



Annual Report
of the
Independent Monitoring Board

at

HMP/YOI Winchester

for reporting Year
(June 2017 to May 2018)

Published
(September 2018)



Monitoring fairness and respect for people in custody

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A INTRODUCTORY SECTIONS

1 STATUTORY ROLE

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

The Independent Monitoring Board (IMB) at HMP/YOI Winchester has collected evidence for this report through:

- conversations with prisoners
- prisoner surveys concerning food, health and safety, adjudications and showers
- attendance at meetings, for example, the Prison Council, Health and Safety, Healthcare
- monitoring prisoners' applications to the IMB
- monitoring internal and external adjudications
- observation of the fabric of prison buildings
- analysis of statistics and information provided by the Senior Management Team (SMT) at HMP Winchester.

The IMB has taken into account the Mandela Principles¹ and the IMB Monitoring Framework to consider whether prisoners are dealt with fairly and humanely.

The reporting year has been exceptionally challenging, specifically because of staff shortages and a lack of additional funding to improve resources. The result has been a restricted regime throughout much of the year, with prisoners often confined to their cells for up to 23 hours a day.

There has been a notable loss of experienced officers, leading to difficulties in succession planning. The staffing base is now imbalanced, relying on an increasing number of new recruits, such that in May 2018, between 45% and 60% of Prison Officer, Supervising Officer and Custodial Manager grades have less than one year's experience.

A large number of prisoners are not able to access education or work. HMP/YOI Winchester was placed into Special Measures in January 2018 because of safety concerns, culture, leadership and lack of progress, and an action plan was produced. The Governor has tried hard to effect change and instil a culture of rehabilitation. However, staff shortages, lack of resources and the diverse prison population have prevented significant improvement.

¹http://www.unodc.org/documents/justice-and-prison-reform/GA-RESOLUTION/E_ebook.pdf

Main Judgements

Are prisoners treated fairly²?

It is both unfair and unacceptable that the majority of prisoners are locked up in unsuitable conditions for up to 23 hours a day.

Prisoners with a physical disability are disadvantaged because they cannot gain access to all showers, education and visits. Cell doors are too narrow to allow a wheelchair.

Overall, staff at HMP/YOI Winchester show commitment and care to prisoners. It is the IMB's view that officers do their best to treat prisoners fairly.

Are prisoners treated humanely³?

Under the restricted regime, prisoners are often let out of their cells for only 45 minutes a day, which is insufficient time for them to undertake basic tasks such as:

- showers
- exercise
- phone calls
- cleaning their cells
- cleaning the wings

It is degrading for prisoners to live in such a very poor physical environment, with limited access to showers and a lack of purposeful activity. Such treatment provides little opportunity for rehabilitation and, therefore, a culture of hopelessness and frustration prevails which leads to bad behaviour, violence, self-harm and an unsafe atmosphere.

Given the above, and despite the best efforts of staff, it is the IMB's view that prisoners at HMP/YOI Winchester are not always treated humanely.

Are prisoners prepared well for their release?

As prisoners are locked in their cells for up to 23 hours a day, it is hardly surprising that reform and rehabilitation are lacking. Prisoners are not prepared well for release as there are too few pre-release courses. The work offered does not prepare prisoners adequately for employment in the community. It is

² 'Fair treatment' relates to whether or not prisoners are treated equally and justly, e.g. in terms of access to showers, work allocation, opportunities to attend religious worship, use of Incentives & Earned Privileges, etc.

³ 'Humane treatment' relates to how prisoners are treated, e.g. are prisoners' conditions safe, clean and decent.

disappointing that Release on Temporary Licence (ROTL) has been available to only one prisoner over the past year.

A further concern is that prisoners are released without much support or help in readjusting to life in the community, largely because of shortfalls in external services and accommodation.

It is the IMB's view that prisoners are not prepared well for release.

Main Areas for Development

TO THE MINISTER

HM Inspectorate of Prisons (HMIP) report in respect of HMP/YOI Winchester published in July 2016 and previous annual reports by this IMB raise similar concerns to those included in this report. This has led the IMB at Winchester to question the relevance of such reports when little notice is taken of our concerns about how prisoners are cared for.

- The IMB considers that the restricted regime is a direct result of staff shortages. Recent ministerial statements, referring to increased recruitment and local delegations, fail to recognise the adverse impact of the attrition of knowledgeable staff and the inexperience of new personnel. Will the Minister assure the IMB that officers at HMP/YOI Winchester will receive the market supplement which is currently paid to officers in nearby prisons?
- The use and distribution of illicit substances, in particular Spice, requires urgent attention. What will be put in place to combat drug misuse at HMP/YOI Winchester?
- Will the Minister approve funding to relocate the Care and Separation Unit?

TO THE PRISON SERVICE

- There are many prisoners with mental health problems at HMP/YOI Winchester who require ongoing and/or emergency care. What will the Prison Service and NHS England do to ensure that these prisoners receive the care and treatment appropriate to their needs?

