



Annual Report
of the
Independent Monitoring Board
at
HMP Wandsworth

**for reporting year
1 June 2017 to 31 May 2018**

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October 2018**



Monitoring fairness and respect for people in custody

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1. STATUTORY ROLE OF THE IMB

- 1.1.** 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 is situated.
- 1.2.** The Board is specifically charged to:
 - a) satisfy itself as to the humane and just treatment of those held in custody within its prison and the range and adequacy of the programmes preparing them for release;
 - b) inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has;
 - c) report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have had on those in its custody.
- 1.3.** 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

- 2.1.** This report presents the findings of the Independent Monitoring Board at HMP Wandsworth for the period 1 June 2017 to 31 May 2018. Evidence in the report came from observations made on visits, scrutiny of records and data, attendance at meetings, contact with prisoners and staff, surveys and prisoner applications.

Are prisoners treated fairly?

- 2.2.** The severe staffing shortfall of recent years was at last being reversed as officer numbers rose from 267 at 31 March 2017 to 303 at 31 March 2018. Although the Board was encouraged by this development, it was nevertheless concerned that a high proportion of the new officers were inexperienced and less confident when dealing with prisoners. (4.9, 4.17, 8.2, 9.8, 11.2)
- 2.3.** The number of Applications to the Board fell by 40% during the year. Just two years previously Applications were averaging around 38 per week, by the end of the reporting period the number had dropped to below 20 per week. (p29)
- 2.4.** Prison Council meetings were held regularly and were well attended. Minutes were taken and decisions actioned. The meetings provided a fair and open forum in which prisoners could raise matters of concern. (7.5, 7.18)
- 2.5.** Overall, induction was poor and remained a cause of concern to the Board. Sessions were frequently cancelled, and no-show prisoners were not followed up. The induction process was often conducted entirely in English – in a prison holding 40% foreign nationals, some with poor or no English. (4.26, 4.27, 4.28, 4.29, 4.30, 9.4)
- 2.6.** The Board was concerned that the management and quality of Assessment Care in Custody Teamwork (ACCT) review meetings varied considerably between Wings and there were several instances where post-closure interviews were not held. (4.8)
- 2.7.** Delays in transferring prisoners to secure psychiatric units from the Addison Unit had been raised as a cause for concern in Annual Reports dating back to 2009, and the Board was very concerned that there appeared to be little sign of improvement. (8.14, 8.15)
- 2.8.** An Equality meeting was held every two months, chaired by the Governing Governor, and comprised representatives from all areas of the prison including prisoners from each Wing. The day-to-day management team lacked a consistent officer presence through the year. This was of concern to the Board. (5.1, 5.2)

Are prisoners treated humanely?

- 2.9.** The regime was very limited, particularly in Heathfield, for the first three quarters of the reporting year with prisoners confined to their cells for unacceptably long periods. In February, a new Core Day was introduced and progressively more prisoners became eligible for free flow, which increased their time out of cell and attendance at purposeful activities. (7.1)
- 2.10.** Prison staff dealt with difficult situations with skill, compassion and professionalism. Where Board members observed planned interventions, they were handled professionally. (6.1)

- 2.11. Although recorded assaults increased, a number of significant violence reduction initiatives have been put in place. It was too early to draw conclusions as to their effectiveness. (4.10, 4.11, 4.12)
- 2.12. The prison went “smoke free” in April. A management team planned very carefully for this event and it passed off smoothly. (7.4)
- 2.13. Provision for wheelchair access was insufficient to meet demand but a dedicated healthcare worker was based on Wing C1 to deliver social care to wheelchair-using prisoners. (5.5)
- 2.14. Generally healthcare provision was satisfactory and urgent problems were dealt with promptly despite the inadequate and poorly located medical facilities. (8.2, 8.6, 8.7, 8.17)
- 2.15. The introduction of in-cell telephones gave prisoners easier access to family with much greater privacy and was very well received. This advance had a calming effect as it enabled prisoners to have greater contact with friends and relatives. (4.19, 7.3)
- 2.16. An analysis by the Board on D Wing showed that in March 43% of emergency bells were not answered within the five minutes guideline. As staffing levels improved, response times shortened significantly and a further analysis in May indicated a 98% response rate within the five-minute guideline. (4.17)
- 2.17. Not all first night prisoners were placed on E Wing, the induction/first night Wing, owing to a lack of available cells. Efforts had been made throughout the year to move long stayers off E Wing, but this was only partially successful. (4.28)
- 2.18. The kitchen continued to provide varied and tasty meals within its budget. Food was generally satisfactory, and distribution was mostly efficient and punctual. (7.17)

Are prisoners prepared well for their release?

- 2.19. The Board was concerned that insufficient efforts were made to help prisoners find work and accommodation on release. Penrose and St Mungo’s, the London Community Rehabilitation Company (CRC) providers in the prison, both suffered from major understaffing during the reporting period. (11.5, 11.6)
- 2.20. Data available from the London CRC were limited, inconsistent and inadequate. Over a five-month period the proportion of prisoners who completed the final pre-release review and left to go into work, education and training, varied between 10% and 40%. (11.3)
- 2.21. The increase in staff numbers had a positive effect on the number of prisoners attending vocational courses. (11.2)
- 2.22. There were over 20 organisations, either paid or voluntary, that offered courses designed to provide prisoners with skills and in many cases formal qualifications, to take into the jobs market. (11.2)

Main Areas for Development

To the Minister

- 2.23.** Illegal drugs became increasingly prevalent in the prison over the reporting year. What is the national strategy for dealing with the availability of drugs in prisons? (4.21, 4.22, 4.23)
- 2.24.** There was a shortage of secure psychiatric beds resulting in severely mentally ill prisoners remaining in prison inappropriately and well beyond the 14 day transfer target referred to by the Minister in his letter to the Board of 10 September 2017. This is the fifth successive year that the Board has raised the issue of delays in transferring prisoners to secure psychiatric provision. What is the Government doing to address this continuing problem? (8.14, 8.15)
- 2.25.** The Board was concerned at the very inadequate assistance available to help prisoners, prior to their release, find accommodation and work. What is the Minister doing to address this? (11.5, 11.6)
- 2.26.** The Board was concerned at the length of time that a Category D prisoner had to wait before a place became available at a Category D prison. What is being done to increase the number of Category D places across the prison estate? (7.14)

To the Prison Service

- 2.27.** What is being done to ensure the Addison Unit, for those with severe and enduring mental illness, is fit for purpose? (8.12)

To the Governing Governor

- 2.28.** Drug use, particularly of New Psychoactive Substances, commonly known as Spice, increased during the reporting period. What is being done locally to address this problem? (4.6, 4.21, 4.22, 4.23, 4.24)
- 2.29.** There was a serious shortage of ACCT assessors; the observation entries often lacked detail and the quality of the care maps and overall procedures was poor. What is being done to improve the overall management of ACCTs? (4.8)
- 2.30.** Attendance at activities remained disappointingly low. What is being done to improve the situation? (9.3, 10.5)
- 2.31.** The organisation of the Adjudication process and quality of paperwork continued to cause concern. What is being done to ensure that the improvement seen towards the end of the reporting period is maintained? (6.11)
- 2.32.** The induction process was not operating effectively and not all first night prisoners were placed on E Wing, due to a lack of available cells. An additional concern was that there was a potential risk when the prison unknowingly housed new prisoners experiencing alcohol detoxification on other Wings where there was more limited monitoring. What is being done to improve this situation? (4.28)
- 2.33.** First night arrivals on E Wing were frequently placed in cells lacking basic amenities such as pillows and kettles. What is being done to address this problem? (4.27)

