



Annual Report
of the
Independent Monitoring Board
at
HMP WINCHESTER

June 2016 to May 2017

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Monitoring fairness and respect for people in custody

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1 STATUTORY ROLE OF THE IMB

The Prison Act 1952 requires every prison to be monitored by an independent Board appointed by the Secretary of State from members of the community in which the prison or centre is situated.

The Board is specifically charged to:

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

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

2 EXECUTIVE SUMMARY

This report presents the findings of the Independent Monitoring Board at HMP Winchester period for the period May 2016 to June 2017. IMB evidence comes from observations made on visits, scrutiny of records and data, informal contact with prisoners and staff, surveys and prisoner applications.

Main judgements

The judgements below should be considered within the following context: HMP Winchester as an establishment which has a complex population is under-staffed and has inadequate fabric and facilities; it is unreasonable and unrealistic to presume on the hard work and goodwill of prison officers and managers, and the cooperation of the prisoners, to achieve the outcomes required in such conditions.

Are prisoners treated fairly?

We consider that the majority of prisoners are largely treated fairly, although there are times when minority groups by age, disability, ethnicity or religion are disadvantaged in relation to their specific needs.

In general terms there are inefficiencies in the system that can lead to unfairness but this is a failure of process rather than a failure of intent. Allegations of unfair treatment seem few; adjudications largely work but some prisoners exploit the system to their own benefit. The control of prisoners' property will continue to be a problem, until there is a workable or traceable system across the estate.

Are prisoners treated humanely?

We believe that prisoners on the whole are treated humanely, but changes in the daily management Regime can impact on time out of their cells. While the Governor tries to operate an Amber Regime, which gives the prisoners 1.00 hour out of their cells per day, the staffing levels required to run even this Regime are continually compromised by staff absence through sickness, unplanned escorts to local hospital and poor retention.

As a prison designed in the Victorian era, disabled prisoners have problems accessing the showers, the state of which has been a continuing concern during the year, despite some welcome remedial repairs. Wheelchair access to the library and chaplaincy is impossible when the C Wing lift is out of operation due to damage.

The ageing fabric and condition of the prison building is deteriorating and does not lend itself to being a humane environment. Despite this, the officers and employees work hard to treat the prisoners humanely. The Wings are often observed to be dirty, with rubbish accumulating around the site or where it is dropped from the cell windows. Overcrowding is a problem - 2 prisoners sharing a small cell is unsatisfactory, particularly on an amber/red or red regime. We are unequivocal in our view that the condition of the CSU is inhumane: - it is a dank, dark unpleasant dungeon – for the prisoners and staff alike and has been repeatedly recommended for closure and relocation in the last 2 HMIP inspection reports.

We would add that the behaviour of some prisoners does not encourage fair and humane treatment by others. Whilst not excusing them for this, we would suggest that the poor environment, boredom, access to drugs, tobacco and mobile telephones can lead to debt and the fear of other prisoners demanding repayment.

Are prisoners prepared well for their release?

We do not believe prisoners are well prepared for their release. The constant churn of prisoners (over 20,000 movements a year) makes education and training opportunities difficult to manage and complete. The suspension of Release on Temporary Licence (ROTL) dramatically reduces the chance for prisoners to find a job on release. There are exceptions such as the arrangement with Premier Inn, but

these serve only a minority of prisoners. There is literally a captive audience in the prison. It is unacceptable that anyone serving a sentence of say, over 12 months, should leave prison still unable to read and write. If the MOJ would get education and job opportunities right it could dramatically reduce the future prison population.

We believe that the work force of HMP Winchester do their best within staffing limitations. Only the MOJ can realistically make the changes to improve fairness, humanity and future opportunities

Main Areas for Development

To The Minister

In submitting its report, the Board has identified five major concerns that it feels it would be inappropriate, given their seriousness and inter-dependency, to prioritise.

Furthermore, while it recognises that rectifying the shortcomings detailed in each of them will be the specific responsibility of different parts of the Ministry of Justice, the HMPPS and the Prison, together they reflect a corporate failure which we invite the Minister to take action to address, whatever and whomsoever, in the wider organisation, that involves.

The areas, which are summarised below for the Minister's personal attention, and amplified in the body of the report, are:

4 Deaths in Custody: failings in the ACCT process were identified at inquests into these deeply regrettable fatalities, reflecting ineffective management of highly vulnerable prisoners.

Inadequate Staffing Levels: leading to regimes which limit time out of cells to an almost inhumane degree, result in inadequate purposeful activity and deny prisoners the rehabilitation that is critical to their futures. It also prevents staff from being released for essential training.

