.5 Spice and other New Psychoactive Substances (NPS) continued to cause problems in the prison. Mandatory Drugs Testing (MDT) was only re-established in the last month of the reporting year due to the shortage of staff generally and the acute shortage of staff trained in MDT. In May, 20 individuals tested positive – two of those due to prescribed medication and 15 (83%) due to NPS.

15.6 There were a number of initiatives to educate prisoners on the dangers of spice including radio broadcasts on Radio Wanno, substance recovery service group talks and posters.

15.7 It had been intended that Wandsworth should be a hub for the new regional dog team but no new staff were appointed and there was no cover made available when the one dog handler went on training or leave. As a result dog searches had decreased.

15.8 BWCs were introduced at the start of the calendar year. There was a steady increase in use with an average of 25 being used every day by the end of May. Footage was used in adjudications, police referrals and staff investigations.

15.9 A part security audit in January identified a number of areas for improvement which were followed up in an action plan. In March there was a security assurance review which identified an additional number of weaknesses in prison security resulting in a further action plan.

16. VISITS

16.1 The improvement in the visits booking system seen in the previous year was maintained although it remained a challenge due to staff shortages. Telephone bookings continued to be handled externally while prison staff dealt with email bookings.

16.2 One family day was held each month. They were always well attended and involved on average 20 prisoners and 60-80 family members. There were additional family visits organised for prisoners who attended family orientated courses.

16.3 The amount of contraband being brought in by visitors was still relatively high. When the Visits Hall CCTV was in operation the number of detections increased but there were not enough OSG staff to ensure the CCTV was manned on every visit. Dog searches were more effective at detecting contraband brought in by visitors than body searches but the number of days on which dogs worked at the prison remained lower than profiled; in April only 18 days out of 30 dog operational days were worked, while in May it decreased to 10 out of 31. The Board was concerned that the lack of dog cover and operational CCTV was a security risk.

16.4 Spurgeons, the contractor running the Visitors Centre and providing the amenities in the Visits Hall, frequently had to shut the play area in the Visits Hall due to lack of staff.

16.5 The prison held visitor consultations and visitors were also given an opportunity to provide feedback via questionnaires. Spurgeons also offered visitor consultations. There were few complaints from prisoners, family members and friends apart from requests to increase the number of family days.

17. SUBSTANCE MISUSE SERVICES

17.1 Clinical services were provided by the St George's University Hospitals NHS Foundation Trust and the South London and Maudsley NHS Foundation Trust. The substance recovery services were provided by the Rehabilitation of Addicted Prisoners Trust (RAPt).

17.2 The prison had a very high number of drug and alcohol misusers. The increasing use of NPS had increased the pressure on services across the prison. On initial assessment, over 27% of new arrivals registered prior issues with either drugs or alcohol. (The actual percentage was likely to be higher as this figure only included those who 'self declared' past abuse.)

17.3 Healthcare provided a service for those prisoners on drug substitutes. At the end of May there were over 130 prisoners on prescribed drug substitutes.

17.4 The Board was concerned at the general level of drug use within the prison. The Board was also concerned that data on drug use and its impact on the prison was not readily available nor did it appear it was used as a tool to focus efforts on tackling drugs.

17.5 RAPt ran a number of different courses including:

Stepping Stones - a four week course which had 118 completions during the year;

Living Safely - a one week harm reduction course

Family Workshops - every six weeks

Abstinence programme - a 4-6 week structured programme in a self contained unit on K1 wing which had 18 successful completions during the reporting year.

RAPt also ran a number of short workshops on Anger Management, Sleep Hygiene and Stress.

17.6 The numbers on the substance recovery courses were lower than planned, largely due to operational limitations. These included not being able to risk assess applicants quickly (only one officer was trained to assess and when they were unavailable there was no substitute), lack of officers to move prisoners to classrooms and insufficient interviewing rooms.

17.7 Unlike some other parts of the resettlement service RAPt remained more or less fully staffed over the reporting year.

18. GYM

18.1 Attendance continued to be adversely affected throughout the year due to inadequate staffing levels and the consequent redeployment of the already depleted number of Physical Education Instructors. Apart from a period in the autumn when nearly all the scheduled gym sessions were provided prisoners were generally not getting the minimum of one hour's gym a week.

18.2 Educational and vocational skills courses were unavailable for a second year running.

18.3 The closure in January of D wing gym and the consequent storage of its equipment in the one remaining gym meant there was no longer any where to play indoor team games. By the end of the reporting year there was only one gym to serve the need of the entire prison. The Board was highly concerned at the limited gym access and the cessation of indoor team games.

18.4 Dedicated sessions for full time workers, VPs on C wing and prisoners on the drug abstinence unit (K1) were provided at weekends and evenings for a limited time.

19. CHAPLAINCY

19.1 The prison population at the end of the reporting year included members from 15 religions, seven of which were Christian denominations. About 54% of all prisoners were Christian and 25% were Muslim. 17% said they were either atheist or had no religion. Roman Catholic masses and services for other Christian denominations were held every Sunday and Muslim prayer meetings were held every Friday. Attendance remained high.

19.2 The Chaplaincy team included four full-time Chaplains for the main faiths referred to above, and a number of part-time Chaplains including those representing the minority faiths. There was a change in the Managing Chaplain, the Anglican Chaplain and the Imam during the reporting year and the team was severely under strength at certain points as a result. Consequently they were not always able to attend GOOD reviews and Complex Case meetings as they had done in the previous year. By the end of the reporting year the team was back at full strength save that the newly appointed Imam and a part-time resettlement chaplain were awaiting security clearance before taking up their appointments.

