



Annual Report
of the
Independent Monitoring Board
at
HMP Wandsworth

for reporting year
1 June 2018 to 31 May 2019

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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 or centre 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 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.
- 1.4.** 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.

2. EXECUTIVE SUMMARY

- 2.1.** The Board was very pleased that many of the planned actions outlined in last year's report had been implemented. This was greatly to the credit of the leadership team, who worked tirelessly to address many problem areas. Board members, through numerous interactions with staff and prisoners, noted a significant improvement in the regime.

Are prisoners treated fairly?

- 2.2.** The Board was greatly encouraged by the increase in officer numbers and by the end of the reporting year the prison was fully staffed. As a result of the recruitment programme, the number of officers at 31 May 2019 had risen to 359 compared with 303 at 31 March 2018. While this is very good news, it is important to remember that it will take time for the new officers to develop "Jail craft". (4.1, 4.8)
- 2.3.** There were 581 applications to the Board in the reporting year, 43% lower than the previous year. The Board was encouraged that this represented a further significant fall in the number of applications. (11.17, p26)
- 2.4.** Each wing now had a regular assessment care in custody and teamwork (ACCT) review day and start time. However, too often the times were subject to last minute change without warning, which resulted in key agencies unable to attend. (4.8, 4.9, 4.12)
- 2.5.** The Board raised its concerns a year ago about the lack of adapted cells for wheelchair users but no progress had been made. (5.6, 8.7)
- 2.6.** New procedures were introduced to match prisoners to suitable education and training. (9.1, 10.3, 10.4)
- 2.7.** Clear improvements in the induction process were seen in the last quarter of the reporting year. Generally, the officers who conducted the induction session were good communicators and relatively well informed and the question and answer (Q&A) sessions were less rushed. The Board was concerned that paper copies of the presentation were not provided for prisoners to take away. (4.18, 4.22)
- 2.8.** The Board was concerned that some potential category A prisoners waited over a week in the segregation unit before being categorised, rather than the standard 72 hours. They had no contact with their family as phone calls were forbidden until categorisation was completed. The absence of any induction programme created additional difficulties for these prisoners. (6.3)
- 2.9.** Government Facilities Services Limited (GFSL) made good progress reversing the poor service and low quality of work that characterised its predecessor. (7.1)
- 2.10.** The Board was disappointed that a number of departments and contractors were unable to provide detailed performance statistics. As a result, some of the data in this report are incomplete or estimated. (11.3)

Are prisoners treated humanely?

- 2.11. The Board highlighted several times that ACCT reviews were often held in unsuitable rooms (small, dirty or untidy) and suffered numerous interruptions from wing staff. (4.9)
- 2.12. Initiatives from the safer custody team included bereavement counselling and welfare checks for all staff and prisoners affected by a death in custody. (4.16)
- 2.13. The Board noted that there was no listening suite on the first night wing (E wing) which affected awareness amongst new prisoners of the Listener scheme. (4.17)
- 2.14. The Board remained very concerned that the 12-bed Addison unit was unfit for purpose. The Unit had insufficient beds and cells were frequently out of use awaiting repair. (8.8)
- 2.15. The redesign and enlargement of the reception area created a better initial impression for new prisoners and facilitated more efficient processing of those entering and leaving the prison. (4.18)
- 2.16. By the end of the reporting year the equalities management team had recruited a full time officer and was fully staffed. The Board still had concerns that meetings were cancelled at short notice with a subsequent delay in processing agreed actions. (5.6)
- 2.17. An initiative was launched by the Governor in September, to raise the standard of living conditions, which were considered to have slipped. There was to be zero tolerance of graffiti and pornography in cells and men were encouraged to take ownership of the cleanliness of cells and landings. This was a work in progress but improvements were clearly visible. (7.2)
- 2.18. Radio Wanno had another successful year with 23 Koestler Arts awards and 11 radio production awards including a gold for the breakfast show. (7.8)
- 2.19. The improvement in the management of prisoners' incoming property, which was noted in the previous annual report, was maintained. Nevertheless the Board continued to be concerned about property going astray when prisoners were transferred to new cells or left the prison to go to court or hospital. (7.20, 7.21)
- 2.20. The kitchen continued to provide varied and tasty meals. Catering management received a letter of recognition from the head of public sector industries, catering for their work. They were also individually nominated for the openness award at the Ministry of Justice awards 2018. (7.15)
- 2.21. The offender management in custody (OMiC) scheme was implemented very successfully and in May the prison was signed off as fully OMiC 1 compliant. (11.17)

Are prisoners prepared well for their release?

- 2.22. The Board was concerned that insufficient efforts were made to help prisoners find work and accommodation on release. These were two key markers for recidivism and needed to be improved significantly in order to reduce reoffending rates. (3.2)

- 2.23. Over three quarters of prisoners discharged from prison had neither a job nor an agreed training/education place. Equally concerning was the high proportion not released into 'settled' accommodation. (4.24, 4.25)
- 2.24. It proved extremely difficult to obtain any meaningful data from Penrose regarding the percentage of prisoners who had work, training or education to go to on release and the percentage of prisoners who had their basic custody screenings completed within the target timeframes. (11.3)

Main Areas for Development

To the Minister

- 2.25. The continued uncertainty over the timing of the change to a reception prison was very disruptive and has affected planning and longer term decision making. Has a new date been fixed? (3.2)
- 2.26. The availability of drugs in the prison remained a major problem. HMPPS has formed a drugs taskforce to restrict the supply of drugs, reduce demand and build recovery. When does the Minister expect HMP Wandsworth to benefit from this initiative? (4.24, 4.25, 4.26)
- 2.27. The shortage of secure psychiatric beds is a recurring concern. Severely mentally ill prisoners are remaining in prison well in excess of the 14 day transfer target. The Minister wrote in his letter of 3 December 2018 that the 14 day target has not been agreed by NHS England, HMPPS's primary partner. Has the target now been agreed with NHS England and if so, what is it? (8.9)