To the Maintenance provider: Government Facilities Services Ltd (GFSL)

- 2.34.** Following the collapse of Carillion plc what is being done to improve the repair and maintenance function and eliminate the backlog? (7.18, 8.12, 10.7)

To the Education provider: Novus

- 2.35.** At the beginning of the reporting period around 30% of prisoners had their learning needs assessed. The figure had risen to around 50% by the year end. What is being done to secure further improvement? (9.4)

3. DESCRIPTION OF THE PRISON

- 3.1.** HMP Wandsworth is a Category B Local Prison with a Category C Resettlement male unit, which primarily served the courts in south London. One third of the prisoners were on remand.
- 3.2.** In para 3.5 of last year's report, it was expected that HMP Wandsworth would re-roll into a Reception Prison later in 2017. This change has not yet taken place.
- 3.3.** The prison was built in 1851 and the residential areas remained in the original Victorian buildings. The main prison, known as Heathfield, housed up to 1,200 prisoners on five Wings designated A to E. First nighters were held in E Wing. In addition the Trinity Unit housed up to 375 Category C prisoners in a separate building of three Wings designated G, H and K. Vulnerable prisoners were in a separated section on C Wing. The majority of prisoners shared cells, which were designed for one person and were extremely cramped. The Segregation Unit had 15 cells including two special cells.
- 3.4.** The prison was very overcrowded; in June 2017 at the start of the reporting year, Certified Normal Accommodation (CNA) was 943 prisoners but the Operational Capacity was set at 1,596. In December 2017 the Operational Capacity was lowered to 1,452 and the CNA to 841. At the end of the reporting year there were 1,354 (2017: 1,542) prisoners of which 818 (2016/17: 930) were British. The 536 (2016/17: 612) foreign nationals comprised 40% (2016/17: 40%) of the prison population and came from 86 (2016/17: 74) countries including; Poland 18.5%, Albania 9.1% Romania 8.2% Lithuania 4.5% and Ireland 4.3% Some foreign nationals were due for extradition and some were immigration detainees.
- 3.5.** There were 14 indeterminate sentence prisoners, 15 lifers and 82 registered sex offenders.
- 3.6.** The prisoner age profile at the reporting year end was (2016/17 in brackets):
- 18-24 years 16.1% (17.1%)
 - 25-34 years 32.7% (36.9%)
 - 35-44 years 27.5% (23.7%)
 - 45-54 years 15.9% (15.8%)
 - 55-64 years 6.4% (5.1%)
 - 65 years and over 1.5% (1.4%)
- 3.7.** There were 157 registered disabled prisoners. Disabilities included physical and mental as well as learning disabilities.
- 3.8.** The prison population represented 31 declared religions, of which 17 were Christian denominations. At the reporting year-end approximately 57% of prisoners were Christian and 23.5% Muslim.

4. SAFETY

- 4.1. In February the prison was the subject of a Security Audit by Her Majesty's Prison and Probation Service. The auditors concluded there was a lack of resources to carry out the level of searches and drug tests appropriate for a prison of this size.
- 4.2. Staff searches were carried out at least once a month. A combination of ad hoc and directed searches during the period resulted in the arrest of three staff. One received a five-year custodial sentence after being apprehended by the Security Governor while attempting to enter the prison with a holdall of contraband.
- 4.3. There was good support from patrol dog handlers in terms of incidents and patrols in the sterile area, particularly after a set of keys was compromised in March. However, as a result of pressure on the availability of dogs across the region, on some days there was no cover.
- 4.4. Contraband was still entering the prison by a number of routes, including being thrown over the wall and smuggled in by visitors and staff. The number of throw-overs rose in the later part of the reporting year; this may reflect success in tackling alternative trafficking routes. New Psychoactive Substances, commonly known as Spice, was also being smuggled in via prisoner mail including mail marked as legal correspondence.
- 4.5. There were no suspected drone deliveries in the reporting period. New netting over the free flow route had been installed and defective netting over exercise yards replaced.
- 4.6. The most common finds as a result of prison cell searches were mobile phones, averaging 40 a month (2016/17: 44), and drugs, averaging 20 a month (2017: 28). The number of alcohol finds, largely home brewed hooch, and alcohol related incidents increased after the tobacco ban came into effect in April.
- 4.7. A dedicated Counter Terrorism team monitored all prisoners held under the Counter Terrorism Act. Phone calls were monitored 24 hours a day, seven days a week.
- 4.8. There were 814 (2016/17: 694) Assessment Care in Custody Teamwork (ACCT) cases opened; 45% were opened at Reception or on E Wing. Daily monitoring of ACCT numbers took place; more than half were opened due to threats/thoughts of self harm and cutting. Multi-disciplinary ACCT reviews were held weekly on each Wing. Attendance by mental health representatives was irregular as there were insufficient staff to cover the high number of reviews. Immigration staff did not attend at all which was unfortunate particularly in cases relating to foreign prisoners, whose main anxiety often related to residency issues. Some reviews were extremely productive with good interaction with the prisoner while others gave the impression of being a tick box exercise. There was a serious shortage of ACCT assessors; none on C Wing and only one on B Wing at the end of the reporting year. The observation entries often lacked detail and the quality of the care maps and overall procedures was poor. The Board was concerned that there had been several instances where post-closure interviews were not held.
- 4.9. The severe staffing shortfall of recent years was being reversed as officer numbers rose from 267 at 31 March 2017 to 303 at the end of March 2018. Although the Board was encouraged by this development, it was nevertheless concerned that a high proportion of the new officers were inexperienced and less confident when dealing with prisoners.