The Care and Separation Unit: the dungeon-like nature of this subterranean facility is totally unacceptable, and is the most glaring example of the parlous state of the...

Fabric of the Prison: the dilapidated Victorian main wings are most unpleasant to live and work in, are very difficult and expensive to maintain, and reinforce alienation amongst prisoners, while undermining staff morale.

Healthcare: a failure by the NHS provider to ensure sufficient staff or consistent leadership, exacerbated by prison staff shortages, led to barely adequate service delivery, characterised by frequent delays or cancellations of routine primary care and mental health appointments.

TO THE MINISTER, THE PRISON SERVICE AND THE GOVERNOR

The Board have the following concerns for the Minister, The Prison Service and the Governor: staffing levels, CSU, state of the buildings and the delivery of Healthcare all have a big impact on the welfare of the prisoners held in HMP Winchester.

Deaths in Custody

It is with regret that we have to report that 4 prisoners died whilst in custody in this reporting year 2016/2017. In the previous Reporting year 2105/2016 there were 5 deaths in Custody and the Coroners issued a number of Regulation 28 reports which criticised the ACCT process - what has been implemented for future safeguarding of vulnerable prisoners?

Care and Supervision Unit – CSU

The state of this unit continues to be completely unacceptable due to its subterranean feel, damp conditions and limited daylight except in the Exercise yard. It is dangerous to take prisoners under restraint from the Wings down to the CSU due to the restricted access.

The HMIP report for HMP Winchester has highlighted the state of the CSU in the last 2 reports and there was a strong indication that the unit would be upgraded in 2016/2017 fiscal year but this has not happened.

Staffing Levels

It is acknowledged that the Governor has been given some additional funding with which to improve the balance of officer grades, which she has exploited to the full. However, the fundamental challenge remains that there are too few prison officers to enable an acceptable regime to be run from day to day, let alone 'invest' in the essential engagement with the prisoners that will generate the desired response in terms of behaviour, detox and smoking cessation programme, purposeful activity, education and rehabilitation.

Over the first half of the reporting year recruiting at HMP Winchester has not been a problem being able to recruit over the national average, however over the second half of this reporting year retention has become a severe problem due to the POELT's low salaries and staff salaries not being uplifted in line with other Prisons within the area when the salary increase was announced in February 2017.

The decision not to award the retention/recruitment increases - worth between £3,000 and £5,000 - to Winchester Band 3 staff who joined after 2012 has had a considerable effect on morale within the Prison. This has resulted in staff leaving for new employment or choosing to travel further to surrounding prisons which have received this pay rise.

Lack of staff has resulted in a steady deterioration of the environment and a noticeable rise in tension throughout the prison, characterised by an increase of self-harm, drug and tobacco use, assaults on officers and other prisoners, violent and disruptive behaviour.

Given that HMP Winchester's population includes young offenders, remand prisoners, 'lifers', prisoners on IEPs, and elderly prisoners, the situation is fragile and there is a prevailing sense that the prison is teetering on the edge of a major incident.

Such is the pressure created by running a consistently restricted regime that limits the time prisoners are able to spend out of their room. The 'key worker' and pro-active relationship building initiatives and many of the internal training courses like the 'Five Minute Intervention', training have ceased in order to maintain effective control.

The prisoners who are unemployed are allowed out of their cells for just an hour a day for all domestic activity and association.

This is neither restorative nor rehabilitative and only adds to the frustration of the prisoners.

It is entirely due to the resilience and dedication of the whole staff and their leadership that disruptions similar to that reported by other prisons have not yet been repeated in Winchester

However there is a price to be paid with unacceptable levels of stress on staff (and their families) leading to excessive sickness and deteriorating retention, for which the recent recruitment drive compensates in neither quantity nor, more importantly, experience.

Despite the efforts of the Management Team and staff mobile telephones are frequently found in HMP Winchester. The use of drones and throw overs has not developed to the scale seen elsewhere within the prison estate.

State of the Buildings

The prison buildings: A Wing including the CSU, B, D & E Wings are of Victorian design and are now showing considerable signs of their age due to the continuing lack of basic maintenance; many external cell windows require replacing. There are various projects to upgrade the Winchester facilities but none have yet been implemented - like replacing the cell windows.

The replacement of the door viewing glasses is a bit like painting the Forth Road Bridge a continuous operation as they are regularly smashed out by the prisoners.

Access for wheel chair and walking frame users is very limited with only C Wing having a lift capable of moving wheel chairs.