To the Prison Service

- 2.28. Mail is being increasingly used as a conduit for drug smuggling. The Rapiscan machine, used for scanning mail, has proved highly effective in other prisons. Will you provide funds for HMP Wandsworth to purchase a machine? (4.30)
- 2.29. The lack of adapted cells means that otherwise healthy wheelchair prisoners have to be located in the Jones unit, blocking beds for ill prisoners. Will you provide funds to adapt more cells for wheelchair users? (8.7)
- 2.30. Some potential category A prisoners waited over a week in the segregation unit before being categorised, rather than the standard 72 hours. What is being done to ensure category A decisions are made within 72 hours? (6.3)

To the Governing Governor

- 2.31. Access to the visits' halls remained difficult as the lift was unreliable and often out of service. Wheelchair users and visitors with other mobility issues and those carrying small children had difficulty accessing the halls. The Board considers this to be a health and safety matter. When will access be improved? (5.10)

To Providers - Penrose

- 2.32. Over three quarters of prisoners discharged had neither a job nor an agreed training/education place. What is Penrose doing about this? (11.3)

3. DESCRIPTION OF ESTABLISHMENT

- 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. The uncertainty over the timing of the re-roll into a reception prison was disruptive and has affected planning and longer term decisions. The re-roll was originally expected to take place in 2017. The date was put back to 2018 and then again rescheduled for early 2019. The change has still not 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, houses up to 1,200 prisoners on five wings designated A to E. First night prisoners are held in E wing. In addition the Trinity unit houses up to 375 category C prisoners in a separate building of three wings designated G, H and K. Vulnerable prisoners are in a separated section on C wing. The majority of prisoners share cells, which are extremely cramped. The segregation unit has 15 cells including one special cell.
- 3.4. The prison is very overcrowded; the certified normal accommodation is 841 prisoners but the operational capacity is set at 1,452. At the end of the reporting year there were 1,476 (2017/18: 1,354) prisoners of whom 839 (2017/18: 818) were British. The 637 (2017/18: 536) foreign nationals comprised 44% (2017/18: 40%) of the prison population and came from 71 (2017/18: 86) countries including; Romania 16% (2017/18: 8.2%), Poland 15% (2017/18: 18.5%), Albania 7% (2017/18: 9.1%), Lithuania 5% (2017/18: 4.5%) and Ireland 4% (2017/18: 4.3%). Some foreign nationals were due for extradition and others were immigration detainees.
- 3.5. There were 11 (2017/18: 14) indeterminate sentence prisoners, 26 (2017/18: 15) lifers and 92 (2017/18: 82) registered sex offenders.

The percentage age profile at end of year (2017/18 in brackets) was:

Age group	
18-24	16.9% (16.1%)
25-34	35.0% (32.7%)
35-44	27.4% (27.5%)
45-54	14.4% (14.4%)
55-64	4.6% (6.4%)
65 and over	1.7% (1.7%)

- 3.6. There were 97 (2017/18:157) registered disabled prisoners. Disabilities included physical and mental as well as learning disabilities.
- 3.7. At the end of the reporting year the prison population represented 37 declared religions, of which 20 were Christian denominations. Approximately 55% of prisoners were Christian and 22% Muslim.

4. SAFETY

- 4.1.** The Board is greatly encouraged by the increase in officer numbers and the prison is now fully staffed. There were 359 officers at the reporting year end compared with 303 at 31 March 2018. While this is very good news, it is important to remember that it will take time for the new officers to develop “Jail craft”.

Security

- 4.2.** In May the prison experienced a security audit by HMPPS. The prison was scored as level two, with four being the highest. This assessment was not unexpected as there had been a key compromise in summer 2018, which necessitated changing all the prison locks. There had also been an escape in February 2019, although the prisoner was recaptured the next day.
- 4.3.** A daily triage system was put in place to ensure that high and medium risk intelligence reports received priority attention. Owing to the high number of reports (average 1,350 per month) with no increase in the number of intelligence analysts, there was a backlog of unanalysed reports assessed as low priority.
- 4.4.** Unannounced searches of staff and volunteers were carried out throughout the year. A combination of ad hoc and directed searches resulted in 45 staff being issued with warning letters for bringing in unauthorised items and the dismissal of seven staff; three were subsequently convicted and four were awaiting trial.
- 4.5.** Intelligence led cell searches resulted in finds of mobile phones, averaging 40 per month (2017/18: 40). Searches also found drugs, phone chargers, sim cards, improvised weapons, hooch and tobacco. These intelligence led searches highlighted the Board’s concern at the continued high number of illicit items in prisoners’ possession.
- 4.6.** A 12 month schedule for covert security tests was introduced to test security arrangements to prevent escapes or to identify and correct security weaknesses

Safer Custody

- 4.7.** The Board is impressed with the thoroughness of the weekly multi-disciplinary violence reduction and complex cases (VRCC) meeting. A disproportionate number of young prisoners, most belonging to local gangs, are reviewed at these meetings, which covered the most violent prisoners. The strategic plan for each individual is very detailed and included agreed, defined positive outcomes. The use of violence reduction prisoner representatives and the greater visibility of VRCC staff on the wings are contributory factors in the lower number of prisoners being reviewed towards the end of the reporting year.
- 4.8.** There were 851 (2017/18: 814) ACCTs opened during the year. There is evidence that this increase was exacerbated by the influx of new staff who are over cautious when assessing risk for new prisoners. Around 30% of ACCTs were opened in reception and on E wing. Approximately 25% of ACCTs were closed at first review. Post-closure interviews indicated that, although most prisoners felt supported when they were planning to harm themselves, at least 25% felt that their issues

remained unresolved. These unresolved issues often related to immigration, medication or upcoming court cases.