- Will the Prison Service provide the necessary staffing and other resources to address the Coroners' concerns raised in the Regulation 28 Report to Prevent Future Deaths (PFD) relating to Mr Plumstead?
- The physical state of any prison can significantly affect the atmosphere and culture of the prison. The living and working conditions in HMP/YOI Winchester are extremely poor. What will the Prison Service do to improve and adequately maintain the environment?
- The loss of property is a persistent issue at HMP/YOI Winchester for both new arrivals and those transferred from other establishments. What will be done to improve the transfer of prisoners' property?

TO THE GOVERNOR

- What will be done to provide a better regime for prisoners at HMP/YOI Winchester, and thereby improve opportunities for education, purposeful activity and rehabilitation/resettlement?
- What will be done to improve systems in the property and complaints offices?
- Illicit drugs, such as Spice, are a significant problem at HMP/YOI Winchester. Will more searches be undertaken in order to combat this problem?

Improvements

- The reintroduction of the Prison Council is a positive move, but meetings are held irregularly.
- A dedicated Equalities Officer has been appointed to offer information and advice to prisoners and staff.
- The limited opportunities at Premier Inn, and other local firms, are excellent examples of working with the community, providing prisoners with positive work experiences.
- The introduction of body-worn cameras for all operational staff is a success.

3 DESCRIPTION OF ESTABLISHMENT

HMP/YOI Winchester is a Victorian prison, built in 1846. It has a capacity of 690 male prisoners aged 18 and over, either on remand, charged, sentenced or awaiting sentence⁴. It is currently designated as a Category B local prison with two Category C Resettlement Units: Westhill and The Hearn. HMP Winchester is part of the South Central Group with a dual role as Local and Resettlement Prison serving the courts in Winchester, Southampton, Portsmouth, Bournemouth, Salisbury, Aldershot and Basingstoke. There are approximately 45 Young Offenders (YOs) aged between 18 and 21. Arrivals and departures exceed 20,000 in a year.

External partners include The Community Rehabilitation Company (CRC), Phoenix Futures, which 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, regardless of where they come from and by which probation service they are managed if sentenced.

A Wing is designated as the induction wing for new prisoners entering HMP/YOI Winchester.

B Wing has a diverse population of prisoners on remand or convicted.

C Wing has facilities for prisoners who may require detox and the Integrated Substance Misuse Service (ISMS).

D Wing houses a diverse population of vulnerable prisoners (VPs) on remand or convicted.

The Care and Separation Unit (CSU) is located in the basement of A Wing and the totally unsatisfactory conditions have not changed since the 2016/17 IMB report. Although the plan to relocate it to a new building has been agreed, funding has yet to be approved. This should occur at the earliest possible opportunity.

West Hill and The Hearn house Category C prisoners in a more relaxed regime. There is limited training provided to help prepare the prisoners for life after release. Work opportunities are available but the restriction on ROTL is frustrating for both prisoners and staff.

The Healthcare Unit has 14 cells for prisoners who are seriously ill and those at risk of self-harm and suicide. There are two constant watch rooms for those who require 24-hour observation.

⁴ A planned reduction in capacity is underway to enable in-cell fire safety/other improvements to take place.

4 SAFETY

Keeping staff and prisoners safe is a central objective for the Governor and SMT. The Governor identified Safer Custody as a continuing priority in 2017. An action plan was produced and is reviewed when Safer Custody meetings take place. These important meetings have been prone to cancellation because of staff absence and sometimes vital representatives, such as healthcare managers, have not attended.

In August 2017, the Governor became concerned about staff and prisoner safety leading to a significant change in the regime, which resulted in prisoners being confined to cells for long periods. The IMB expressed concern to the Governor about the limited opportunity for prisoners to be let out of their cells for domestic duties and exercise.

There are urgent concerns about the prevalence of illicit drugs, particularly Spice, in HMP/YOI Winchester. Overdoses result in serious illness for the prisoners and cause nausea and excessive fatigue when passively ingested by staff. Misuse of drugs and other illicit substances adversely affects stability.

Illicit alcohol, mobile phones, SIM cards and improvised weapons are regularly found by prison staff, but it is apparent that quantities of such items remain undetected and resulting in debt problems and violence. The prison became smoke-free last year, leading to some smuggling of tobacco and the attempt to smoke substances such as tea leaves.

ACCT (Assessment, Care in Custody and Teamwork)

The number of ACCTs in 2017/18 was 931, compared with 710 in 2016/17, an increase of 31%.

On average, there are between 30 and 40 men subject to an ACCT.

Self-Harm

Between June 2017 and May 2018, there were 459 cases of recorded self-harm, with the incidence doubling in April and May 2018. 85% involved cutting, and 8% hanging, self-strangling or making a noose or ligature. 37% of the incidents occurred on C Wing and 30% on B Wing.