The state of the Showers is a continuing cause of concern as it impacts on the prisoners' ability to have a shower at the end of a working day and in the summer months this is more of a problem as having a shower is one of the ways of staying cool and clean as the Wings and cells do not have forced ventilation to change and cool the air.

Healthcare

Healthcare at Winchester has steadily declined over the year from a barely adequate standard to one that fails to safeguard the basic healthcare needs of the population who are, by their nature, at significant risk. The provider, Central North-West London NHS Trust, has failed to ensure sufficient numbers of staff or consistent leadership which, coupled with the shortage of prison officers, and despite much effort by everyone involved, has resulted in frequent delays and cancellations to routine clinical appointments and mental health treatment. For similar reasons, the smoking cessation programme, although well planned and introduced energetically, has failed to generate the outcomes desired. The continued lack of integrated working between healthcare, mental health and substance misuse teams has undermined their effectiveness. In common with the rest of the prison, the fabric and facilities of the Healthcare wing do not offer an appropriate environment for recuperation or palliative care.

Improvements

At the strategic level, the IMB considers that HMP/YOI Winchester has made progress since its last Report. The arrival of the new No 1 Governor in August 2016 has had an increasingly positive impact.

The prison has responded well to its designation as a Pathfinder establishment and introduced constructive changes to its structure, policies and processes. The new responsibility for resources has resulted in innovative and progressive approaches to their optimum application.

The concerted effort to modernise the prison's culture, starting by asking for the prisoners to be called men, although not yet entrenched, is beginning to bear fruit as staff recognise its value. There is still much to be done however, and no room for complacency as many of the shortcomings and challenges referred to in previous reports remain unresolved.

3 DESCRIPTION OF THE ESTABLISHMENT

HMP/YOI Winchester is designated as a Category B Complex Prison housing approximately 690 prisoners with a mixture of ages, either on remand, charged, sentenced or awaiting sentence. This leads to a rapid turnover of prisoners and in excess of 23,000 arrivals and departures in a year. HMP Winchester is part of the South West Cluster with a dual role of being a Local and Resettlement Prison serving the Courts in Winchester, Southampton, Portsmouth, Bournemouth, Aldershot and Basingstoke. The number of Young Offenders (YOs) housed in Winchester is about 45, aged between 18 and 20.

The average age profile and ethnicity of the Winchester prison population is as follows:

Age		Ethnicity	
Under 21	7.2%	White	84.5%
21 - 29	33.6%	Mixed	2.0%
30 - 39	28.8 %	Asian or Asian British	1.5%
40 - 49	16.7%	Black or Black British	6.0%
50 - 59	9.4%	Other	6.0%
60 and over	4.2%		

The prison buildings are primarily of Victorian design and are showing their age and require considerable upkeep.

Carillion is responsible for the maintenance and repair of the fabric of the buildings. However, their working and procurement procedures are time consuming and inefficient, causing long delays in returning cells to use.

The Healthcare Service is managed by Central and North West London NHS Trust.

Milton Keynes College is responsible for providing the education service.

The National Probation Service (NPS) is responsible for managing prisoners at high risk of harm.

The Community Rehabilitation Company (CRC) Purple Futures is responsible for the offender management of low and medium risk prisoners from Hampshire and the Isle of Wight CRC. They are also contracted to deliver the Through the Gate (TTG) service to all prisoners at Winchester, irrelevant of where they come from and which probation service they are managed by if sentenced.

The prison is composed of the following Wings and Units:

- Reception, is the processing Unit for all prisoners entering or leaving HMP Winchester and works closely with the transport contractor GeoAmey.
- A Wing is the Induction wing for new prisoners entering HMP Winchester, housing prisoners. The CSU is located in the basement and has not changed since our last year's report or the HMIP Report in 2016.
- B Wing – houses a diverse population of 176 prisoners on remand or convicted.
- C Wing – houses a diverse population of 155 prisoners and is also used for detox and utilises the ISMS.
- D Wing - houses a diverse population of 144 prisoners on remand or convicted vulnerable prisoners (VPs)
- West Hill & The Hearn – houses Category C prisoners with a more relaxed regime. There is limited training provided to help prepare the prisoners for life after release. Work opportunities are provided but the restriction on ROTL is frustrating for both prisoners and staff.
- Healthcare Unit – houses a number cells for the long stay and seriously ill prisoners and continuous watch rooms for those who require 24 hour observation.