- 4.9.** Each wing had a regular ACCT review day and start time. However, too often the times were subject to last minute change, which resulted in key agencies such as mental health, Forward Trust, immigration or the chaplaincy unable to attend. This often compromised the effectiveness of the review. There were many instances where the high number of reviews, particularly on C and E wings, prevented key personnel from attending the entire session owing to other duties. A shortage of ACCT case managers resulted in many reviews being taken by officers from other wings, who had no detailed knowledge of the prisoners concerned and this often delayed the closure of ACCTs. The Board highlighted several times that the reviews were often held in unsuitable rooms (small, dirty or untidy) and suffered numerous interruptions from wing staff. The quality of report writing improved as a result of staff training, but care maps in many cases still needed more attention. Quality assurance checks were carried out regularly on 72 hour and weekly reviews. Between September and December, 125 staff took part in ACCT awareness training, and 37 new staff were trained to be ACCT assessors.
- 4.10.** An analysis of the last six months of the reporting year showed that 50% of self-harm incidents were by men who self-harmed twice or more in a month. There were over 700 incidents. Cutting was the most common category, accounting for at least 75%, followed by ligatures and self-strangulation. The majority of incidents took place on D and E wing.
- 4.11.** The daily take up by officers of body worn video cameras (BWC) rose to 60-70 per day by year end. However, cameras were still not being fully utilised and only about 40% of assaults were recorded.
- 4.12.** Monthly safer custody (SC) meetings reviewed progress on safety action plans, training statistics and safety data analysis. The SC team worked well and produced more meaningful and detailed information than in the previous year. A significant amount of training took place to enable operational staff to better address the behaviour of vulnerable prisoners in the context of their risk of suicide and self harm. The SC team also carried out post closure ACCT reviews and maintained a log of prisoner post closure interviews.
- 4.13.** There were 244 (2017/18: 258) prisoner on staff assaults; the most common reason was refusal to return to the cell. There were 294 (2017/18: 307) prisoner on prisoner assaults. The majority of assaults were perpetrated by young prisoners (i.e. 18-25 year olds). Fighting was the most common reason and around 30% occurred in cell. In the second half of the year there was a steady decline compared to the same period in the previous year. The impact of the VR team and the weekly VRCC meeting contributed to this improvement.
- 4.14.** There were 874 instances of use of force, a 30% increase on last year. The young adult population within the prison was 20%, but their involvement was consistently above 50% of incidents recorded.
- 4.15.** There were six (2017/18: 4) deaths in custody; none were self-inflicted. Two Ombudsman reports were received during the year which highlighted the time it

had taken for ambulance crews to reach the patient from the time the crew arrived at the main gate. This was addressed through additional training for all gate staff.

- 4.16. Initiatives from the SC team included bereavement counselling and welfare checks for all staff and prisoners affected by a death. A support group was established on E wing regarding suicide prevention strategy. This innovative four-week programme was offered to prisoners on ACCTs as well as any prisoner who had had a bereavement.
- 4.17. There were around 30 Listeners within the prison and each averaged five duties per month. The Samaritans expressed concern about the lack of awareness amongst new prisoners of the Listener scheme. At the end of the year there were 70 applicants for 20 training spaces. The Board was concerned that there was no listening suite on E wing or in the segregation unit.

Reception, first night, induction

- 4.18. The redesign and enlargement of the reception area created a better initial impression for new prisoners and facilitated more efficient processing of those entering and leaving the prison. Induction leaflets were available in nine languages. Late arrival of Serco vans continued to have a knock-on effect on the processing of prisoners through reception; sometimes completion was not till after midnight.
- 4.19. The first night could be a difficult time for new prisoners. New arrivals on E wing continued to find themselves placed in cells often lacking basic amenities (bedding and eating utensils) or functioning equipment (kettles, televisions, in-cell phones). Wing staff made strenuous, but not entirely successful, efforts to resolve this problem.
- 4.20. There had been a welcome reduction in the number of first night prisoners not placed on E wing. An average of one (2017/18: 2) prisoner a day was not housed on E wing.
- 4.21. At the start of the reporting period the induction process had serious failings. Written material was only available in English, yet 44% of prisoners were foreign nationals. The oral presentation often had no visual aids and used too much jargon and the Q & A session was too short. Daily induction meetings were not officer led, there was an over-reliance on the induction orderly and sessions were frequently cancelled.
- 4.22. By the last quarter of the reporting period Induction had improved considerably. Officers now led the induction meetings in a dedicated room and racks with leaflets in nine languages were provided. Generally the officers were good communicators and relatively well informed and the Q & A sessions were less rushed. Visual aids were available although the powerpoint slides needed further improvement. The Board is concerned that paper copies of the slides are still not provided for prisoners.
- 4.23. A dedicated room had been made available for the prison induction sessions and racks with leaflets in nine languages provided. Generally the officers who conducted the induction session were good communicators and relatively well informed and

the Q & A sessions were less rushed. Visual aids were available at the sessions although the powerpoint slides needed further improvement. The Board is concerned that paper copies of the slides are not provided for prisoners to take away. The induction orderlies made a useful contribution and afterwards provided a practical demonstration of how to use the kiosks.

Drugs

- 4.24.** The widespread availability of psychotic substances, in addition to other drugs, remains a major problem and is of great concern to the Board. Inevitably drugs cause problems of debt and bullying that resulted in prisoners exhibiting violent behaviour and/or self harming. Prisoners found to be under the influence of drugs are not always tested immediately.
- 4.25.** Over the reporting year some 18% of new prisoners were enrolled in a new substance misuse treatment programme and on average there was a total of 159 prisoners on prescribed drug substitutes, mainly methadone.
- 4.26.** Mandatory drug testing (MDT) was successfully carried out on a random selection of 5% of the prison population each month throughout the year. Staffing was increased by eight officers in April 2019. Officers were deployed to conduct MDTs and security assurance work. This included checking compliance against security baselines. Suspicion drug testing continued to produce high levels of positive results.
- 4.27.** An assessment of MDT results, for the six months of data provided, showed the proportion of positive results each month ranged from 17.8% to 40.3%, averaging 30.9% over the reporting period (up from 27% the previous year). The proportion of positive results from intelligence-led drug testing ranged from 60% to 93% over the period.
- 4.28.** There are now two dog handlers based at the prison. Every day at least one sniffer dog is on site; this is a positive development.
- 4.29.** There is evidence that drugs are increasingly coming into the prison through the mail, including legal mail. Sniffer dogs routinely check all mail for paper impregnated psychoactive substances (with spice being the drug of choice).
- 4.30.** In May a six week trial started to send all mail to HMP Brixton to be put through its Rapiscan drug scanning machine. This machine had proved highly effective in other prisons but there were insufficient funds for Wandsworth to purchase its own machine. As the mail is being increasingly used as a conduit for drug smuggling the Board is particularly concerned at this lack of funding.
- 4.31.** Forward Trust runs a number of programmes to help substance abusers, including:
- Stepping Stones; a four week course which had 129 completions during the year (83% of the total number starting the course);
 - Living Safely; a popular one-week harm reduction course with 150 completions (77% of the total number starting the course).
- 4.32.** Alcoholics Anonymous hold meetings but there are sometimes issues with prisoners unable to attend as wings are not unlocked. A 12 Step convention