19.3 The Chaplaincy team continued to provide a valuable pastoral service to individual prisoners, often referred by concerned prison staff and, on occasion, by prisoners' relatives. The team aimed to visit all new prisoners the day after arrival in prison. They also visited, on

a regular basis, prisoners on the Segregation Unit, the Addison Unit and the Jones Unit plus all those prisoners on active ACCTs.

19.4 Throughout the year the Chaplaincy team ran the Sycamore Tree programme (victim awareness) and a money management course. Their resettlement work also continued and included a befriending scheme for prisoners on release.

20. WORK OF THE INDEPENDENT MONITORING BOARD

20.1 Board members had worked well together in the course of the year. Meetings of the Board were held every month, starting with a half-hour training session on a wide variety of subjects including Probation, CRC, Violence Reduction, Finance, Chaplaincy, Learning and Skills, Security, Gym, Reducing Reoffending and the Veterans Project. The Board was represented at the IMB Annual Conference and IMB London area chairs' meetings. Whenever possible, the Board had attended inquests at the Coroner's Court. A Board member attended the weekly GOOD reviews. The Annual Team Performance Review was held in November.

21. Board Statistics

Recommended Complement of Board Members	24
Number of Board members at the start of the reporting period	15
Number of Board members at the end of the reporting period	15
Number of new members joining within the reporting period	3
Number of members leaving within reporting period	3
Total number of Board meetings during reporting period	12

IMB Members' Visits to Wandsworth 1 June 2016 to 31 May 2017

Name	Board Possible Attendance	Board Actual Attendance	Rota	Applications	Other	Total
Aiken, Tim (1)	11	11	17	13	9	50
Barker, Elizabeth	12	10	17	21	9	57
Deaton, David	12	11	16	13	7	47
Essex, Nina (2)	7	7	25	10	6	48
Fitzpatrick, Bronwen	12	9	17	16	8	50
Forrester, Graham (3)	6	5	9	10	3	27
Gomersall, Lydia	12	12	21	14	18	65
Gross, Susanna (4)	4	2			2	4
Hall, Paul	12	10	13	17	6	46
Harris, Tricia	12	9	12	10	2	33
Lamunu, Pauline (5)	7	5	7	8	2	22
Nyasamo, Enna (6)	10	4	8	16	6	34
Salem, Tony	12	10	16	16	14	56
Shepherdson, Matthew	12	10	16	6	37	69
Stallibrass, Julia	12	11	18	17	6	52
Watkins, Rick	12	9	15	22	15	61
Weguelin, Vanessa	12	10	17	13	11	51
Wildman, Kathleen (7)	9	8	5	12	12	37
Total	186	153	249	234	173	809

- (1) Joined Board July 2016
- (2) Left Board December 2016
- (3) Left Board November 2016
- (4) Joined Board February 2017
- (5) Sabbatical from December 2016; left Board May 2017
- (6) Sabbatical from April 2017
- (7) Joined Board September 2016

IMB Applications

Code	Subject	2016-17	2015-16	2014-15	2013-14	2012-13
A	Accommodation	166	194	151	167	53
B	Adjudications	10	14	7	9	2
C	Equality & Diversity (inc religion)	78	87	99	74	34
D	Education/employment/training/IEP	107	76	106	112	48
E 1	Family/visits (inc mail & phone)	169	193	159	121	41
E 2	Finance/pay	73	111	105	80	67
F	Food/kitchen related	19	29	15	44	10
G	Health related	221	199	179	159	132
H 1	Property (within current establishment)	222	227	161	188	78
H 2	Property (external)	114	106	132	73	37
H 3	Canteen	54	82	82	72	23
I	Sentence related	239	401	389	233	71
J	Staff/prisoner concerns	92	131	120	114	42
K	Transfers	96	92	91	63	32
L	Miscellaneous	33	69	70	61	21
Total number of IMB Applications		1693	2011	1866	1570	691
Confidential Access Applications to IMB chair		191	180	118	71	58

20.2 There were 1693 IMB applications in total in the reporting year, lower than the previous two years. This represented a 16% fall in the number of applications and came after three years of rising numbers.

20.3 Eleven categories showed a decrease and only four categories an increase. The most noticeable increase was in applications relating to education and employment (which included the IEP scheme). In the previous year's report the Board had expressed concern about the high number of sentence-related applications; this remained the largest category in the reporting year and was high relative to four years ago but nevertheless had fallen 40% on the previous year's figures.

22. LIST OF ABBREVIATIONS

ACCT	Assessment, Care in Custody Teamwork
BCST	Basic Custody Screening Tool
BWC	Body-Worn Camera
CCTV	Closed Circuit Television
CRC	Community Rehabilitation Company
DIC	Death in Custody
DIRF	Discrimination Incident Reporting Form
DNA	Did Not Attend
GOOD	Good Order and Discipline
HMPPS	Her Majesty's Prison and Probation Service
IEP	Incentives and Earned Privileges scheme
NCS	National Careers Service
NPS	New Psychoactive Substances
NVQ	National Vocational Qualification
PEEP	Personal Emergency Evacuation Plans
OASys	Offender Assessment System
OMU	Offender Management Unit
OSG	Officer Support Grade
VP	Vulnerable Prisoner