B Sections 1 – Evidence Sections 4-11

4 SAFETY

Overview

Levels of violence either, prisoner on staff or prisoner on prisoner recorded during the reporting year have averaged about 17 per week with a split of 7 on staff and 10 prisoners per week. A contributing factor in the early part of the year was prisoners' access to illicit psychoactive substances. These substances negatively affect behaviour and contribute in part to the levels of uncontrolled violence witnessed within the prison. Proactive measures have been implemented to minimise the access to these banned substances to reduce the number and frequency of such incidents. The introduction of a smoke free environment has also contributed to the challenges. A weekly violence reduction meeting is held to identify Prominent Nominals with a multi-disciplinary approach being utilised. These challenging prisoners are identified, relocated when required and education and anger management courses are prioritised.

Weekly Violence Reduction Meeting - attendees include - Head of Safer Prisons, Head of Residential, CM Violence Reduction, OMU Project Manager, Security, Violence Reduction Officer, Health and Safety, Offender Management Unit and Police Liaison Officer.

Weekly Violence Agenda – incidents are reviewed and case managed. Adjudication and IEP status is assessed. The total incidents of Violence and location are recorded, assaults on staff, threats to staff, assaults to prisoners, fighting, and destroying property.

It should also be noted that the Daily Briefing also identifies risks and potential triggers.

Summary

It is noted figures for the reporting period have been high, however, following from these meetings new procedures and policies have been implemented. Prominent Nominals identified, relocated when required and education and anger management courses are prioritised. Police referral is also discussed and actioned as appropriate.

Mediation skills and conflict resolution training is undertaken and support for victims of violence and bullying (both staff and prisoners) following untoward incidents is now routine.

Current trends and follow up from in house courses and workshops held have made significant strides towards breaking the cycle of violence.

Progress is more positive than this period last year.

The Prison is expected to provide a secure environment which reduces the risk of self-harm. The ACCT process helps identify and monitor those vulnerable to self-harm among other issues.

This area has retained a high profile throughout the period partly on the back of Coroners' reports and considerable further training for all staff has taken place. It has been positive that we have seen the running rate of ACCTs reduce this year to 20-30 from 30-40 last year.

The number of recorded self-harm incidents has averaged approximately 31 a month over this period compared to around 35 a month in the last half of the previous year. This must count as an improvement especially against national Prison averages that show a 24% rise in self-harm in 2016.

As regards the prevention of the flow of drugs and NPS into the Prison, there appears to be a level of success over the period. With the outlawing of NPS at the beginning of our reporting period and the subsequent smoking ban introduced in Winchester at the end of January there have been some changes in the patterns

of contraband. There has been a reduction in NPS related incidents and the introduction of tobacco as a competing contraband with other drugs.

Between 400 and 500 Intelligence Reports (IRs) were submitted every month in the first 9 months of the reporting year but was starting to increase in the last 3 months. The IRs cover a wide range of activities including the supply of contraband drugs, mobile telephones, tobacco and planned violence.

Although it is pleasing that tests for NPS have become more effective, it is disappointing that Mandatory Drug Tests in the Prison have dropped to the levels of 20 per month from expected rates of 36 per month reducing our ability to determine levels of drug abuse.

For substance abuse support the Prison has its Integrated Substance Misuse Services which have operated effectively through the year. They have continued to demonstrate a level of care and attention to the individual well above what could be expected out in the community. This is regularly demonstrated in their daily clinical meetings. However on the Clinical side they have struggled with staffing levels down to only 50% full time staff and having to rely on agency staff. They have only just reached full staffing by the end of our year. The other major issue affecting their ability to perform has been the availability of Prison designated stabilisation cells for the first five days of the prisoners admission. Regularly only 30- 50 % of prisoners admission have been correctly accommodated and only at the end of our year have they hit 80% after efforts by Prison Management.

5 EQUALITY AND FAIRNESS

In the HMIP Report of September 2016, it is stated (P.13 S.18) that “Equality and diversity arrangements [were] weak and the needs of some prisoners with protected characteristics were not being met.” The IMB would find these comments relevant today.

Equalities are monitored through the Safer Custody unit and one officer has recently been dedicated to the role of Equalities Officer, the previous officer having left early in 2017. Although this role is supposed to be ring-fenced, the dedicated officer is often required to undertake other specific operational duties at short notice.

There were no Equalities meetings between November 2016 and May 2017 and so relevant issues appeared to drop from the staff agenda. However, with the appointment of an officer to this role, there is a renewed enthusiasm for this area of work. An action plan has been drawn up with specific targets.

It is envisaged that there will be monthly meetings with staff and that each wing will have an Equalities Representative. These representatives will receive some training. Within the action plan, there are timescales to improve the PEEP process, update equality information on the wings and streamline and analyse the information from diversity complaints. The action plan will need to be monitored by the governor responsible for equalities and by the IMB.