workshop for prisoners with addiction problems was held in March with speakers from a number of specialist organisations; over 50 prisoners attended.

5. EQUALITY AND FAIRNESS

- 5.1.** An equality review meeting is held every two months, at which equality, diversity, disability, fairness and foreign nationals' issues are raised. Equality reps from the wings bring prisoner reported issues to the meetings. By the end of the reporting year the equalities management team had recruited a full time officer and was fully staffed. The Board still has concerns that meetings are cancelled at short notice with a subsequent delay in processing agreed actions.
- 5.2.** A telephone translation service (The Big Word) is available to staff but usually a fellow national is able to translate. The service is used in governor and independent adjudications but there are times when the phone equipment is missing or inoperable.
- 5.3.** The prison has links with the befriending and support team (BEST) who provide friendship and support in appropriate languages to those foreign nationals who do not have visitors. BEST holds weekly surgeries on the wings to help foreign nationals and reports their concerns to the equalities meetings.
- 5.4.** Equalities surgeries are held on the wings for prisoners who have concerns regarding discrimination, exclusion, bullying, etc. In addition prisoners are encouraged to submit a discrimination incident reporting form (DIRF).
- 5.5.** The Zahid Mubarak Trust (ZMT) continued to oversee responses to the DIRF process. In May, the trust produced a report for 2018 which showed that 94 DIRFs (2017/18:127) were submitted. Of these 86 were analysed but only 21 met the 10 working day timeframe for a reply. 19 were not investigated as the prisoner had left the prison. ZMT highlighted that the investigation of the DIRFs was of lower quality than the previous year.
- 5.6.** At the end of the reporting year there were 97 registered disabled prisoners with 17 in wheelchairs. The Board raised its concerns a year ago about the lack of adapted cells for wheelchair users but no progress has been made. There are insufficient cells on C wing with wheelchair accessible doors. Some wheelchair users are housed in Jones unit, blocking beds needed by prisoners requiring medical rather than social care. This means that sick prisoners discharged from hospital are being housed on the main wings. This creates additional pressure on wing-based nursing staff. The Board finds this practice to be wholly unacceptable.

Visits

- 5.7.** The refurbishment of the visitors' centre was completed in late summer. The waiting area was enlarged, lockers installed and a larger children's play area, which opened on to the garden, created. These improvements are welcomed and have enhanced the visitor experience.

- 5.8. Visitor numbers per session regularly exceed 100. All social visits now last up to two hours. These changes have been received very favourably by prisoners and visitors.
- 5.9. Despite assurances by prison advice and care trust (PACT) that a part time play worker would be in place from February, the play area remains unstaffed and therefore unused. This is a source of frustration for parents with young children on two hour visits.
- 5.10. Access to the visits hall remains difficult as the lift is unreliable and often out of service. Consequently wheelchair users and visitors with other mobility issues and those carrying small children have difficulty accessing the visits halls. The Board considers this to be a health and safety matter and therefore unacceptable.
- 5.11. A second visits hall opened in May and allows the number of prisoner visits to be increased by 20 per session. As the new hall is located on the floor above the main hall, this creates even more access problems. In addition, the new hall does not have a café or any toilet facilities so visitors have to go downstairs to use the facilities serving the main hall.
- 5.12. The café in the visits hall is operated by Rolls Correct – part of in-prison catering. It provides hot and cold food to supplement the existing vending machines. The café proved popular and is doing well. Prisoners can order celebration cakes for visits via the kiosks.
- 5.13. The number of family days has increased from one to two a month during school holidays. Following HMIP recommendations, prisoner eligibility for family days is based on risk and not incentives and earned privileges (IEP) levels. This has extended the selection of prisoners eligible to attend.
- 5.14. A number of special visit events have been organised by the prison, including visits for the VR representatives, the Forward Trust family matters course and the Prison Reading Groups father-child reading events. The parenting course run by Kids Matter continues to operate.
- 5.15. Additional legal visits rooms opened in April, making a total of 23. Solicitors can book visits via video link.

Chaplaincy

- 5.16. The chaplaincy team provides pastoral care for all prisoners. A member sees every prisoner on arrival and departure, and visits every prisoner daily in the two healthcare units and the segregation unit. Someone from the chaplaincy team aims to attend all good order and discipline (GOOD) and ACCT reviews, and to see every prisoner on an ACCT on the day it is opened and at least once a week thereafter.
- 5.17. The team supervises three volunteer-led, six-week victim awareness courses during the year, each attended by 20 prisoners. It also provides a rolling money management course. Faith-specific classes continue to be available to all prisoners.