Deaths in Custody

It is regrettable that two deaths occurred at HMP/YOI Winchester during the 2017/18 report period. One was a result of self-harm, and the other from natural causes. Inquests were held to investigate the deaths of Mr Jason Payne (2015) and Mr Sean Plumstead (2016).

At the conclusion of Mr Plumstead's inquest, the Senior Coroner issued a Regulation 28 Report to Prevent Future Deaths (PFD) to highlight the risk of future deaths at HMP/YOI Winchester unless action was taken⁵.

Three areas of concern were highlighted:

- ACCT training
- Training of prisoner-facing staff
- Emergency Cell Bells (ECB).

Similar concerns were raised by the Prison and Probation Ombudsman (PPO) in the investigation report⁶.

ACCT and SASH Training

The recent Coroners' inquests identified ACCT training levels to be of concern, meaning that prisoner-facing staff will not recognise those who are at risk of self-harm and/or suicide. Since then, ACCT training, which lasted less than half a day, has been replaced by SASH (Suicide and Self Harm) training, scheduled over a day and a half. While throughput has increased, the challenge of releasing over-stretched staff from operational duties meant that only 57% of staff training was 'in date'⁷ at the end of the reporting year.

The IMB has not consistently received SASH training figures for prisoner-facing staff, despite requests to HMP/YOI Winchester.

Training of Prisoner-Facing Staff

The Coroner was concerned that HM Prison and Probation Service (HMPPS) did not contractually require third-party workers to undertake ACCT training.

⁵Regulation 28 Report to Prevent Future Deaths: Mr Sean Plumstead [19 October 2017].

⁶PPO Independent Investigation into the Death of Mr Sean Plumstead.

(<https://s3-eu-west-2.amazonaws.com/ppo-prod-storage-1g9rkjhkjmgw/uploads/2017/10/M192-16-Death-of-Mr-Sean-Plumsted-in-hospital-Winchester-18-09-2016-SID-22-30.pdf>)

⁷ It was not made clear whether this relates to all prison staff or to prisoner-facing staff.

As data has not been provided specifically relating to the ACCT/SASH training status of third-party contractors, it has not been possible to monitor any improvements in this area.