- 4.10.** There were 467 (2016/17: 173) assaults by prisoners on staff and 307 (2016/17: 140) prisoner on prisoner assaults, many of which were gang related. The large increase in the number of recorded assaults was possibly attributable to more accurate data recording in the reporting year.
- 4.11.** Staffing numbers on the Violence Reduction and Safer Prison team increased from two at the start of the reporting year to six by its end. This enabled a more intensive process to be introduced specifically targeted at the most violent prisoners. These prisoners were monitored through a weekly Violence Reduction and Complex Cases (VRCC) meeting. This multi-disciplinary meeting examined every aspect of a prisoner's behaviour with a view to agreeing interventions to reduce violent behaviour. There continued to be a disproportionate number of young offenders (around 50%) considered at these meetings. The VRCC meetings and subsequent interventions have been very successful and led to significant improvements in prisoners' behaviour. By the end of the reporting year it was rare for any prisoner to remain on the review list for more than a month. Violence reduction prisoner representatives were appointed on every Wing and their mediation skills prevented a number of incidents escalating.
- 4.12.** Several new safety action plan interventions were successfully used to reduce violence, including:
- Hero's Journey; for 18-25 year olds which aimed to build motivation to change, decrease prison violence and reduce reoffending;
 - Systems Coaching; which involved workshops aimed at increasing empathy, respect and rapport between prisoners and staff by identifying and resolving conflicts;
 - Leap; which provided mediation training for staff and prisoners aimed at increasing awareness, resolving conflict and improving communications to build trust;
 - Mindfulness; which dealt specifically with stress, anxiety, depression and other mental health issues on a one to one basis.
- 4.13.** Five Minute Intervention and Suicide and Self Harm training for staff continued throughout the year.
- 4.14.** The effectiveness of body worn video cameras (BWC) was evident. By the end of the reporting year 211 officers had been trained to use BWC. The cameras seemed to have played a significant role in de-escalating incidents.
- 4.15.** There were four deaths in custody in the reporting year, two from natural causes. The Inquest following the third death has yet to be held. The fourth death occurred when the prisoner was out on licence; the post mortem finding is not yet available. Officers liaised promptly and effectively with next of kin in all cases.
- 4.16.** An inquest was held in February 2018 for an 18 year old Lithuanian, who hanged himself in his cell in the Segregation Unit in November 2016. He was on an ACCT at the time. The inquest jury made a finding of accidental death and criticised the prison for failing to answer the cell bell for 37 minutes, for an inadequate nursing assessment (which condoned his location in the Segregation Unit), for inadequate communication between prison staff and healthcare staff, for failure to read the on-going record when conducting the ACCT reviews and for failure to make timely cell checks.

- 4.17.** Emergency cell bells should be answered within five minutes. Evidence earlier in the reporting year showed that on some Wings response times were unacceptably long. An analysis by the Board, carried out over a 12 hour period on D Wing in early March, showed that 43% of emergency bells were not answered within five minutes and in one case the wait time was 60 minutes. As staffing levels improved, response times shortened significantly and a further analysis in May indicated a 98% response rate within the five minute target.
- 4.18.** Safer Custody meetings, which covered progress on safety action plans, reviews of staff training and analysis of safety data were held monthly. Several members of senior management did not attend regularly, which reduced the effectiveness of meetings.
- 4.19.** There were approximately 30 Listeners in the prison. On E Wing (which included first night prisoners and the Segregation Unit) where Listeners were especially necessary, the number dropped to one, but by the end of the reporting year had risen to three. Up to five calls per night had been recorded for one Listener alone. Since the introduction of in-cell technology there have been fewer call outs for Listeners as prisoners were able to phone the Samaritans free national helpline directly from their cells.
- 4.20.** Clinical services for drug abusers 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 Forward Trust (previously known as Rehabilitation of Addicted Prisoners Trust).
- 4.21.** The prison had a significant number of drug and alcohol misusers. The rising use of Spice had increased the pressure on staff and services across the prison. For the 12 months to April some 19% of new prisoners were enrolled in a new substance misuse treatment programme. At the end of the reporting period there were over 130 prisoners on prescribed drug substitutes.
- 4.22.** Mandatory Drug Testing (MDT) was reinstated at the beginning of the reporting year. An assessment of MDT results showed the proportion of positive results each month varied from a low of 12.5% to a high of 45%, averaging over 27%. For the last three months of the year the average was 34%. Cannabis and Spice together accounted for almost 80% of the positive results.
- 4.23.** The widespread availability of Spice, in addition to other drugs and mobile phones, was of great concern to the Board. Inevitably drugs caused problems of debt and bullying that resulted in many prisoners exhibiting violent behaviour and/or self harming.
- 4.24.** Forward Trust ran a number of different programmes to help substance abusers including:
- Stepping Stones; a four week course which had 103 completions during the year;
 - Living Safely; a popular one week harm reduction course with 165 completions.
- 4.25.** Forward Trust had problems finding space to hold its various programmes. This led to cancellations and in some cases stopped a programme running altogether. They also had some staffing difficulties at one point but managed well nevertheless.

Reception, First night, Induction

- 4.26.** Late processing of incoming prisoners continued to be a problem, sometimes not finishing before midnight. This issue arose because the companies responsible for transferring prisoners from courts often arrived late. Occasionally this resulted in insufficient time for prisoners to be given telephone numbers stored on their mobiles or PIN credit to enable them to ring relatives and friends on their first night in prison. Prisoners were also often unable to access their property.
- 4.27.** The Board was concerned that new arrivals on E Wing were frequently placed in cells lacking basic amenities such as pillows and kettles.
- 4.28.** Unfortunately not all first night prisoners were placed on E Wing due to a lack of available spaces. Efforts had been made throughout the year to move long stayers off E Wing but this was only partially successful. Data for a 28 week period between October 2017 and April 2018 (8 weeks of data missing) showed an average of 15 new prisoners (13%) per week not placed on E Wing on their first night. There was a potential risk when the prison unknowingly housed prisoners experiencing alcohol detoxification on other Wings where there was more limited monitoring. This was of concern to the Board. New arrivals placed on other Wings often missed induction.
- 4.29.** Overall, induction was poor and remained a cause of concern to the Board. The most serious failing was that at a prison holding 40% foreign nationals, some with poor or non-existent English, the oral presentation and written materials were entirely in English. At the beginning of the reporting period there had been limited online provision in Polish; five years ago the prison had been able to provide an on-line Question and Answer (Q & A) programme in 14 different languages.
- 4.30.** The induction room was too small with insufficient chairs, tables and terminals for the participants. The oral presentation was rushed with no visual aids and used too much jargon and the Q & A session, perhaps the most useful session for a new prisoner, was too short. Sometimes up to a third of new E Wing prisoners did not attend – these no-shows were not followed up. There was a lack of consistent officer input and too many sessions were cancelled. There was an over-reliance on the induction orderly.