There are issues relating to diversity and inclusion which need prompt attention. Access to the visitors’ room is problematic for any visitor with a mobility problem. Access by learners to Education is also an issue. Older prisoners with disabilities are dispersed on various wings and it is noticeable that they do not have the same facilities available to them as younger and able prisoners on the wings. One prisoner with dementia was finding it difficult to cope without the support of another man who took total responsibility for dressing him, getting his food and even taking him to the bathroom.

There is an active chaplaincy at HMP Winchester; however prisoners arrive late for services, in particular for Friday prayers. It was disappointing that no support was given to the Imam at the start of Ramadan in 2016 by governor grades when he attempted to discuss the arrangements for the start of Ramadan. This is an example of the way in which “equalities” (or more appropriately diversity and inclusion) are viewed and understood within HMP Winchester.

During this reporting period, there have been 2 transgender prisoners housed within Winchester prison. Each was interviewed separately by a member of the IMB for purposes of this report. In discussion, each commented that she felt that she had not been given sufficient information in respect of what she could and could not apply for. They both felt that their requests for separate showering times were not taken seriously enough and that each time they complained it usually took weeks rather than days for the matter to be resolved. Each said that she would have appreciated a meeting with the new Equalities Officer but that her request for a meeting was met with silence. Each of the transgender prisoners had the highest praise for the support she received from staff in workshop 5, who gave specific advice on matters relating to gender and attempted to assist with problems as they arose.

The appointment of an officer with responsibility for Equalities will hopefully bring about (with the help of others) a cultural change in HMP Winchester which will include a recognition and understanding of difference and inclusion.

6 SEGREGATION/CARE AND SEPARATION UNIT

The CSU, condemned by all recent HMIP inspections, has still not been re-sited, so prisoners continue to be kept in a Victorian, dungeon-like unit below A Wing. It is acknowledged that it is unfit for purpose, and cells are regularly damaged with some out of action for several weeks. Although the shower has been updated, the exercise yard is depressing and unsuitable.

It is of concern that no meetings of the prison Segregation Monitoring and Review Group (SMARG) have been held during the year. In addition, a number of prisoners on ACCTs have been located in the CSU with the agreement of Healthcare staff.

Adjudications are held in the small and squalid office, and various process problems mean that the number of adjourned adjudications reached above 70 at one point, meaning that many never proceeded.

The staff are generally up to strength and less frequently detailed to other areas of the prison. The CSU team seem to be a caring and effective team when managing some very challenging prisoners with fairness and decency. Their role is made more demanding by general shortages, for example there are regularly insufficient numbers of transistor radios available to loan to the prisoners.

7 ACCOMMODATION (including communication)

Reception

When the GeoAmey transport wait at the Courts to fill their buses with the maximum number of prisoners this often results in a bottleneck in Reception due to late arrivals which can result in lengthy delays in processing and movement onto Wings.

The Holding Room is unsatisfactory, as it is a single large space with minimal facilities and no privacy for showering/toilet; there is still no disabled access to/from Reception

Although in the majority of cases the reception process meets the 1 hour target time, waits in the Holding Room sometimes exceeds 2 hours as influx of transferees means there are insufficient staff to escort prisoners to their cells on the Wings.

Delay in availability of healthcare nurses has caused delays in the slow reception procedure.

Although A Wing has been officially designated as the Induction Wing, its use as a location for prisoners moved from B and C Wings for security reasons, results in new arrivals being placed in different wings as well as being put under pressure to hand over Pin cards etc. and threatened to give up legitimate and contraband items.

The lack of a dedicated Induction Wing also complicates the task of identifying and collecting/escorting prisoners to Induction session.

Availability of distraction packs is currently limited and therefore only given out to prisoners who are experiencing undue delay for transfer to Wings.

Induction

The plan to allocate dedicated officers with an interest in, and aptitude for, induction to manage the process, rather than rely on available wing staff from the wings has drawn positive feedback from new arrivals and the insiders who contribute during induction sessions. The result has been more effective delivery and a more informative, positive experience for inductees.

Accommodation in the Main Wings

HMP Winchester Prison is designated as a Complex Prison. It has both B and C categories of prisoners on these Wings and a number of Young Adult Offenders. It is a challenging environment and violent incidents occur on a regular basis. Although staffing levels have been increased, these levels are fragile due to high levels of sickness; escort duty, 24 hour cell watch and hospital watch duties. Sickness levels are currently running at 19%, some of which is caused by stress or injuries at work. There is no doubt that the environment at Winchester would benefit from a further increase in staff. Without this increase incidents of violence and disorder are likely to increase.