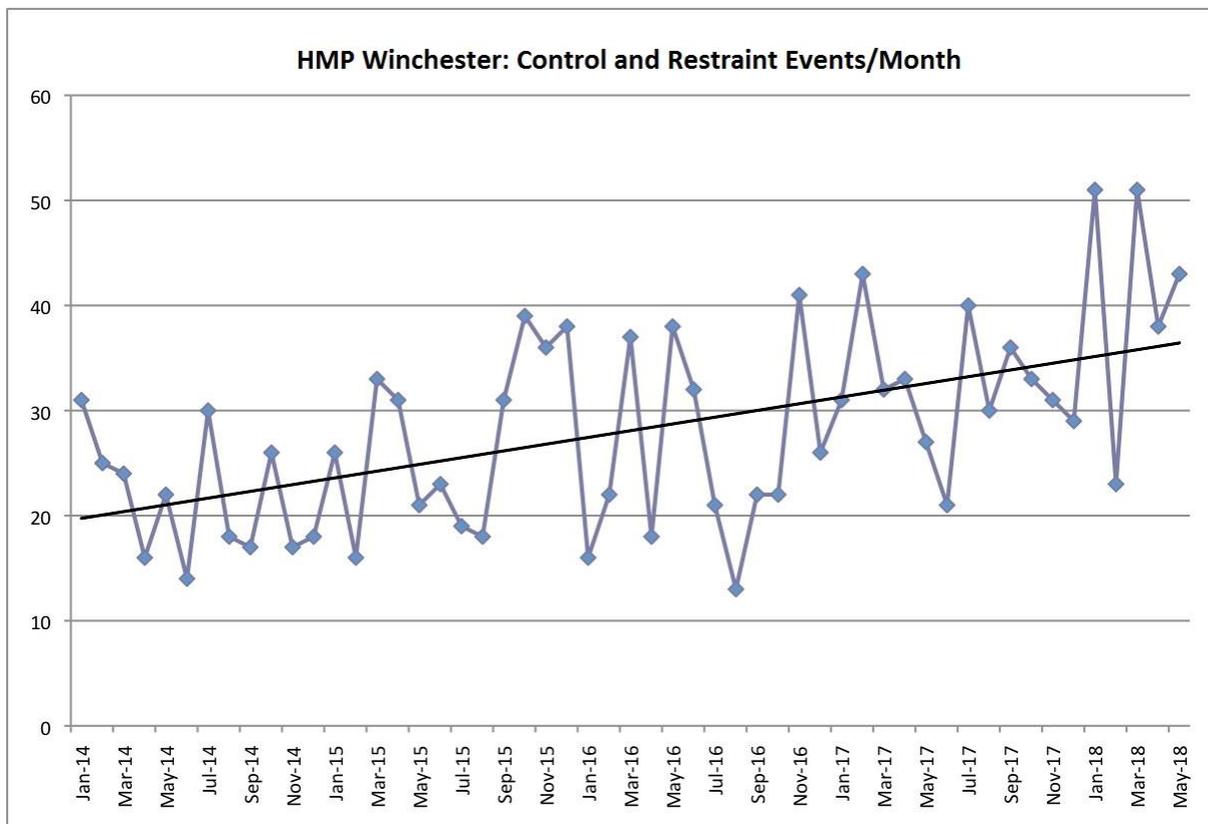
Emergency Cell Bells

The PPO and the Coroner were both concerned about delays in the answering of ECBs. As a result, HMP/YOI Winchester agreed to monitor ECB response time deficiencies under a PPO action plan⁸. ECB data has not been accessed or interrogated by HMP/YOI Winchester since December 2017.

Actions in response to both the Coroner’s inquest and PPO reports have been inadequate, despite the many assurances that “lessons have been learnt” from tragic deaths in the past.

Control and Restraint Events

The number of occasions when Control and Restraint has been used against prisoners varies considerably month to month, but the trend between January 2014 and May 2018 shows an increase of 80%. This correlates with increased violence between prisoners.



⁸PPO Independent Investigation into the Death of Mr Sean Plumstead – Action Plan. (<https://s3-eu-west-2.amazonaws.com/ppo-prod-storage-1g9rkjhkjmgw/uploads/2017/10/M192-16-Death-of-Mr-Sean-Plumsted-in-hospital-Winchester-ActionPlan.pdf>)

Reception

Reception is an extremely busy part of the prison with many prisoners arriving and leaving, particularly in the mornings and early/late evening. The facilities within Reception are poor, presenting a daunting first encounter. Prisoners with a physical disability are seriously disadvantaged because the only access is via a flight of steps with no wheelchair facility. Having entered Reception, there are further steps before entry to the Induction Wing. Reception staff work hard to provide new arrivals with a positive experience and do what they can to treat prisoners with humanity and dignity.

Induction

Existing induction arrangements are neither sufficiently comprehensive nor delivered in a timely fashion; however, as part of the plan to re-institute A Wing as the dedicated reception/induction wing, they are to be replaced in the summer of 2018 by a rolling programme in which a number of departments working in the prison will be involved.

The profile of equalities is improving within the prison with the appointment of a dedicated officer who deals with Equalities, Safeguarding and Social Care. However, fundamental cultural change is slow to be realised within the institution.

There are supposed to be monthly Equality meetings when the action plan is reviewed and statistical information considered. These meetings should be more regular (there were, for example, no meetings between November 2017 and March 2018). Attendance by certain departments is haphazard. This may suggest that issues of diversity and inclusion are of low importance, which may lead to their not being fully embedded within the culture of the prison. It is noticeable that some departments, such as education and Workshop 5, promote diversity with posters and pictures of cultural and religious festivals, while in other departments there is no passing reference. There is a need within the prison (for staff of all grades) to take on board the issues raised in the Lammy Report⁹, published in September 2017. Little or no training has been provided to staff about the findings of this government report in respect of black and ethnic minority prisoners and those subject to the criminal justice system.

Among current **strengths** are the following:

- The aim is to have a diversity representative on each wing. While this has not always been possible, in April 2018, three representatives were available to A, B and C wings.
- Festivals such as Passover, Spring Equinox and Eid are promoted, often with special food provided by the kitchen.
- A recent meeting with LGBT prisoners was a success and it is envisaged that a similar meeting with older prisoners will be held in the near future to discuss their issues and establish mechanisms of support for them.
- Positive work in the area of transgender prisoners is being undertaken, with compacts being agreed between the individuals and the prison about their needs.
- At the end of the reporting year, four men have been trained as “buddies” to assist prisoners with disabilities. This is a significant improvement since 2016/17. There is now a referral system in place which identifies those prisoners who need support, but who do not necessarily meet the eligibility for a commissioned social care package. Buddies assist with a number of tasks, such as cutting up food, helping to keep a cell clean, providing reminders about personal hygiene, etc.