5. EQUALITY AND FAIRNESS

- 5.1. An Equality meeting was held every two months to review the overall management of the process. The meeting was chaired by the Governing Governor and comprised representatives from all areas of the prison including prisoners from each Wing. The Zahid Mubarak Trust (ZMT) and the Befriending and Supporting Team for foreign nationals (BEST) also attended.
- 5.2. The team, responsible for day to day management of Equalities, comprised a governor, a manager and one part time administrator plus an attached officer. The officer's post was filled by a number of different officers through the year and was severely affected by regime changes and redeployment. The effectiveness of the team was compromised by the non-permanency of the allocated officer. The Board was concerned that the lack of a consistent officer presence reduced the team's effectiveness. One example was the poor accuracy of Equalities recording from the "First Night in Custody" form which was not always completed by all prisoners.
- 5.3. Foreign nationals were helped in a number of ways. For non-English speakers some fellow national prisoners helped to interpret, and staff also had access to the "Big Word" interpretation service. BEST provided friendship in appropriate languages to those foreign nationals who did not have visitors and also assisted in writing applications to the prison and Home Office.
- 5.4. Surgeries for foreign nationals were held weekly in private on each Wing and focus groups were run by a governor.
- 5.5. There were seven (2016/17: 7) wheelchair users. Five adapted cells for wheelchair users were on Wing C 1 and allowed easier access to services and facilities. However, access to the exercise yard required some wheelchairs to be lifted. At year end E Wing was holding two wheelchair users in two cells which had not been adapted; this was unacceptable. Wheelchair access to the Visits Hall was via a lift, which could only be accessed by going outdoors. The lift was unreliable and accessing it was unpleasant in bad weather. A book trolley service was provided to C1 prisoners, who were unable to access the main library. The prison provided educational services to wheelchair users but was unable to provide work. Wandsworth Social Services continued to assist those prisoners with social care needs. Assistance was also provided in some circumstances by staff and prisoner Equality representatives.
- 5.6. During the year there was one (2016/17: 3) transgender prisoner who, by the end of the reporting year, had transferred to a prison with a transgender unit. Eight prisoners identified themselves as gay; the prison provided condoms.
- 5.7. A Personal Emergency Evacuation Plan (PEEP) was a priority in the prison. Prisoners that required a PEEP were identified during induction.
- 5.8. Discrimination Incident Reporting Forms (DIRF) submitted by prisoners were handled by a governor. When an investigation was complete it was quality checked by the Governing Governor. In the calendar year 2017 there were 126 DIRFs; ZMT reported that this was a significant increase on the previous three years when the average had been 50. However, ZMT felt that the prison had not become more unfair, rather that prisoners had more confidence in the DIRF system. Very few DIRFs were investigated within the required time of ten working days; times ranged from two weeks to three months.

Visits

- 5.9.** The Visitors' Centre, located outside the prison where families waited prior to their visit, had been refurbished. Work on expanding the prison Visits Hall was underway but was behind schedule. As a result, the usable area of the Visits Hall had decreased. In October the Prison Advice and Care Trust (PACT) became responsible for running the Visitors' Centre and some facilities in the Visits Hall. There were insufficient staff to regularly open the play area within the hall. Agreement was reached that PACT would prioritise opening the play area over weekends and school holidays.
- 5.10.** By the year end, the prison kitchens were providing hot and cold food in the Visits Hall, replacing the outside caterers.
- 5.11.** Family prison days were held once a month and involved on average 20 prisoners and 60-80 family members. Prison staff went to considerable length to arrange these popular days and they were greatly appreciated by prisoners and their families. The PACT Family Support Worker continued to organise monthly Family Link Visits (one-to-one visits in a private room). Some of these occasions involved prisoners saying goodbye to children being taken into care or visits from dying relatives.
- 5.12.** The visits booking system improved due to an increase in staff resources. In the four weeks prior to the end of the reporting year, there was no booking backlog.
- 5.13.** There had been a reduction in the number of broken Closed Circuit Television (CCTV) cameras in the Visits Hall, but the number of Officer Support Grades trained to monitor the cameras remained insufficient to staff the camera room for all visits.

Chaplaincy

- 5.14.** The Chaplaincy team comprised four full-time posts: a managing chaplain, an Anglican chaplain, a Roman Catholic chaplain and an Imam. Throughout the reporting year there was no full-time Imam in post, the role was carried out by two part-timers. The full-time chaplaincy staff were supported by part-timers and volunteers.
- 5.15.** The Chaplaincy team aimed to provide pastoral care for all prisoners. A member of the team saw every prisoner on arrival and visited every prisoner daily in the two healthcare units and the Segregation Unit. They aimed to attend all Good Order and Discipline (GOOD) and ACCT reviews and saw every prisoner on an ACCT as soon as possible after it was opened and at least once a week thereafter.
- 5.16.** The Chaplaincy team also supervised volunteer led six-week Victim Awareness courses, as well as providing a rolling Money Management course. Three Victim Awareness courses were held during the reporting year, each attended by 20 prisoners.

6. SEGREGATION UNIT

- 6.1.** The Board continued to be impressed by the compassion and calmness displayed by Segregation Unit staff, who frequently had to deal with difficult, abusive or violent prisoners. The Special Cell was used 20 (2016/17: 23) times in the reporting year; the body belt was used once (2016/17: 1).
- 6.2.** There were 460 periods of detention in the Segregation Unit in the reporting year; 65% related to a breach of discipline (Rule 53), 20% to GOOD and 15% to Cellular Confinement. The proportion charged under Rule 53 was higher than in recent years. The occupancy level averaged 90%. Ten prisoners spent 42 days or longer within the Unit (2016/17: 4) and three prisoners stayed for more than 84 days.
- 6.3.** Prisoners on ACCTs were vulnerable as they were at risk of self harm and placing them in the Segregation Unit could make them feel more vulnerable. Every prisoner on an ACCT had to be risk assessed to ensure the environment would not be detrimental to their wellbeing. At times there have been several prisoners on an ACCT within the Segregation Unit putting more pressure on staff and making it harder for them to run an effective regime. On one occasion during the reporting year six out of nine prisoners in the Segregation Unit were on an ACCT.
- 6.4.** There were many occasions when Board members had to talk to prisoners through a locked cell door, as staff were too busy dealing with the large number of adjudications, to unlock the door. This lack of privacy in a noisy environment was not conducive to good communications.
- 6.5.** VRCC meetings and GOOD reviews were rescheduled to take place on the same day, allowing better coordination and implementation of agreed Care Plans. Owing to this change in the meeting day, Chaplaincy was no longer able to attend GOOD reviews regularly; its positive contributions were missed.

Adjudications

- 6.6.** Governor's Adjudications rose by 13% to 4,771 The most frequent offence, comprising 32% of the total number, was possession of unauthorised objects. Assault, use of threatening, abusive or insulting behaviour, and disobeying a lawful order each accounted for approximately 10%.
- 6.7.** Independent (Judge's) Adjudications fell by 18% to 1,821. The total number of days added to sentences was 6,948 (2016/17: 10,345).
- 6.8.** Adjudication standards meetings were held every three months and contributed to a reduction in the number of Adjudications adjourned or dismissed. Prisoners were required to sign an Adjudication Refusal Form if they chose not to attend. The form made it clear that the hearing would proceed in their absence. This significantly reduced the number of adjournments.
- 6.9.** There was an ongoing technical problem as CCTV recordings from the Wings could not be viewed on the devices in the Segregation Unit, where Adjudications were held. Where BWC evidence was unavailable, the process relied on officers watching the recording in the Prison's Security Department and then attending the Adjudication to give a statement based on what they had seen. This was clearly unsatisfactory as other participants were unable to view the recording.

- 6.10.** Relatively minor infractions sometimes resulted in Adjudications when it may have been more expedient to handle them via the Incentives and Earned Privileges (IEP) system or prisoner case notes. There were instances of governors escalating cases to the Independent Adjudicator even though Judges were unable to add extra days to prisoners' sentences. This applied principally to lifers, prisoners with indeterminate sentences and those awaiting extradition.
- 6.11.** While the quality of Adjudication paperwork had improved, it remained generally poor and was often illegible, lacked relevant detail and/or was issued out of time. Training for staff was being undertaken to improve standards.