The accommodation area is generally tidy but outside areas fight a constant battle with rubbish etc. thrown from cell windows. Accommodation conforms to the space certificate.

Regimes are appropriate and effectively managed within the available staffing levels and are operated mostly at an Amber level although there have been one or two instances of Red Regime.

Towards the end of the reporting year on each Friday, 3 of the 4 wings are confined to cells whilst one wing is searched thoroughly for missing kit, contraband etc. In future kit will be issued on a new kit for old basis.

Winchester is an old prison with building, plumbing, heating etc. needing constant maintenance. Staff do their best to maximise shower availability and some shower areas have had some modernisation recently.

There are issues with disabled prisoners being unable to shower regularly when all the showers on one landing are out of order. Carillion are often slow to rectify faults.

Over the last 12 months there have been issues with not having sufficient clean kit available for the prisoners and this is more noticeable with the kitchen and servery areas. The control of issuing clean and returning of dirty kit has not helped the flow of the laundry. Each Wing should have a washing machine for the prisoners to wash personal clothes but of the 4 Wings only 2 have fully working machines at the moment. Telephone access is generally satisfactory.

The prisoners property is often problematic and does not always follow them after a move from another prison or from courts or police stations. The staff responsible for Property within the prison are hardworking and do their best to solve internal problems. Communication between prisons appears patchy and ineffective and it is often impossible to find property that has gone missing in other establishments.

There is good access to canteen and mail order catalogues with few problems.

The Personal Officer Scheme is still not working effectively on the main wings.

Winchester is now a no smoking prison which has added tobacco to the list of drugs finding their way clandestinely into the prison.

Efforts are being made to improve the decor of the internal environment with Wings being painted and having new furnishings.

Winchester has a high turnover of prisoners so it is often difficult for Officers to have good knowledge of individual prisoners. Staff generally have positive and supportive relationships with the prisoners although challenging behaviour and occasional miscommunication can result in incidents. There is currently a high ratio of new, inexperienced staff on the Wings who are doing their best but are on a high learning curve.

Communication has improved recently with the current Residential Governor introducing daily team meetings with agreed tasks listed separately for each Wing.

West Hill and the Hearn Unit

West Hill and the Hearn are category C Wings. Although there have been instances of violent behaviour, in general staff and prisoners engage well with each other and respect is shown on both sides. The atmosphere is calmer than it is on the main Wings. The prisoners on these units spend most of their days working and useful links are formed with outside employees. Premier Inn takes part in a Hospitality Academy where prisoners are trained to their standards and permanent jobs have been offered to offenders who have served their sentences. We would welcome the return of Release on Temporary Licence as this would greatly aid meaningful rehabilitation in the community for these prisoners. Excellent work continues to be done by the gardener and his team.

Towards the end of the reporting year some shower recesses in West Hill have recently undergone refurbishment.

West Hill and the Hearn experience the same staffing difficulties as the main prison. In addition they regularly lose staff to the main prison when it is short of staff. Some of the C Category prisoners who have days off in the week as they work weekends, then find themselves confined to their cell areas and miss recreational opportunities.

8 HEALTHCARE (including mental health and social care)

Friction among senior management in Central and North West London NHS Foundation Trust (CNWL) has filtered down to prison level, where relationships between healthcare and prison managers have deteriorated this year.

Staff recruitment has also been a challenge, with no Head of Healthcare for most of the year, and the extensive use of locum and agency staff to fill gaps in nursing, GP care, dentistry and optometry. These have led to delays in providing prisoners with appointments and inconsistency of care. A shortage of mental health practitioners has meant delays in assessment of newly-arrived prisoners at Reception.

The lack of the right level of staffing/resources in both NHS and HMP undermines efforts to optimise the service, whether in terms of cancelled appointments, integrated working or the provision of distinct care (palliative, smoking cessation, dementia, addiction). Furthermore, the absence of healthcare team leadership means that even the staff in place will not perform to their highest potential, resulting in a disheartened workforce.

In specific terms, one of the biggest problems facing the department has been insufficient provision of escorts for external hospital appointments, which meant that cancellation of these reached a record high during the year, as emergencies were given priority over, for example, cancer treatment.

Complaints about healthcare to the IMB numbered 22%, compared with 24% last year. There are still problems with repeat medication systems, and timing of delivery of medication. Nursing staff report intimidation and harassment at the distribution hatches, in spite of an HMIP recommendation that officers are close by to supervise dispensation.