⁹<https://www.gov.uk/government/publications/lammy-review-final-report>

Among current **concerns** are the following:

- The Chaplaincy was not fully staffed during 2018, following three retirements in the autumn of 2017. The full-time Anglican Chaplain left in November 2017 which created problems over Easter 2018. The Roman Catholic Chaplain left in October 2017 and has not been replaced, although a representative from another establishment is helping during the week. The time it is taking for candidates to be approved for these posts is unacceptable¹⁰.
- Problems remain for any visitor with mobility issues as the lift to the visits area is broken¹¹. There have been times when such individuals visiting prisoners have been left out in the cold and rain.
- Prisoners with limited mobility cannot get to the main education department. Older men with disabilities are dispersed on various wings and do not always have access to activities which are available to more able prisoners.
- The number of Discrimination Incident Report Forms (DIRFs) appears low at HMP/YOI Winchester: there were 28 from June 2017 to April 2018. Half of the DIRFs received concern issues relating to allegations of racial discrimination but the number upheld is unavailable. The issue of DIRFs has been discussed at meetings. There is a view among those present, in line with research undertaken by Zahid Mubarek¹² for the Prison Reform Trust, that prisoners find it difficult to write complaints about discrimination, whether they be religious, racial, sexual or about disability. The DIRF complaints system is public because the DIRF boxes on the wings are highly visible. HMP/YOI Winchester should look more closely at the DIRFs complaints system and evaluate whether the system is fair and fit for purpose.

Spurgeons run 'Invisible Walls', which is a family support service working from HMP/YOI Winchester. It is a children's charity for vulnerable and disadvantaged children and families across England.

Invisible Walls provides support for families visiting prisoners at HMP/YOI Winchester via the Visitors' Centre which is open seven days a week, staffed by trained volunteers. It is situated in pleasant surroundings next to the main gate.

¹⁰ A managing Church of England chaplain and a part-time assistant joined in July 2018.

¹¹ Funding for the new lift has been approved for 2019/2020, but there is as yet no plan for its replacement.

¹²<https://www.gov.uk/government/publications/report-of-the-zahid-mubarek-inquiry>

Spurgeons offer:

- Monthly family day visits
- Monthly homework clubs
- Parenting courses and workshops
- One to one support and drop-in groups
- Liaison with other internal and external agencies.

The work undertaken by Spurgeons is central to keeping families together and in changing the culture of prisons from one of despair and confusion to one of inclusion and hope. Feedback from prisoners and their families is positive (see website for comments). Spurgeons was acknowledged by Lord Farmer in his report: The Importance of Strengthening Prisoners' Family Ties to Prevent Reoffending and Reduce Intergenerational Crime (August 2017)¹³.

Spurgeons remains a constant asset, given the support it offers to prisoners and their families.

¹³<https://www.gov.uk/government/publications/importance-of-strengthening-prisoners-family-ties-to-prevent-reoffending-and-reduce-intergenerational-crime>

6 SEGREGATION/CARE AND SEPARATION UNIT

The Care and Separation Unit (CSU) accommodates some of the most challenging and vulnerable prisoners.

The CSU is a dungeon which was described as both “bleak” and “oppressive” in the last report by HMIP¹⁴. It is not fit for purpose, and although there is a plan for its relocation, funding has not yet been agreed for the new building.

Access to the unit is primarily by a steep, descending stone stairway to the basement and, once in the unit, there is very little room to manoeuvre. Both these factors mean that there are significant injury risks to all when non-compliant prisoners are relocated to the CSU.



The seven cells are in poor condition, with damp walls and peeling paint. They are uncomfortably hot in the summer and cold during the winter. There is little natural light and the artificial light is gloomy.

¹⁴ HMIP Report 2016, section 1.51 page 25. <https://www.justiceinspectrates.gov.uk/hmiprisoners/wp-content/uploads/sites/4/2016/11/HMP-Winchester-Web-2016.pdf>

Cells are often vandalised and deliberately flooded. Most cells do not have external water isolation valves.

The IMB is concerned that prisoners (including some who are on an ACCT) may be held in the CSU for up to 90 days.

There has been an improvement in the supply of radios and activity packs¹⁵.

The cramped staff office serves as the venue for reviews and internal/external adjudications. Privacy is compromised by frequent interruptions.

The CSU staff perform their roles with humanity and care, despite the challenging circumstances.

¹⁵ These packs include crosswords, puzzles, etc.

Accommodation

The standard of accommodation at HMP/YOI Winchester is unacceptable. Conditions are unpleasant and dirty. Some prisoners share cells with a sheet separating their bed from a toilet. Half the cells do not have privacy curtains. It is difficult to promote a culture of care, concern and rehabilitation when prisoners are living in squalid conditions. HMP/YOI Winchester is little more than an establishment which fulfils the function of 'warehousing' prisoners.



The prison buildings are old, requiring significant maintenance in addition to routine repairs. Failure to maintain the property regularly results in cells being out of use. Basic amenities, for example, showers and telephones, are frequently out of order. The hot water supply is erratic because the pumps need replacing.

Cells regularly need repair because of wear and tear or vandalism. A snapshot for May 2018 showed that an average of 17 cells were out of action daily and a further 18 cells meant for double occupancy had single occupants because of cell sharing risk assessment concerns.

Funding for some major improvements has been secured in the last 12 months, including an upgrade of the fire protection system and new windows for some of the wings, which are underway or planned.