7. ACCOMMODATION AND COMMUNICATION

Heathfield

- 7.1.** The regime was very limited for the first three quarters of the reporting year with prisoners confined to their cells for unacceptably long periods. In February, a new Core Day was introduced and progressively more prisoners became eligible for free flow, which increased their time out of cell and attendance at purposeful activities.
- 7.2.** There were shortages of vital in-cell equipment, particularly kettles, bedding, kit and privacy curtains. However, regular Accommodation Fabric Checks were carried out by officers on the Wings, which did improve the delivery of supplies from stores.
- 7.3.** In-cell phones were installed in January and this enhancement was very well received by prisoners. Electronic kiosks on the Wing landings were operational from March and provided a wide range of information in several languages.
- 7.4.** The prison became smoke free in early April. This event was carefully planned over preceding months with regular staff meetings to ensure that the provision of vapes and smoking cessation classes were available to prisoners.
- 7.5.** Prison Council meetings were held regularly and were well attended by managers from all areas of the prison. They provided an effective forum for dialogue between prisoners and staff – prisoners could raise issues freely on their Wings and, in turn, managers could communicate forthcoming changes. The meetings were minuted and matters arising were followed up. Improved communications with prisoners were also facilitated by new notice boards and through Radio Wannu.
- 7.6.** The provision of Wing-based civilian administrative staff ensured that General Applications were dealt with more quickly, in particular issues relating to catalogue orders were resolved and the collection of prisoners' property was undertaken in a more timely manner than in previous years.
- 7.7.** Complaints were frequently not answered by staff within the stipulated timeframe. This was as a result of staff shortages principally in the Business Hub and caused considerable frustration to prisoners.
- 7.8.** The cleanliness and tidiness of the prison was much improved over the reporting period.

Trinity

- 7.9.** The proportion of Category C prisoners held on Trinity was consistently above 90% and remained similar to the level of the previous reporting year.
- 7.10.** While prisoners recognised the difference between the regimes on Trinity and Heathfield, the Board was often told by prisoners familiar with other Category C prisons that Trinity did not run a "proper" Category C regime – their expectation being more time out of cell, and more freedom of movement. Staff felt it would never be possible to achieve the kind of regime, available in a stand-alone modern Category C prison, in Wandsworth.

- 7.11.** The Wing governor was very accessible and operated an informal open-door policy. In addition, prisoners' representatives had monthly meetings with the Wing governor and staff from functional areas to discuss issues on the Unit. Topics raised included: the efficiency of cleaning, the state of the showers, regularity of exercise and gym, slowness of repairs, as well as prison-wide matters such as the canteen list. Many issues raised were reflected in improvements during the year, and the list of outstanding issues declined.
- 7.12.** Showers on G and H Wings were refurbished during the reporting year. However, those on H Wing did not seem to be properly ventilated and consequently steamed up badly. The floor in the G Wing shower area did not drain properly.
- 7.13.** The availability of kit, the Wing laundry facilities, the condition of cells and the cleanliness of the Unit all appeared to the Board to be good and few complaints on these issues were received from prisoners. The Trinity library, separate from the main library, operated well with morning and afternoon sessions each weekday. One evening session a week was available for full-time workers. There were between 400 and 500 visits to the Trinity library in a sample month.
- 7.14.** The Board was concerned about the number of complaints it received from prisoners, who had attained Category D status, about the delay in being transferred to a Category D establishment. There were on average 40 Category D prisoners waiting for a transfer at any one time. In the course of the year the average wait for a transfer to HMP Ford (the only Category D prison to which HMP Wandsworth had regular buses) was around 2 to 3 months. Prisoners who wanted to transfer to a different Category D prison had to wait much longer. Prison staff attributed these delays to a shortage of Category D places across the prison estate.
- 7.15.** Provision of information for prisoners and the availability of a variety of information and application forms were good. Many prisoners were very supportive of new prisoners who had come straight to Trinity and missed out on the normal induction process.
- 7.16.** The Board believed that all prisoners on Trinity (subject to the normal exceptions) should be in work or education – preferably full-time. At the start of the year H Wing housed full-time workers, and the other two Wings, part-time workers. By the end of the reporting year a second Wing accommodated full-time workers. In a sample week in the middle of May, 14% of Trinity residents were classified as unemployed and a further 7% recorded as either not having an activity or being unemployed. Some of these would have been new arrivals unable, or too old, to work. Attendance levels were considered more of a problem than allocation to an activity. The policy was to withhold Social and Domestic time from any prisoners not attending that day without a good reason, with IEP only being used for persistent offenders.

Kitchen

- 7.17.** Food was generally satisfactory and varied and distribution was mostly efficient and punctual.
- 7.18.** The repair and maintenance of kitchen equipment remained a major problem; from Christmas to the end of the reporting year, the dishwasher was out of service despite being still under warranty. Consequently, all washing up had to be done by hand and, as a result, water frequently spilled on to the floor. This created a hygiene and potential

health and safety hazard. A blast chiller and three of the ten ovens were also waiting to be repaired over the same period.

Canteen

- 7.19.** There were approximately 70,000 orders placed during the reporting period with a total value close to £1.3 million. Canteen issues generated 64 Applications to the Board, and just under 200 complaints to the prison. The principal concerns were: missing items, particularly high value items such as tobacco; prisoners not receiving their Canteen when they were out at work or had moved Wing, and the time taken to receive refunds.
- 7.20.** The Board noted that it was not always clear who, if anyone, had signed for a Canteen delivery, and this uncertainty created problems. The issue was raised at Prison Council meetings and the Finance department was working to address the problem.
- 7.21.** The Canteen process was under constant review with adjustments introduced where possible to improve the service. A recent advance concerned fresh fruit, which was being delivered to the prison and now distributed to the prisoners on the same day; previously prisoners had to wait two days after delivery before receiving it.

Property

- 7.22.** The improvement in the management of prisoners' incoming property, which was noted in the previous Annual Report, was maintained. This coincided with the appointment of a new manager and the introduction of Wing-based civilian administrative staff. Nevertheless there continued to be complaints about the loss of property on prisoner transfers between prisons as well as on cell moves within the prison.

Mail/Censors

- 7.23.** Correspondence between a prisoner and his legal adviser may only be opened by a governor if he or she "has reasonable cause to believe that it contains an illicit enclosure". During the reporting year there were occasions when the legal mail system was being used for the importation of drugs. These illegal contents were discovered by prison sniffer dogs.