6. SEGREGATION UNIT

- 6.1. The Board continues to be impressed by the compassion and calmness displayed by segregation unit staff, who frequently have to deal with difficult, abusive or violent prisoners.
- 6.2. Generally, Board members have to talk to prisoners through a locked cell door as a result of staff being occupied on other duties and therefore unable to unlock. The provision of a Listener suite would be beneficial.
- 6.3. The Board is concerned that some potential category A prisoners wait over a week before being categorised rather than the standard 72 hours and during that time they have no contact with their family as phone calls are forbidden until categorisation is completed. The absence of any induction programme creates additional difficulties for these prisoners.
- 6.4. There were 491 (2017/18: 460) periods of segregation but these were generally of a shorter length than the previous year, so that the occupancy level was lower at 70% (2017/18: 90%). 94 prisoners spent only one night in the unit while nine prisoners spent 42 days or more in the unit and two spent over 90 days.
- 6.5. The special (unfurnished) cell was used on three occasions (2017/18: 20).
- 6.6. The number of independent adjudication (IAs) fell by 8% to 1674. 37% were proven, 30% adjourned and 33% dismissed. Reasons for dismissing adjudications included "cell mate admitted offence", "co-accused no longer in the prison" or "released". Governor's adjudications rose by 7% to 5,122.
- 6.7. Possession of unauthorised articles accounted for 54% of IAs, failed MDTs 12% and assaults 11%.
- 6.8. Throughout the year Board members noted numerous instances where paperwork for adjudications was incomplete, issued out of time (around 250 cases) or of a poor standard. Conduct reports are rarely available. Many cases are adjourned or dismissed through lack of exhibits or evidence. The inability to view CCTV evidence (noted in last year's report) is a major issue. The software is out of date and needs urgent replacement. The high number of broken cameras aggravates the issue. Solicitors and IA judges regularly criticise the prison for these failings.
- 6.9. The Board notes that the IEP scheme is still not being sufficiently utilised to manage bad behaviour and in consequence reduce the number of adjudications.

7. ACCOMMODATION (including communication)

- 7.1.** Government Facilities Services Limited (GFSL) has made good progress reversing the poor service and low quality of work that characterised its predecessor. During the year GFSL handled 4,200 preventative maintenance jobs and 11,977 reactive tasks, of which 5,026 resulted from vandalism. There were 547 broken beds, 1,170 broken observation panels, 822 broken toilet seats and 1,298 blocked or damaged toilets.
- 7.2.** An initiative was launched by the Governor in September to raise the standard of living conditions, which were considered to have slipped. There was to be zero tolerance of graffiti and pornography in cells and men were encouraged to take ownership of the cleanliness of cells and landings. This was a work in progress throughout the year but improvements were clearly visible.
- 7.3.** In January as part of the 'clean and decent' initiative, notice boards were stripped and signage reviewed across the prison with a view to creating coherent messaging under the ownership of the communications department.
- 7.4.** The kiosks continues to be instrumental in the smooth running of the prison. Additional functions were added early in the year. All menu choices, canteen orders, visits and general and healthcare applications can be submitted electronically. However, the software only allows for the first screen (the contents page) to be multilingual which makes access for non-English speakers challenging.
- 7.5.** During the year requests for telephone numbers to be approved and put on the prisoner's pin telephone list had doubled, driven by the ease of applying, along with the introduction of in-cell phone technology. There were 4,270 requests for approval during the reporting period; a quarter of those requests were rejected. Towards the end of the reporting period a second member of staff was added to the pins team to deal with the workload.
- 7.6.** Prison council meetings are held monthly and provide a forum at which prisoner wing representatives bring problems to the attention of senior management and managers bring information for representatives to disseminate back to the wings. Among the most recurring complaints were lack of 'kit' (particularly kettles, pillows, blankets and phones), mice and pigeon infestations, malfunctioning showers (including those recently refurbished by HMPPS-appointed contractors, not GFSL), and washing machines either not working or not plumbed in. Major efforts have been made to resolve the 'kit' problems with an emphasis on recycling, as many shortages are caused by men either throwing items away, misusing or breaking them, or taking them on cell transfer.
- 7.7.** The communications team continues to provide information services for prisoners and staff through Radio Wanno, newsletters, poster sites and the events space. The staff newsletter is a lively forum with a front-page article each week by a different governor or section head. The Landing newsletter for prisoners is instrumental in introducing the VR and offender management in custody (OMiC) strategies to prisoners as well as providing more general news.

- 7.8.** Radio Wanno had another successful year with 23 Koestler Arts awards and 11 Radio Production awards including a gold for the Breakfast Show.

Heathfield

- 7.9.** Maintaining Heathfield's overcrowded accommodation in an acceptable condition in an old building continues to be challenging. The cells, corridors and showers on four of the landings were fully refurbished during the year, with men being successfully decanted as the work proceeded. The showers on the other A and B landings and on C1, which were all in very poor condition, were also refurbished. Funding is not available to refurbish the remaining wings. Mice and pigeons continue to be a problem, particularly on C and D wings, but weekly preventative measures go some way to keep numbers down.
- 7.10.** Accommodation fabric checks of every cell take place several times a week and there are decency checks once a month. There is a painting programme throughout the year on those wings which have not been refurbished so they are at least clean and bright. Vandalism is a major problem for those attempting to keep the prison accommodation in good order.
- 7.11.** Heathfield operated a full regime throughout the year with all prisoners having access to work and education as well as regular periods of social and domestic time and exercise. Access to off-wing activities is part-time with two wings on freeflow in the morning and two in the afternoon. Unless a prisoner elects to be unemployed he can be out of his cell for much longer than during the emergency regime of the previous year.
- 7.12.** Foreign nationals comprise 44% (2017/18: 40%) of the prison's population and in November an initiative was launched to provide a 12-week intensive course for those requiring additional support due to language, potential self-harm/suicide or specific immigration issues. The aim was to reach 27 men at a time, selected during induction, and to house them together on two C wing landings for the duration of the programme. The lack of English for speakers of other languages (ESOL) entry level 1 places (there were only 12 at the beginning of December) causes problems; encouragingly by April a further 12 places were provided.

Trinity

- 7.13.** Trinity is typically over 90% occupied. The intention is that all residents are C category, but practical constraints in the prison mean that this is not always the case.
- 7.14.** H and K wings are, as far as possible, occupied by full time workers; unemployment in these wings is low; around 20% and 10% respectively. G wing is dedicated to unemployed prisoners and those seeking work, except for one landing which is primarily reserved for kitchen workers. The turnover of prisoners and internal movements for safety and violence reduction reasons means that continuous effort is required to maintain levels of meaningful activity. The men in H and K wings attend work/training twice a day, Monday to Thursday. Whilst the level of activity and time out of cell is higher than on Heathfield, prisoners often comment to Board members that Trinity does not offer a 'proper' C category regime. It is clear the

prison is trying hard to offer the best it can within the constraints of an old building on a crowded site, security considerations and the available facilities.