The fabric of the healthcare building also presents challenges, including a damaged and unused association room, no funding for an end-of-life suite (important with an ageing prison population) and with the provision of social care where hospital beds cannot be fitted into cells. Another problem is the management of prisoners with physical illness alongside those with severe mental health problems, who often display volatile behaviour.

Some positives are the reintroduction of violent patient clinics and the Prescribing Review Group, the launch of the Recovery and Wellbeing programme and the employment of two workers to monitor chronic disease management.

The introduction of an ambitious programme of smoking cessation clinics when the prison went smoke-free in February was commendable. However, it is apparent that the anticipated reduction in smokers from the initial 400 to a steady state of (circa 70) new arrivals has not been realised, with the result that smoking cessation has become nicotine replacement therapy, with the associated risks around tobacco contraband and misuse of patches.

9 EDUCATION AND OTHER ACTIVITIES

Milton Keynes College is responsible for delivering education, with the aim of providing basic level courses for prisoners with weak literacy and numeracy skills and to assist with resettlement and employment on release. There is a strong drive to promote education within the prison. The Ofsted inspection in July 2016 graded the Education Department as good.

Individual educational needs are assessed separately from the general induction into prison life. Teaching staff and the National Careers Service work closely together to identify prisoners' learning needs.

Courses include Maths, English, IT, Hospitality and Catering, Art, Barbering and Employment Skills. Embedded into these courses are enrichment programmes such as life skills, British values, health and hygiene. Qualifications are accredited by OCR, City & Guilds, WAMITAB and Open Awards. Each learner has a "STEPS" document which records weekly targets and daily progress. Support is available for those with additional learning needs, such as dyslexia, ADHD or mental health problems.

Foreign nationals have access to an ESOL course which is given a high priority. They value the opportunity to learn English which helps them to settle into the prison and assists with resettlement.

Education, including CV preparation and interview techniques, is embedded into all work areas including the Employment Academy in the main kitchen which works with Premier Inn to give prisoners short term work experience on day release. Workshop education is a highly positive activity from which the men gain confidence.

100% of those surveyed by the Education Department in October 2016 felt they were progressing well and that they knew what was required if they were to succeed in their chosen subjects. 98% stated that they knew the importance of regular attendance and how important education was for resettlement. 90% of learners stated that they enjoyed the enrichment activities. 87% of those who completed the activities stated that they had learned something new and worthwhile. 91% considered that the teaching was good and that they enjoyed this method of learning. The prisoners suggested topics for further events. Obtaining direct information from the prisoners about their experiences of education has been useful and could be undertaken more regularly.

The attendance rate is 80% with success rates currently at 92%. The predicted end of year success rate is 97%. There are ongoing problems with learners' arrival and departure times. Start and end times are dependent on the regime and any incidents taking place. However, delays often occur without a clear reason.

The library is funded and staffed by Hampshire County Council (HCC). Each Wing has an allocated weekly session. Stock includes large print and talking books, music CDs and reference books. Information leaflets and a limited supply of foreign language books and dictionaries are also available. Books are held in the Care and Supervision Unit (CSU), and a trolley service is available for requests. There is a supply of books in Healthcare and Education and a small library in West Hill. Library staff facilitate 'Storybook Dads' and 'Read Along with Dad'. A 'Reading Ahead' scheme encourages literacy improvement and there are plans to reinstate a Book Club, which was suspended because of staff shortages.

Invisible Walls is a family support service at HMP Winchester, managed by Spurgeons, a national children's charity. They run the Visitors' Centre and provide daily support for families, including a play area in the Visits Hall. Over 900 children visited the play centre between May 2016 and April 2017 and almost 4,000 visits were recorded in the Centre during the same period. Spurgeons deliver parenting programmes to help fathers improve their skills and understanding of their role. On a monthly basis they organise a Family Day and a Homework Club. Spurgeons run a training session, 'Hidden Sentence', for schools, nurseries and other agencies to help them understand better the impact of having a family member in prison.

10 WORK, VOCATIONAL TRAINING and EMPLOYMENT

For the main of this reporting period the Prison has employed over 50 prisoners in commercial contract work and over 70 in a variety of activities including Waste Recycling, Carpentry, Industrial Cleaning, Horticulture, Barbering and Catering. The prisoners involved in commercial work continued to produce hessian sandbags and engage in light assembly work that meet contract requirements so helping ensure the viability of those areas of activity. However for the last 5 months over 20 places have been unavailable due to the loss of instructors in Carpentry and Industrial Cleaning.