Following the collapse of Carillion, the maintenance contract has passed to Government Facility Services Limited (GFSL). There was a considerable backlog of faults created by Carillion's inefficiency. It is hoped that GFSL will offer better provision, but the transition for Carillion has not yet seen significant improvement to the fabric or an improved environment within the prison.

Carillion replaced three showers in West Hill last year at a cost of £150,000 and already the floors are cracked, the extraction fans are ineffective and the water repellent membrane has failed.

Cleanliness on the wings varies and rubbish thrown from cell windows accumulates outside.

The supply of kit and clean laundry has been a problem throughout the year. Staff endeavour to distribute fairly the kit they receive. The laundering of HMP/YOI Winchester's kit was undertaken at Ford Prison, but when this was discontinued, there was a critical shortage. It transpired that there was no Service Level Agreement for Ford, or any other prison, to accept HMP/YOI Winchester's laundry. Laundry was subsequently sent to various prisons, causing transport problems with collection and delivery. The provision of efficient washing machines and dryers on each wing has improved personal laundry facilities.

When the new regime was introduced, prisoners were allowed only 45 minutes for domestic activities such as showers, telephone use and association time. This restricted regime is temporary and efforts are currently being made to ease it, if and when staffing levels improve and it is deemed safe to do so. The regime is not conducive to rehabilitation or building relationships and allows little time for interaction, leading to frustration when issues cannot be resolved. Recent efforts to relax this regime with current staffing levels show an apparent correlation with an increase in violent incidents and an unsettled atmosphere on B and C Wings.

Although staffing numbers have increased and an extra 33 staff have been temporarily deployed from HMP The Verne, these levels are fragile because of high sickness rates and requirements for constant watch and escort/hospital duties.

Sickness levels are variable but high, reaching a peak in January 2018 when 46 out of 300 staff (operational and administrative) were absent on sick leave. While this level has more than halved since then, for much of the year, any absence below 20 was unusual enough to be considered good news. Some of this sickness absence is caused by stress or injuries at work.

The attrition rate of operational staff has been high. During the last quarter of 2017-2018, it has been recorded as 29% which made HMP/YOI Winchester one of the worst prisons for staff retention in the country. Despite its high cost of living, HMP/YOI Winchester is the only prison in the area where staff do not receive a market supplement. This is a major contributor to the prison's current recruitment and retention problems. Some administrative posts are unfilled.

Recruitment is taking place but is hampered by the slow vetting process, often meaning that successful applicants have tired of the waiting time and have taken a job elsewhere. The lack of administrative staff affects the service in such areas as complaints, property and visit booking, all of which increase prisoners' frustration.

The phone booking line for visits is prohibitively expensive and call queuing can cost up to £40 if a mobile phone is used. It is welcome news that the Governor has agreed to subsidise a cheaper system, but this will cost several thousand pounds which, regrettably, must be found from the already stretched financial prison resources.

West Hill and The Hearn

West Hill and The Hearn are Category C units with 129 cells. The emphasis should be on rehabilitation and prisoners here are expected to be in full time work or education. In general, staff and prisoners engage well with each other and respect is shown on both sides, although there is evidence of prisoner on prisoner bullying. The current regime means that West Hill and Hearn staff are regularly deployed to prop up the shortfall in the main wings. This often leads to a state of lockdown in these units, with full time employees being locked up in their lunchtime break and other association periods with no opportunity for socialising.

The objective of these units is to provide its occupants with a minimum of six months' rehabilitation before release. Pressures on cell availability in the main prison mean that shorter term prisoners are often housed at West Hill and The Hearn without sufficient time or desire to complete rehabilitative courses. From a sample of 11 prisoners moved to the units in a recent two-week period, the longest time to discharge was three months and the shortest was one month. This disrupts the culture where everyone works or studies and encourages reluctance to take part in interventions. For example, an increasing number of kitchen workers have been dismissed from their jobs for food theft and, therefore, the successful catering rehabilitation courses are undersubscribed.

Drugs are increasingly prevalent in West Hill and The Hearn. As prisoners here have outdoor jobs within the prison walls, there is evidence that this part of the prison is used as a drugs distribution point for the main wings. In May 2018 a prisoner focus group provided further evidence that non-drug users are having their regime and

quality of life affected, and a plan of action for improvement was drawn up and issued to staff.

The prison kitchen is modern and the food adequate, with religious and medical diets respected. This is quite an achievement with the prison receiving only between £2.01 and £2.10 per prisoner/day to provide three meals. Only four written food related complaints were received by the IMB in the last year, but there are frequent verbal comments about quality and quantity.

Communication

The reintroduction of Prison Council meetings is a positive move. It is, however, too soon to say if the issues raised by the prisoners in these meetings will be taken forward and changes made to their living conditions and the regime.

Complaints

During the reporting year, a third of the complaints received by the IMB concerned property. These complaints are difficult to investigate because the Property Office is understaffed and, therefore, often closed. Prisoners are compensated for lost items if their complaint is upheld.