Kitchen

- 7.15.** Food is generally varied and tasty, and distribution is mostly efficient and punctual. The system of ordering via the kiosks works well, with the vegetarian option as the default meal. Celebration cakes to order were introduced and well received. Catering management received a letter of recognition from the head of public sector industries, for their work. They were also individually nominated for the Openness award at the Ministry of Justice awards 2018.
- 7.16.** The timely repair and maintenance of kitchen equipment vastly improved towards the end of the reporting year under two new service providers.
- 7.17.** Monthly catering consultation meetings were introduced at which prisoner feedback was generally positive. Ramadan passed smoothly due to the close co-operation between the catering manager and the new Imam.

Canteen

- 7.18.** This continues to be a large and complex operation with approximately 10,500 orders per week from a list of 1,300-1,500 items. Canteen issues generated far fewer applications to the Board than in the previous year (26 compared with 64). The main areas of complaint continue to be reimbursement for goods not delivered or which had perished or were spoiled.
- 7.19.** There is no standard method for the distribution of canteen on the wings. Fresh food is often left for two days before being distributed. The process is under review and the new four-year contract with DHL, the provider, offers scope for changes and improvement.

Property

- 7.20.** The improvement in the management of prisoners' incoming property, which was noted in the previous annual report, was maintained.
- 7.21.** The Board continues to be concerned about property going astray when prisoners are transferred to new cells or leave the prison to go to court or hospital.

8. HEALTHCARE (including mental health and social care)

- 8.1.** The providers are 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.** During the reporting year, the healthcare department was allocated a dedicated team of officers, including a senior officer and a custodial manager. This resulted in more officer availability to escort prisoners to hospital appointments; in the period from February to April there was only one cancelled hospital appointment. An average of only one clinic per week was cancelled due to officer unavailability and an average of three clinics per week were cancelled due to healthcare staff unavailability.
- 8.3.** The percentage of prisoners failing to attend booked clinic appointments remains high and was 33% overall for the period February to April, similar to last year. Did not attend (DNAs) were: 14% for the dentist, 39% for the podiatrist, and 33% for the sexual health clinic (significant improvements on the 2017/18 figures of 20%, 60% and 60% respectively) – there were also 53% DNAs for the optician. DNAs are caused by a variety of factors including clashes with legal or social visits, education or work, and prison transfers – some prisoners simply refuse to attend.
- 8.4.** In April the prison clinic waiting times overall were still high, including three weeks for a general practitioner (GP) clinic (except for prisoners in the segregation unit). For other clinics, even though the longest waiting times were still high, they are significantly shorter than in 2017/18 (figures in brackets): under 1 week (1 week) for a nurse-led clinic; 16 (26) weeks for a podiatrist; 7 (22) weeks for an optician; 2 (8) weeks for the sexual health clinic. Waiting times for the dentist are still 11 weeks, as in 2017/18.
- 8.5.** A few prisoners refuse to engage with first day screening and are followed up by the duty nurse manager. Second day screening figures show that through the year 25% of prisoners still refuse the service. Prison healthcare peer support workers continue to talk to prisoners about the importance of health assessments and attending booked appointments. In April the figure for engaging with second day screening rose to 90%.
- 8.6.** As stated in previous reports, nurse and GP clinics located in the Magdalen centre and in the Trinity and Heathfield units are too small, with inadequate waiting areas.
- 8.7.** The six-bed Jones unit is too small for the prison population, and this issue is exacerbated by the inadequacy of wheelchair-accessible cells on the wings. One wheelchair user, arriving in the prison in December 2018 with no physical illness was still housed on the unit at the end of May, because there was no adapted cell available.

Mental Health

- 8.8.** The Board remains very concerned that the 12-bed Addison unit is unfit for purpose. The unit has insufficient beds and cells are frequently awaiting repair.
- 8.9.** Approximately 55% of Addison prisoners were transferred to secure psychiatric accommodation, the majority within two months, the longest wait being three months. Delays in transfers, reported by the Board each year since 2009, remain a national issue, and it is a cause for serious concern that few improvements have been made, despite the Minister's response to the Board in 2017 that work would be done "to secure incremental increases in the transfer within 14 days target".
- 8.10.** The Board is pleased that prisoners spend more time out of their cells using the dayroom, attending the gym, taking part in yoga classes and the outside exercise area when weather permits. Additional staffing, leading to improvements in the regime, was identified by the independent mental health advocacy service at HMP Wandsworth as a likely reason for the decrease in the number of issues raised by prisoners with mental health problems. The number of issues reported fell from 22 in 2017/18 to eight in 2018/19. Officers and nurses continue to work together to facilitate the hearing voices group and a weekly community meeting, for prisoners to meet as a group.
- 8.11.** The primary mental health team, as in previous years, receives multiple referrals each day, with the majority being seen within 48 hours. There has been, however, a significant rise in the number of assessments, due to an increase in the number of prisoners who are seriously unwell, and those who, whilst not diagnosed as psychotic, present with worrying behaviour.
- 8.12.** The waiting time for the prison's psychology clinic averages five weeks, and the wait for the 16 week volunteer-led psychotherapy counselling averages 14 weeks.