8. HEALTHCARE

- 8.1. Healthcare services were delivered by a consortium of providers; namely, St George's Healthcare University Hospitals NHS Foundation Trust (physical health and substance misuse services), the South London and Maudsley NHS Foundation Trust (mental health and substance misuse services), NHS Dentist, and Pen Optical Trust (opticians' services).
- 8.2. Some of the problems raised in the previous Annual Report had been addressed. There were more officers available to escort prisoners to hospital appointments; from February to May there were no cancelled hospital appointments. In the same period there was only one cancelled prison clinic. Much of this improvement was the result of successful healthcare recruitment.
- 8.3. Despite the above, from February to May, 34% (2016/17; 35%) of prisoners did not attend (DNA) booked prison clinic appointments; DNAs were 20% for the dentist, 60% for the podiatrist and 60% for the sexual health clinic. A number of prisoners had booked clinic appointments that clashed with legal visits, social visits, court appearances, education classes or work, but there were also some prisoners who simply refused to attend. The current system of posting appointment slips under cell doors, which was undertaken by a Prisoner Healthcare Peer Worker (PHPW), was under review. Radio Wanno continued to broadcast general healthcare information.
- 8.4. In May, prison clinic waiting times were still very high; two weeks for a General Practitioner (GP) clinic (except for prisoners in the Segregation Unit), one week for a nurse-led clinic, 11 weeks for a dentist, 22 weeks for an optician, 26 weeks for a podiatrist and eight weeks for the sexual health clinic. There were numerous Applications to the Board from prisoners stating they were waiting in pain or discomfort.
- 8.5. The Second Day Screening figures showed that 25% of prisoners still refused the service; there was an important need to encourage more prisoners to undergo screening. PHPWs talked to prisoners about the importance of health assessments. Screening for bowel cancer was introduced during the reporting year and was taken up particularly by older prisoners. The Sexual Health Clinic reverted to two sessions weekly, endeavouring to ensure that prisoners with transmittable diseases had timely treatment.
- 8.6. Nurse and GP clinics were provided in the Magdalen Centre and the Trinity and Heathfield Units. The clinic rooms were too small and often the corridor was used as a waiting area. The clinics were sited in multiple locations across the prison and this made the collecting officer's role particularly time-consuming.
- 8.7. The Main Pharmacy, which supplied the entire prison, was remodelled, improving its efficiency. The management of medicines was good, but on the Wings there were long queues to receive medication.
- 8.8. All prisoners had a right to be assessed for social care needs (generally help with washing and dressing) by the local authority. In the prison a healthcare worker, based on C1 landing, supported prisoners receiving agreed packages of social care.
- 8.9. Healthcare offered prisoners suffering from insomnia a 'sleep pack' containing earplugs and an eye mask. A nurse on each Wing regularly checked frail and older prisoners, in order to reduce hospital admissions.

- 8.10.** The six-bed in-patient Jones Unit provided nursing care for those whose medical needs could not be met on the Wings. Each patient had a daily care plan and was visited by a GP, a senior nurse and a pharmacist. Two nurses provided 24 hour cover.

Mental Health

- 8.11.** The Board was pleased to note that Her Majesty's Inspectorate of Prisons found the mental health services in the prison adequate. Positive feedback also came from the March 2018 Mental Health Peer Review, which noted improvements from the previous year. The service was comparable to that which would be available in the community, indeed, prisoners who would not meet the threshold for community mental health services were seen and assessed in the prison.
- 8.12.** The Board felt that the 12-bed in-patient Addison Unit, for those with severe and enduring mental illness and too ill to remain on the Wings, was still not fit for purpose. The Unit had insufficient beds for the prison population and there was usually a waiting list for admission to the Unit. Waiting times were exacerbated by the fact that cells were frequently out of order and awaiting repair. Cells had many potential ligature points.
- 8.13.** The provision of three officers and a Supervising Officer dedicated to the Addison Unit enabled a more consistent regime to be provided with more time out of cell for prisoners. Both officers and nurses worked together to facilitate the Hearing Voices group, run for prisoners experiencing auditory hallucinations.
- 8.14.** Approximately 55% of Addison prisoners were transferred to secure psychiatric accommodation. Of those prisoners, 25% were transferred within the recommended 14 days. A further 45% were transferred within 3 months with three prisoners waiting up to six months and one prisoner even longer. This delay in transfers had been raised as a cause for concern in Annual Reports dating back to 2009, and the Board was very concerned that there appeared to be little sign of overall improvement.
- 8.15.** On 10 Sept 2017 the Minister responded to the Board's concern about long transfer waiting times to secure psychiatric accommodation by stating that *"NHS England will work with all providers in secure settings to secure incremental increases in the transfer within 14 days target during 2017/18 and will monitor this on an on-going basis."*
- 8.16.** The Primary Mental Health team received an average of eight referrals daily, with the majority being seen within 48 hours.
- 8.17.** The waiting list for the 16-week volunteer-provided psychotherapy counselling sessions was reduced from 16 to 14 weeks.
- 8.18.** Detailed assessments of mentally unwell prisoners on the Wings were made by the In-Reach team, who also provided useful guidance to prison staff about those prisoners. In-Reach staff consistently attended GOOD reviews and, less consistently, ACCT reviews. The Board was pleased to note that communication and joint working between mental health service staff and officers on the Wings continued to improve, as indicated by audits of Risk Assessments and Care Plans.

9. EDUCATION AND OTHER ACTIVITIES

- 9.1.** The core education service Offender Learning and Skills Service (OLASS4), provided by Novus, offered a wide range of educational opportunities throughout the year. English, maths, information technology, English for Speakers of Other Languages (ESOL) and art were offered to those assessed at Induction as level E1-E3. For those assessed at higher levels there were additional courses and workshops spread across numerous locations in the establishment including:
- Bounce Back Dry Lining
 - Business Administration and Web Design
 - Construction workshops
 - Creative Writing; Desktop Publishing
 - Gardening and Horticulture
 - Graphic Design
 - Health and Safety construction – the Construction Skills Certificate Scheme (CSCS) card
 - Hospitality and Catering in the kitchen, coffee shop and classrooms
 - Radio Wanno

Outreach (taking the teaching out of the classroom and into the activity), for Functional Skills and ESOL was provided to Textiles, Business Administration, Gym and Art.

- 9.2.** Most learners had Individual Learning Plans incorporating their personal targets, within one week of starting their course. When qualifications were received they were incorporated in prisoners' Sentence Plans. Most courses had some form of nationally recognised qualification. Support for distance learning was good with 45 prisoners successfully enrolled in a wide range of courses funded by Prisoners' Education Trust (PET). In addition, there were 42 Open University starts, including five access courses funded by PET.
- 9.3.** Low attendance continued to be a major problem. The Key Performance Indicator for education efficiency, which shows the number actually attending an activity as a percentage of those on the role for the activity, was set at 90%. The actual data, collected over the year, remained around 50%. There was no clear explanation for this underperformance although contributory factors included the continuing restricted regime and lack of prison officers. A strong management team worked throughout the year to put new systems in place that would address this problem. Prisoners became increasingly influential in the process, expressing their opinions through focus groups and surveys.
- 9.4.** The inadequacies of the induction process for new prisoners also had an impact on access to learning. At the beginning of the reporting year approximately 30% of prisoners had their learning needs assessed upon arrival. The figure had risen to approximately 50% by the year end. Although an improvement, the Board still regarded this as unsatisfactory.
- 9.5.** Learner support was underdeveloped and support for those with special needs remained an area for improvement. Considering the high number of foreign prisoners and detainees, the ESOL provision, although successful for those who could access it, was not sufficient to meet demand.