- Most complaints to the IMB come from D (the VP) Wing.
- 50% of complaints received by the prison are about property; a third of complaints to the IMB are also about property.
- The complaints office has been understaffed which has led to prisoners feeling that the issues they raise are unimportant. There has been a persistent backlog of outstanding complaints. The IMB has, therefore, dealt with complaints about 'complaints' not resolved in a reasonable timescale.

8 HEALTHCARE (INCLUDING MENTAL HEALTH AND SOCIAL CARE)

The provider of healthcare services at HMP/YOI Winchester is Central and North West London NHS Foundation Trust.

2017-2018 has seen a slow but discernible improvement in the provision of healthcare services demonstrated by improved staffing levels and fewer missed appointments. Given the unsatisfactory standards cited in last year's report, it was only to be expected that progress would be variable with setbacks as well as successes; the underlying trajectory, however, has been upwards. For example, the shortages of staff, together with the effect of minimum prison officer staffing, has meant that cancelled/missed appointments continued to undermine the quality of care that prisoners receive. There has, however, been an improvement here: non-attendance rates for internal/external scheduled/cancelled appointments decreased to 7% in Jan-Mar 18, from a peak of 21% in September 17. There was also an improvement in dental care non-attendance rates (33% Apr-Jun 17, peaking at 41% in July, falling to 25% Jan-Mar 18).

The arrival of a new Head of Healthcare in November 2017 introduced a positive atmosphere in the department for the first time in over a year, although it is taking time for this to be converted into results, as overdue initiatives gain traction.

Staff recruitment has remained challenging. The primary health complement was increased in the second half of the year, while mental health staffing continues to be fragile with an unsettling number of leavers, new joiners and agency staff. The overall vacancy rate in April 2017 was circa 50%, which had reduced a year later to 28% as a result of the appointment of eight new primary healthcare staff in January 2018 and the effect of full manning in pharmacy.

A renewed focus on multi-disciplinary working between primary care, mental health and ISMS, involving team meetings and a degree of integrated service provision has proved beneficial. There is some way to go before it becomes seamless. The recent introduction of a mental health assessment of all new prisoners within 48 hours (and referral on arrival in Reception when necessary), has been useful in signposting, risk assessment and support. Latterly there have been fewer instances of prisoners being improperly located when requiring ISMS support. Early assessment may address some of the shortcomings highlighted in successive Coroners' and PPOs' reports (see Section 4).

While concerted efforts have been made to increase the number of healthcare staff who have been SASH trained, it remained below 50% at the end of May 2018, albeit skewed by the high attrition rate of staff during the period.

The lack of effective healthcare provision for prisoners with a personality disorder, which currently falls outside the auspices of either Mental Health or Primary Care, means that, despite the availability of a psychologist, too many men are left to navigate their sentences without appropriate support. The increasing requirement, too, for social care services within the prison has revealed limitations in provision, with a tendency for hard-pressed prison officers to presume that healthcare staff will deal with it.

The supervision by prison officers of medication dispensing has remained inconsistent, with occasional instances of nurses experiencing threatening or abusive behaviour from prisoners.

Under a new healthcare complaints system, all complainants are seen and receive a written response within 20 days. This resolves many of the issues at first contact, but the legacy of 141 complaints in May 2018, which had previously been held up in the prison complaints system, was the cause of continued dissatisfaction by the prisoners.

All critical outstanding actions from the latest Care Quality Commission report are held on the Health Development Plan and all actions emanating from the Performance Notice have been rectified.

Following the introduction of the 'no-smoking' rule in January 2017, the deficiencies identified in the 2016/17 report have remained evident throughout this year, with variable levels of success and the continued risk of nicotine replacement patches being used as contraband or in combination with other illicit substances. Smoking cessation is not currently being delivered in line with the minimum offer, and will be relaunched in June 2018, enabled by improved training for healthcare and prison staff.

9 EDUCATION AND OTHER ACTIVITIES

Milton Keynes College is the external provider of education at HMP/YOI Winchester. The College delivers a variety of courses which include Functional Skills (maths and English), English for Speakers of other Languages (ESOL), IT, art, cookery and food safety, BICs (British Institute of Cleaning Science), waste and recycling, barbering and graphics. Limited distance learning and Open University courses are also available.

Art clubs have been introduced on every wing, with the aim of 'getting education out and about'. The Prince's Trust supports young offenders by offering them a basic cookery course, level 2 food safety and employability skills.

The introduction of the new regime in August 2017 has affected attendance and achievement rates. Achievement for 2016/17 was 97% and year to date is 95% (predicted to rise to 97%) but this figure is based on fewer enrolments. Enrolments are down by 29%, comparing the first six months of 2016/17 with the same period in 2017/18. Functional Skills, for example requires 60-70 guided learning hours but completion now takes longer because the regime has restricted attendance.