9. EDUCATION and OTHER PURPOSEFUL ACTIVITY

- 9.1.** A new governor for reducing reoffending, appointed during the year, has made significant changes to the education and activities systems, staffing and courses offered.
- 9.2.** The proportion of prisoners who have basic literacy and mathematics skills assessed during the induction process increased from about 50% at the start of the reporting year to about 80% by its end. The number of ESOL sessions was doubled in April in response to need. This enables an increased number of new prisoners to improve their language skills more rapidly and consequently gives them earlier access to education and training.
- 9.3.** A wide choice of courses is available, ranging from construction and IT to industrial cleaning, catering and textiles. Most activities offer industry-relevant qualifications that can be gained in the prison estate or outside. Board members note that the mathematics, IT, art and catering courses are particularly popular and are taught enthusiastically. The multiskills and dry lining courses are observed to be more variable in pace and purpose. In order to assess the standard of courses, the prison introduced external assessment of instructors. The performance ratings were found to be below those awarded by NOVUS, the training provider. Improvement plans were developed for those teachers who were considered by managers to fall below Ofsted 2 rating.
- 9.4.** The Board is disappointed by the decision to close the popular cycle repair workshop and the Prison Information and Communications Technology (PICTA) IT course. The Board understands that the PICTA course may be replaced by Code4000, a new coding course specially developed for the prisons estate by a charitable organisation

Gym

- 9.5.** There are two fully-functioning gyms and the new sprung floor of the indoor sports hall was completed by the end of the reporting year.
- 9.6.** Attendance at gym sessions rose as a result of the increase in the number of staff available to escort prisoners to and from the wings. All landings are offered a minimum of two hours' gym per week. Prisoners receive a gym induction, including advice on healthy living and diet. Only six of the nine members of gym staff are fully trained; the optimum level is 12. Educational and vocational gym skills courses were unavailable throughout the reporting year.

Library

- 9.7.** The Heathfield library is often underutilised, due to competing activities and the longstanding problem of the availability of prison officers to escort prisoners to the library. The Heathfield librarian initiates evening sessions to encourage usage; the Trinity library offers similar access. Between November and April the Heathfield library received an average of about 670 visits a month (ranging from 590 to 770), and Trinity an average of about 300 visits (ranging from 210 to 350).

10. WORK, VOCATIONAL TRAINING and EMPLOYMENT

- 10.1.** There has been a significant improvement in attendance at activities. In the eight months to December 2018, attendance at off wing activities rose from 54% to 73% of the spaces available. Attendance levels since December have remained broadly unchanged. The number of activity spaces available each five day week ranges from 3,900 to 4,600, of which about 2,400 are off wing. The allocation of places for all activities averages 97%. For off wing activities the allocation averages 93%. Off wing attendance averages 68% of spaces available.
- 10.2.** The kiosks enable prisoners to apply for activities, although this leads to some prisoners applying for work for which they do not have security clearance. As a consequence, a backlog of applications has built up, which frustrates prisoners. Some areas of the prison, including the kitchen, are adversely affected by the shortage of workers. In February the prison appointed an employment support worker who assisted wing orderlies, directed new prisoners to suitable courses and encouraged unemployed prisoners to apply for work. Prisoners are encouraged to apply for at least one medium or low risk activity with the aim of enrolling for a course which does not require security clearance. An activities Board was established in May to allocate all work including wing jobs.
- 10.3.** Staff responsible for allocating activities invest considerable effort in developing and maintaining accurate performance management information and systems. These include a tracker system which reports attendance for each wing and work/education area, a list of all unemployed men in the prison, and a count of the number of men who have been allocated to an activity. Using this information, the team noted that about 900 men had accessed regime activity each five day week.
- 10.4.** Further efforts to improve attendance and engagement include:
- a revision to the pay policy so that prisoners who choose not to attend do not receive unemployment pay
 - bonuses for those who achieve qualifications
 - social and domestic time withdrawn for those who fail to attend allocated work
 - a change to the canteen delivery schedule
 - improved co-operation with wings to address concerns about freeflow, and
 - ensuring a consistent response to prisoners who do not want to attend.
- 10.5.** Penrose, the community rehabilitation company (CRC) contractor, has experienced management and staffing problems, and does not contribute effectively in identifying suitable work opportunities for prisoners.
- 10.6.** The textiles workshop, which had been underutilised before October, has become increasingly well-attended, as a result of the introduction of payment by piece-work and the employment of vulnerable prisoners, who engage well with the work.

Attendance at the British Institute of Cleaning Science (BICS) course improved with the availability of modules in recycling and bio-hazard cleaning, which opened the possibility of employment opportunities post release.

- 10.7. The time available for afternoon activities is often curtailed as a result of the late completion of the midday roll call. False fire alarms in the training centre are also very disruptive; during one week there were five false alarms.

11. RESETTLEMENT PREPARATION

Reducing re-offending

- 11.1. The London CRC, through its subcontractors, Penrose and St Mungo's, offers prisoners resettlement services and support including accommodation, employment, finance and debt advice before and after release.
- 11.2. Penrose suffers from high staff turnover and low morale. Rooms are not always available for the basic custody screening tool (BCST) meetings to take place and sometimes there are insufficient wing officers able to unlock, meaning that Penrose does not see all newly arriving prisoners.
- 11.3. Obtaining data from Penrose proved extremely difficult; in the end all data were obtained from the prison's head of reducing reoffending. Over the five months to March 2019, on average 82.8% of BCST2 meetings - the assessment undertaken within five days of arriving in Wandsworth - took place. Over the same period, on average only 49.4% of BCST3 meetings - the assessment undertaken in the 12 weeks prior to release - took place and on average only 23% of prisoners had work, training or education to go to. The Board is extremely concerned that over three quarters of prisoners discharged from prison had neither a job nor an agreed training/education place.
- 11.4. Communication between Penrose and the activities department is often poor resulting in a delay in matching new prisoners with appropriate activities. There are also problems communicating with foreign national prisoners; Penrose does not appear to utilise any translation services.
- 11.5. Releasing prisoners to appropriate accommodation is a vital element of rehabilitation and reducing recidivism. St Mungo's continues to provide a housing service through their contract with the London CRC. Over the year its staffing was increased from 1.5 to three full time equivalents. In addition to finding accommodation, the housing staff attempt to secure the leases on prisoners' rented accommodation that have been threatened with termination as a result of imprisonment. The recorded monthly proportion of prisoners released into 'settled' accommodation for the 10 months to March 2019 varied between 33.3% and 83.3% (this included staying with friends, which may well have been temporary). Pressure on housing stock in London remains a problem. The introduction of the new Homelessness Reduction Act's duty to refer in October 2018 resulted in a small uplift in St Mungo's success in finding accommodation for prisoners, but also led to a considerable increase in paperwork, with local authorities requesting detailed information on individual prisoners.