- 9.6.** There were many encouraging developments and initiatives. After the success of the Conservation Foundation's Unlock Nature programme, Novus engaged a permanent horticulturalist. Attractive raised flower and produce beds were created in and around Trinity Yard. Further initiatives included a chicken coop for Addison and bees producing honey behind G Wing. The prisoners in the new Trinity Business Centre produced, in April alone, 3,700 documents, mainly pamphlets and posters for use within the prison, which would otherwise have been outsourced. Radio Wanno continued to win accolades, in September receiving a Gold Award at the Community Radio Awards. In October the first cohort of eight prisoners completed the Goldsmiths Open Book project, a course designed to break down barriers to higher education.
- 9.7.** By November the Dry Lining course, which awarded a level 2 City and Guilds Diploma, had resulted in seven prisoners obtaining employment after release.

Gym

- 9.8.** Attendance at gym sessions was much improved due to free flow and more officers available to escort prisoners to the activity and back to the Wing. Between January and the end of the reporting year, all prisoners were offered a minimum of one hour's gym per week, with 80% of landings being offered two hours per week.
- 9.9.** There was no heating in the main gym for the third consecutive year, and hot water was only occasionally available in the showers.
- 9.10.** There was nowhere to play indoor team games as equipment from the D Wing gym, closed in January 2017, was stored in the main gym. The Astroturf area was used periodically subject to staff availability; however, the lack of changing or toilet facilities discouraged wide attendance.
- 9.11.** Educational and vocational gym skills courses were unavailable for the duration of the reporting year.

10. WORK, VOCATIONAL TRAINING AND EMPLOYMENT

- 10.1.** There was a wide range of activities and workshops available in the prison. In addition to the Novus provision (educational classes, multiskills, dry lining, barbering, business administration, catering and Radio Wanno) non-OLASS provision included:
- British Institute of Cleaning Science (industrial cleaning)
 - Gardens, yards and painting
 - Kitchen and coffee shop
 - Laundry
 - Orderlies (e.g. library, health, induction), pathway representatives and peer advisors
 - PICTA (Prison Information and Communications Technology Academy)
 - Recycling
 - Textiles
 - Tool shed and cycle repair
 - Wing workers (e.g. cleaning, servery, painting)
- 10.2.** Most activities had developed industry relevant qualifications. At the end of February there were 270 full-time and 236 part-time work places, 285 full-time and 181 part-time vocational training places, and 92 full-time and 273 part-time educational places available.
- 10.3.** Improving the availability, allocation and uptake of work and vocational training remained an aspiration with few visible changes from the previous year. Both allocation and attendance in classrooms and workshops remained unacceptably low. Throughout the year a strong management team tackled a complex set of issues including low officer numbers, the inadequate Induction process, an Activities hub with systemic problems and the need to incentivise the prisoners. Extensive and robust progress reviews were carried out, focus groups organised and new systems put in place.
- 10.4.** At the beginning of the reporting year only prisoners on Trinity and Heathfield B Wing had access to off Wing activities i.e. 60% of all prisoners were not engaged in any form of activity. Access improved during the year with A Wing added in January and C and D Wings in February, all part-time. Free flow was significantly disrupted from November until the end of the reporting year as journeys to and from classes and workshops had to circumnavigate various building sites. This required more already overstretched officers having to be deployed to line the longer routes.
- 10.5.** On many occasions throughout the year Board members reported their concerns about low attendance at workshops and other activities.
- 10.6.** Previously, prisoners had often complained about the length of time that elapsed between application for and allocation to an activity. The introduction of a new security clearance process reduced the delay from weeks to days.
- 10.7.** The physical reconfiguration of workshops and development of the new learning centres took longer than expected, not helped by the collapse of Carillion plc. The first centre, Radio Wanno's media and events space, was finally completed in late May.
- 10.8.** In June 2017 the Wandsworth Partners' Network was launched bringing together new and longstanding partners of the prison for the first time. The Network provided a wide range of educational and rehabilitative programmes in addition to the permanent education, skills and industry provision. Programmes included;

- BEST (see paragraph 5.3)
- Goldsmiths Open Book
- Kids Matter parenting courses
- Live Karma Yoga
- Middlesex University Learning Together
- Musician in Residence
- Plan B Mindfulness
- Storybook Dads
- The Liberty Choir
- Trailblazers

10.9. A Jobs and Opportunities Fair was held for Trinity with potential employers from catering, construction, maintenance, training and waste management companies attending. In January, the London CRC and the prison ran a first of its kind information fair for Heathfield with teams from the prison and its partners raising awareness of support and services available.

10.10. The nationwide cancellation of the National Careers Service (NCS) contract in March created a gap in the induction process and provision of employment links for the prison's learning centres and workshops.

11. RESETTLEMENT PREPARATION

Reducing reoffending

- 11.1.** The London CRC, through its subcontractors, Penrose and St Mungo's, offered prisoners resettlement services and support including accommodation, employment, finance and debt advice before and after release.
- 11.2.** The increase in staff numbers had a positive effect on the number of prisoners attending vocational courses. There were over 20 organisations, both paid and voluntary, that offered courses ranging from barista, dry lining and bicycle repair to textiles, cooking and information technology. The courses were designed to provide prisoners with skills and in many cases formal qualifications to take into the jobs market. Some of the courses (e.g. barista) had direct links with employers. Of particular note was the Construction Skills Certification Scheme (CSCS) course that was run in the prison; prisoners left Wandsworth with a valid CSCS card and were able to start work in construction without having to train and spend money on a test.
- 11.3.** Following the cancellation of the NCS contract there was no single organisation with a focus on helping prisoners into work. The CRC and Chaplaincy helped where they could. Getting data from the CRC proved difficult. Data available, which covered the London prisons' area, were of some help, but often late, confusing and comprised of different data offered (or not) on different occasions. Data for the months made available indicated that on release between 10% and 40% of prisoners had work, training or education to go to.
- 11.4.** The proportion of prisoners completing the Basic Custody Screening Tools 3 – the assessment undertaken in the 12 weeks prior to release - showed a marked improvement on the previous reporting year;. Approximately 80% of released prisoners had completed the screening.
- 11.5.** Releasing prisoners to appropriate accommodation was a vital element of rehabilitation and reducing recidivism. Penrose and St Mungo's continued to provide a housing service through their contract with the London CRC. Over the year its staffing was reduced to 1.5 full time equivalent, compared to four housing staff when the function was delivered in-house. In addition to finding accommodation the housing staff attempted to secure the leases on rented accommodation that could be terminated as a result of imprisonment. Overall the Board was concerned that the very limited staffing available to support housing had severely reduced Penrose and St Mungo's ability to provide a prisoner resettlement service. The recorded monthly proportion of prisoners released into 'settled' accommodation varied between 20% and 60% (this included staying with friends, which may well have been temporary).
- 11.6.** The Board was concerned that there was neither sufficient focus on nor impact being made in helping released prisoners find work and accommodation. These were two key markers for recidivism and needed to be improved significantly in order to support the effort to reduce reoffending.