The induction process includes Access to Activities (A2A), a pre-requisite for allocation to education, employment and access to the gym. As part of A2A, prisoners take initial assessments in maths and English. Attendance rates have also been affected by changes to the regime. Lower A2A attendance, therefore, presents a challenge for allocation to employment and core provision. National Careers staff worked alongside the Induction team giving advice about relevant education courses or employment opportunities but their contract was ended in March 2018.

In March 2018, Hampshire County Council gave four weeks notice to terminate the contract; although extended pending re-tender in July 2018, it resulted in restricted access of only two days per week during the interim. The Shannon Trust scheme has been taken on by the education department and Storybook Dads by Spurgeons.

10 WORK, VOCATIONAL TRAINING AND EMPLOYMENT

The opportunity for prisoners to undertake work forms an essential part of a prisoner's rehabilitation. HMP/YOI Winchester has several workshops which provide work opportunities for approximately 85 prisoners on a daily basis. The target attendance rate is 80%; the average attendance during 2017/18 was 88%, a slight reduction on the previous year¹⁶.

Attendance at workshops can result in the opportunity for study towards a vocational qualification, which clearly improve a prisoner's ability to obtain work on release from prison.

Some of the workshops also have a classroom attached to allow for education in English, numeracy and other useful skills.

The painting and decorating workshop has been out of use for the last 12 months because of the the inability to recruit a tutor, and the opportunity gain a formally recognised British Industrial Cleaning (BICS) qualification ceased earlier in 2018 when the instructor left. These facilities can offer prisoners very useful employment skills; so it is regrettable that for much of the year they have not been operating.

Other roles are available as wing cleaners, servery and kitchen staff, listeners and library and chapel orderlies.

The current regime has resulted in prisoners raising grievances about the amount of association they are allowed when working. The IMB has received numerous complaints about workers having insufficient time for domestics and association.

The Hospitality Academy is still showing success with a number of ex-prisoners in full time employment with Premier Inn, one of whom won the Outstanding Individual Learning Award, presented to him at Buckingham Palace. Other organisations providing training and educational opportunities include Saints 4 Sport and Timpson.

¹⁶ Percentage of total places available taken up in Textiles, Enterprise Services, and Waste Management (figures for Apr 2017-Mar 2018)

11 RESETTLEMENT PREPARATION

In February 2018 the National Careers Service (NCS) contract in HMP/YOI Winchester was withdrawn. The support, therefore, to all prisoners who were working with NCS for job-finding assistance, employability skills and referrals to outside work has stopped.

Prisoners preparing for release are not being given any help or access to training or courses.

A further consequence is that relationships with external partners are gradually being severed. There are no more mock interviews to help those hoping to apply to Premier Inn on release.

This is negatively affecting prisoners' chances of rehabilitation and the opportunity to fulfil ambitions which will lead to a productive life.

Lack of ROTL continues to cause concern. Although several local companies are willing to offer work experience, the prison is not currently able to take advantage of most of these opportunities and only one prisoner, this year, has been released under the scheme. No additional ROTL is planned in the immediate future. The conditions are too restrictive and the paperwork complicated and processed too slowly.

Understaffing in the Offender Management Unit (OMU) has led to delays in sentence calculation, categorisation and processing Home Detention Curfew (HDC). New staff are due to join but they are currently going through vetting and training which can take up to 12 months. It appears, however, that a backlog with the Offender Assessment System (OASys) is being addressed and reduced, mainly through existing staff working overtime.

Prisoners usually receive their sentence plans on time (within five days of arrival) but those arriving around bank holidays may experience a slight delay.

Catch 22 prepare prisoners for release by finding employment and accommodation. Suitable accommodation is the main problem because there is insufficient available housing. Approximately 35% of prisoners registered with Catch 22 cannot be housed on release.

Section C – Work of Board

BOARD STATISTICS	
Recommended Complement of Board Members	16
Number of Board members at the start of the reporting period	10
Number of Board members at the end of the reporting period	15
Total number of visits to the Establishment	673
Total number of segregation reviews attended	225

Section D – Applications to the IMB

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation including laundry, clothing, ablutions	23	23
B	Discipline including adjudications, IEP, sanctions	9	13
C	Equality	16	15
D	Purposeful Activity including education, work, training, library, regime, time out of cell	22	17
E 1	Letters, visits, phones, public protection restrictions	31	37
E 2	Finance including pay, private monies, spends	8	16
F	Food and kitchens	5	9
G	Health including physical, mental, social care	95	92
H 1	Property within this establishment	47	80
H 2	Property during transfer or in another establishment or location	42	23
H 3	Canteen, facility list, catalogue(s)	21	16
I	Sentence management including HDC, ROTL, parole, release dates, re-categorisation	50	40
J	Staff/prisoner concerns including bullying	31	34
K	Transfers	19	35
	Total number of IMB applications	463	517