Industrial Cleaning has just restarted but the Carpentry Shop has been converted to a Painting and Decorating Shop where delays in the Security clearance process for a new Instructor have prevented the Shop starting. On a positive note, in Catering 6 prisoners have gone through the Premier Inns Academy scheme to get them into employment outside and 3 are still in employment while another 8 are currently still going through the Academy.

Overall the attendance levels in the main work areas have been good, comparable to last year, averaging over 80% with few work cancellations apart from the longer term closures in Carpentry and Industrial Cleaning. There remain ongoing issues dependent on the Prison Regime operating where late pm arrivals at the workshops disrupt the working day. Also linked to the Regime on the Wings is the problem of prisoners losing Association time compared to their colleagues who have stayed on the Wings. After returning from work they have less time for showers, telephone calls etc. and this in turn can have a negative impact on prisoners wanting to take up work opportunities.

It remains a concern that overall, work in the prison is limited in terms of developing skills to maximise employability and is also limited in providing recognised qualifications. The highlights in this respect are Catering with the Premier scheme and all Kitchen Staff expected to get Level 2 in Food Safety and Hygiene. There are also Waste Management qualifications and certification in Industrial Cleaning but overall little opportunity for C&G level 1 and 2 across the work areas. Unfortunately it is this year that has seen 2 areas of skills development in Cleaning and Carpentry unavailable for a long period. The enthusiastic approach to embedded learning across a number of work areas covering various themes and basic Maths/English has continued through the period. This has resulted in an award for the Tutor for Employment Learning from Milton Keynes College.

Overall work has theoretically been provided for approximately 17 % of the Prison's capacity but more work places are always needed and the Prison's ability to obtain employment for men on release continues to be very limited. One avenue for promoting this is ROTL but again it has effectively been non-existent over this period.

11 RESETTLEMENT PREPARATION

On the whole, staff show a real desire to help the prisoners progress and prepare for release. Attempts to work on less tangible achievements such as talking through their issues, understanding boundaries, developing social and personal communication skills and working on trust, meet with frustration, partly down to the high churn rate in the prison. Small timeframes between transfers mean there is little time to develop meaningful changes in these hugely important areas.

There are ongoing frustrations about the lack of opportunities for ROTL. Only two prisoners have been on ROTL in Winchester in the last year. It is understood that only one prisoner is due to be released on ROTL later this year. Our concern is that this is an added frustration for the men and removes a valuable incentive to progress through the system.

ROTL eligibility often coincides with the prisoners being ready to downgrade from a Category C status to Category D – this invariably means they are then moved on to another prison (NB: Winchester Prison is only allowed 11 Category D prisoners at any one time due to budget constraints). This creates yet another delay in the ROTL process.

The work of Catch 22 in the prison is a hugely valuable service. The team show genuine care for the prisoners and work tirelessly to help them find accommodation, work and prepare for release. At the time of writing this report, Catch 22 are achieving a near 100% success rate in seeing all entitled prisoners within 7 days of arriving at Reception. They have also been audited by the CRC as Green status in relation to their performance of monitoring, following up and closing off cases.

Access to Visits on the whole works well and is hugely important to the well-being of the prisoners, and their attitudes to life after release. There have been some frustrations throughout the course of the year relating to the arrangement of visits by the families. Heavily restricted times that telephone calls can be made to arrange appointments, plus the high cost of these calls has been a problem for some of the families who do not live close by and may not have easy access to the internet.

C Section – Work of Board

BOARD STATISTICS	
Recommended Complement of Board Members	16
Number of Board members at the start of the reporting period	11
Number of Board members at the end of the reporting period	10
Total number of visits to the Establishment	578
Total number of segregation reviews attended	329

D Section - Applications

Code	Subject	Current Reporting Year	Previous Reporting Year
A	Accommodation – including laundry, clothing, ablutions	23	30
B	Discipline – including adjudications, IEP, sanctions	13	7
C	Equality	15	11
D	Purposeful Activity – including education, work, training, library, regime, time out of cell	17	12
E 1	Letters, visits, phones, public protection restrictions	37	50
E 2	Finance – including pay, private monies, spends	16	0
F	Food and kitchens	9	34
G	Health – including physical, mental, social care	92	130
H 1	Property within this establishment	80	63
H 2	Property during transfer or in another establishment or location	23	0
H 3	Canteen, facility list, catalogue(s)	16	46
I	Sentence management including HDC, ROTL, parole, release dates, re-categorisation	40	55
J	Staff/prisoner concerns including bullying	34	19
K	Transfers	35	23
X	Other	67	0
	Total number of IMB applications	517	480