Offender management

- 11.7.** In the reporting year the number of Offending Supervisor full-time equivalents rose to 7.8 (2017: 5.8). In addition, at the end of the reporting period, there were five Probation Offending Supervisors including one on maternity leave. Prisoners' Applications to the Board concerning sentence-related issues had dropped by 41% to 139

- 11.8.** The target time for completing sentence calculations was 5-10 days from sentencing. The reporting period started without a backlog and that satisfactory situation continued throughout the year. The Board was pleased that in the reporting period sentence calculations continued to be completed broadly within target.
- 11.9.** The target time for completing categorisations was four days from receiving the relevant information (which should be within three weeks from sentencing). At the period end there were 18 recategorisations and 110 initial categorisations outstanding. Complicating factors included licence recall and public protection issues as well as delays in obtaining information from external sources.
- 11.10.** The target time for Offender Assessment System (OASys) assessments was eight weeks from being sentenced for high risk and 12 weeks for medium and low risk prisoners. The number of outstanding assessments varied considerably throughout the reporting year, ranging from a peak in September of 190, to a year end low of 65. The number of OASys being completed was on a rising trend averaging around 30 a month for the reporting year, and by year end this had risen to over 40. The improved performance was partly due to assistance from sessional Probation Officers.
- 11.11.** The number of prisoners eligible for Home Detention Curfew (HDC) varied from week to week. The Board recognised that there had been considerable efforts to eliminate backlogs and noted that they remain under control. There were 15 prisoners past their Home Detention Curfew Eligibility Date where no decision had yet been made due to delays in the provision of information from the offender manager, police or social services. There were 159 prisoners released on HDC during the year.
- 11.12.** At the end of the reporting year there were 15 lifers. There were nine indeterminate sentence prisoners at the start of the reporting year; this dropped to seven in January but rose to 14 by the year end.
- 11.13.** At the end of the reporting year there were 215 prisoners held under the Multi Agency Public Protection Arrangements . Of these 82 were registered sex offenders.
- 11.14.** During the reporting year 2,098 prisoners were released into the community (including HDC), an average of 40 per week.

THE WORK OF THE BOARD

Board members had worked well together in the course of the reporting year. Meetings of the Board were held every month, starting with a half-hour training session on a wide variety of subjects including: Catering, Healthcare, In-Cell Technology, Mental Health, Radio Wanno, Support for Foreign Nationals and Trailblazers (Young Offender Mentoring). The Board was represented at the IMB Annual Conference and IMB London area chairs' meetings. Whenever possible, the Board attended Coroner's inquests.

Board Statistics

Recommended complement of Board Members	24
Number of Board members at the start of the reporting year	15
Number of Board members at the end of the reporting year	17
Number of new members joining within the reporting year	8
Number of members leaving within the reporting year	6
Total number of Board meetings during the reporting year	12
Total number of visits to the Establishment	795
Total number of weekly Segregation Unit GOOD review meetings attended	52

Board Members' Visits to HMP Wandsworth from 1 June 2017 to 31 May 2018

Name	Board Possible Attendances	Board Actual Attendances	Rota	Applications	Other	Total
Aiken, Tim	12	10	18	13	12	53
Barker, Elizabeth	12	12	25	13	19	69
Deaton, David	12	11	14	11	8	44
Fitzpatrick, Bronwen	12	10	16	9	13	46
Gomersall, Lydia	12	10	26	13	12	61
Gross, Susanna (1)	3	1	1	0	0	2
Hall, Paul	12	9	16	10	4	37
Harris, Tricia (2)	8	6	10	3	0	19
Jones, Anna (12)	6	4	5	1	2	12
King, Amanda (10)	8	4	5	3	2	14
Larrett, Holly (6)	9	9	7	5	6	27
Murphy, Pamela (11)	9	8	12	15	10	46
Nyasamo, Enna (4)	0	0	0	0	0	0
Pumphrey, Penny (5)	4	2	3	3	0	8
Salem, Tony	12	10	19	12	13	54
Shepherdson, Matthew (3)	10	9	7	5	16	38
Spiro, Anthony (7)	9	7	13	7	6	33
Stallibrass, Julia	12	10	14	14	1	39
Stone, Valerie (8)	9	8	1	10	5	24
Tomlinson, Laura (9)	9	8	8	7	5	28
Watkins, Rick	12	12	18	11	7	48
Weguelin, Vanessa	12	9	12	8	12	41
Wildman, Kathleen	12	10	29	10	3	52
Total	211	181	279	183	156	795

1. Left Board September 2017
2. Left Board January 2018
3. Left Board March 2018
4. Left Board April 2018, on Sabbatical before leaving
5. Joined Board August 2017, left November 2017
6. Joined Board September 2017
7. Joined Board September 2017
8. Joined Board September 2017
9. Joined Board September 2017
10. Joined Board October 2017, left May 2018
11. Joined Board October 2017
12. Joined Board December 2017

APPLICATIONS TO THE BOARD

Code	Subject	2017-18	2016-17	2015-16	2014-15	2013-14
A	Accommodation	79	166	194	151	167
B	Discipline ¹	23	10	14	7	9
C	Equality & Diversity (inc religion)	56	78	87	99	74
D	Purposeful activity ¹	45	107	76	106	112
E 1	Family/visits (inc mail & phone)	98	169	193	159	121
E 2	Finance/pay	54	73	111	105	80
F	Food/kitchen	9	19	29	15	44
G	Health	123	221	199	179	159
H 1	Property (within current establishment)	101	222	227	161	188
H 2	Property (external)	66	114	106	132	73
H 3	Canteen	64	54	82	82	72
I	Sentence related	139	239	401	389	233
J	Staff/prisoner concerns	76	92	131	120	114
K	Transfers	66	96	92	91	63
L	Miscellaneous	26	33	69	70	61
Total number of IMB Applications		1,024	1,693	2,011	1,866	1,570
IMB Confidential Access		124	191	180	118	71

¹ The coverage of these categories changed between 2016-17 and 2017-18, most notably the inclusion of the IEP scheme in Discipline rather than Purposeful Activity.

There were 1,024 applications to the Board in the reporting year, 40% lower than the previous year. This represented a 49% fall in the number of applications over two years and came after three years of rising numbers.

Thirteen categories showed a decrease and only two categories an increase. The most noticeable change was the reductions in property, health and sentence-related applications.

GLOSSARY OF TERMS

ACCT	Assessment Care in Custody Teamwork
BEST	Befriending and Supporting Team for foreign nationals
BWC	Body worn video camera
CNA	Certified Normal Accommodation
CCTV	Closed circuit television
CSCS	Construction Skills Certification Scheme
CRC	Community Rehabilitation Company
DIRF	Discrimination Incident Reporting Form
DNA	Did not attend
ESOL	English for Speakers of Other Languages
GOOD	Good order and discipline
GP	General Practitioner
HDC	Home Detention Curfew
IEP	Incentives and Earned Privileges
MDT	Mandatory Drug Testing
NCS	National Careers Service
OASys	Offender Assessment System
OLASS4	Offender Learning and Skills Service
PACT	Prison Advice and Care Trust
PEEP	Personal Emergency Evacuation Plan
PET	Prisoners' Education Trust
PHPW	Prisoner Healthcare Peer Worker
Q&A	Question and answer
Rule 53	Breach of discipline
VRCC	Violence reduction and complex cases
ZMT	Zahid Mubarak Trust