- 11.6. The probation team was significantly understaffed over the reporting period.
- 11.7. Partners network meetings for voluntary agencies were re-introduced during the reporting period, leading to improved communication between the multiple partner agencies working within the prison

Offender management

- 11.8. In the reporting year the Board is encouraged that the number of offending supervisor full-time equivalent posts rose significantly to 11.5 (2017/18: 7.8). In addition, at the end of the reporting period, there were 7 (2017/18: 5) probation offending supervisors. Prisoners' applications to the Board concerning sentence-related issues almost halved to 71 (2017/18: 139).
- 11.9. The target time for completing sentence calculations is 5-10 days from sentencing. The reporting period started without a backlog and that satisfactory situation continued throughout the year. The Board is pleased that in the reporting period sentence calculations continued to be completed broadly within target.
- 11.10. The target time for completing categorisations is four days from receiving the relevant information (which should be within three weeks from sentencing). At the period end there were 13 (2017/18: 18) re-categorisation and 96 (2017/18: 110) initial categorisations outstanding. Complicating factors included licence recall and public protection issues as well as delays in obtaining information from external sources.
- 11.11. The target time for offender assessment system (OASys) assessments is 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 of 139 (2017/18: 190), to a year end low of 70 (2017/18: 65). The number of OASys completed is on a rising trend averaging around 40 (2017/18: 30) a month for the reporting year. The improved performance was partly due to assistance from sessional probation officers and a reduction in cross-deployment of offender supervisors.
- 11.12. The number of prisoners eligible for home detention curfew (HDC) varies from week to week. The Board recognises that there had been considerable efforts to eliminate backlogs and notes that they remain under control. There are 16 (2017/18: 15) prisoners past their HDC eligibility date where no decision has yet been made due to delays in the provision of information from the offender manager, police or social services. There were 162 (2017/18: 159) prisoners released on HDC during the year.
- 11.13. At the end of the reporting year there were 26 (2017/18: 15) lifers and 228 (2017/18: 215) prisoners held under the multi-agency public protection arrangements (MAPPA). Of these 92 (2017/18: 82) were registered sex offenders.
- 11.14. During the reporting year 3,783 (2017/18: 2,098) prisoners were released into the community (including HDC), an average of 73 (2017/18: 40) per week. No prisoners were released on temporary licence.

Offender Management in Custody (OMiC)

- 11.15.** OMiC, which was a new way of supporting prisoners and assisting them to change their lives, was launched in Trinity in November and Heathfield in February.
- 11.16.** Each prisoner is allocated a key worker with whom he has an average of 45 minutes structured interaction a week. Each key worker supports six to eight men. To accommodate the additional time wing officers spend on key worker duties, the staffing level was increased. The start-up of OMiC was particularly challenging owing to the relative inexperience of many staff; a substantial number of new officers in the unit had less than two years experience.
- 11.17.** In May the prison was signed off as fully OMiC 1 compliant. This was a significant achievement. One clear indication of the effect of OMiC was the very noticeable reduction in applications to the Board, particularly in the second half of the year.

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 range of subjects. Whenever possible, a Board member attended Coroner's inquests.

Board Statistics

Recommended complement of Board members	24
Number of Board members at the start of the reporting year	17
Number of Board members at the end of the reporting year	18
Number of new members joining within the reporting year	4
Number of members leaving within the reporting year	3
Total number of Board meetings during the reporting year	12
Total number of visits to the Establishment	776
Total number of weekly segregation unit GOOD review meetings attended	52

APPLICATIONS to the BOARD

Code	Subject	2018-19	2017-18	2016-17	2015-16	2014-15
A	Accommodation	58	79	166	194	151
B	Discipline ¹	7	23	10	14	7
C	Equality & Diversity (inc religion)	23	56	78	87	99
D	Purposeful activity ¹	22	45	107	76	106
E 1	Family/visits (inc mail & phone)	52	98	169	193	159
E 2	Finance/pay	44	54	73	111	105
F	Food/kitchen	9	9	19	29	15
G	Health	76	123	221	199	179
H 1	Property (within current establishment)	63	101	222	227	161
H 2	Property (external)	42	66	114	106	132
H 3	Canteen	26	64	54	82	82
I	Sentence related	71	139	239	401	389
J	Staff/prisoner concerns	44	76	92	131	120
K	Transfers	21	66	96	92	91
L	Miscellaneous	20	26	33	69	70
Total number of IMB Applications		578	1,025	1,693	2,011	1,866

IMB Confidential Access	71	124	191	180	118
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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 581 applications to the Board in the reporting year, 43% lower than the previous year. This represented a 65% fall in the number of applications over two years and came after three years of rising numbers. Fourteen categories showed a decrease and one category was unchanged; no category showed an increase. The largest percentage reduction (68.2%) was for applications concerning transfers. The largest numerical reduction (68) was for sentence related applications.

GLOSSARY of terms

ACCT	Assessment Care in Custody Teamwork
BCST	Basic Custody Screening Tool
BEST	Befriending and Supporting Team for foreign nationals
BWC	Body Worn Video Camera
CCTV	Closed Circuit Television
CRC	Community Rehabilitation Company
DIRF	Discrimination Incident Reporting Form
DNA	Did Not Attend
ESOL	English for Speakers of Other Languages
GFSL	Government Facilities Services Limited
GOOD	Order and Discipline
GP	General Practitioner
HDC	Home Detention Curfew
IA	Independent Adjudication
IEP	Incentives and Earned Privileges
MDT	Mandatory Drug Testing
OASys	Offender Assessment System
OMiC	Offender Management in Custody
PACT	Prison Advice and Care Trust
PICTA	Prison Information and Communications Technology
Q&A	Question and Answer
SC	Safer Custody
VRCC	Violence Reduction and Complex Cases
ZMT	Zahid Mubarak Trust