



Annual Report
of the
Independent Monitoring Board

at

HMP Woodhill

for reporting year
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Monitoring fairness and respect for people in custody

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1 STATUTORY ROLE OF THE IMB

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

The Board is specifically charged to:

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

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

2 EXECUTIVE SUMMARY

HMP Woodhill has experienced another challenging year. In real terms staffing shortfalls, high sickness rates, cross deployment and high numbers of inexperienced staff have remained a feature of this reporting period - despite the establishment being 'fully staffed' towards the end of the reporting period. Staff continue to leave the prison service at an alarming rate.

The population remains complex. Whilst the population has reduced due to wing closures, the number of category A prisoners is now a higher percentage of the population than used to be the norm. There is an increase in the numbers of provisional category As and also very young men serving very long sentences. Disruption in the wider estate has resulted in increased numbers of challenging men being transferred into the long term and high security estate. Woodhill's difficulties were compounded by events at other prisons which caused transfers of young offenders and problem prisoners to Woodhill.

The vision of the Senior Management Team to deliver a positive prison-wide culture of staff support and engagement has not yet translated into prison-wide improved outcomes for prisoners, despite the efforts of the senior team and many dedicated and skilled members of staff. Circumstances outside the prison's control made the task of stabilising and improving Woodhill considerably more difficult.

The senior management team has gone to significant lengths to upskill and support staff by introducing shut down training days. Unfortunately, the consequence was prisoners spending more time behind their doors.

The lack of a consistent regime caused by regime slippage and staff shortages was a feature of much of the reporting period.

Cross deployment and non-regular staff on units resulted in varying standards of cleanliness, interpretation of rules and a lack of ownership.

Throughout the reporting period, the Board has raised concerns about the numbers of normal accommodation and specialist cells out of use and delays to repairs and routine maintenance.

The reporting year has seen, as with the wider estate, a deeply concerning rise in violence both prisoner on prisoner, and prisoner on staff.

Despite the additional staff and security measures associated with the high security estate, the reporting year has seen a deeply concerning rise in the availability of non-prescription drugs. Associated with the availability of illicit substances, the Board reports increasing levels of bullying, debt and intimidation.

The Board is deeply saddened to report eight deaths in custody and seven 'near misses' during the reporting year.

The numbers of assessment, care in custody and teamwork (ACCT) prevention of self-harm documents has increased over the reporting period as have the incidents and threats of self-harm. The Board remains concerned that documentation is of a variable and frequently poor standard.

The Board raises concerns about prisoners located in segregation while under referral to the close supervision centre (CSC) pending decisions from the close supervision centre management committee (CSCMC). The CSCMC takes no responsibility for men who are not selected and there are no formal contingencies in place locally should criteria for the CSC not be met.

The Board welcomes the Pathways to Progression initiative and sincerely hopes that the planned specialist units to support challenging prisoners are fully funded and spaces become available.

The Board is concerned that the formal prisoner complaints system is poorly managed with inadequate responses.

The Board remains deeply concerned about the processing of prisoners' property on arrival, during transfers and within the establishment. It is unacceptably poor. Property issues account for 25% of the applications received by the IMB.

Main judgements

Are prisoners treated fairly?

The Board is concerned about men with mental health issues, learning difficulties and disabilities being inappropriately located on house units or spending long times in segregation or healthcare with limited possibilities for therapeutic recuperation or management.

Are prisoners treated humanely?

Restricted time out of cell leads to reduced opportunities, greater isolation and impoverished regimes. This will negatively impact on prisoners' mental and physical wellbeing.

Poor standards of maintenance, facilities, kit and equipment result in sub-standard living conditions which are dehumanising.

Are prisoners prepared well for their release?

A full regime has not been delivered for the reporting period and these repeated restrictions negatively impact rehabilitative activities.

Main Areas for Development

TO THE MINISTER

Ensure there is sufficient funding to provide timely repairs and maintenance of the fabric of the establishment and ensure essential equipment such as washing machines and dryers are provided and in working order.

Develop collaborative relationships with colleague ministers in the Department of Health to ensure there is adequate specialist provision across the estate and within NHS secure facilities to avoid vulnerable persons being wrongly placed.

Ensure the specialist units under the Pathways to Progression initiative are fully funded to provide places for men who may be otherwise located for extended periods in segregation.

TO THE PRISON SERVICE

Ensure more effective time management of a major re-roll of an establishment. The uncertainty endured at Woodhill during the reporting year has been significantly unsettling for both staff and prisoners.

Ensure staffing levels are maintained at a sufficient level to provide a rehabilitative full regime.

Develop improved training, interventions and strategies for the management and reintegration of long-term segregated prisoners.

Improve the movement and care of prisoners' property between establishments.

Develop a meaningful rehabilitation strategy and invest in constructive workshop, education and training infrastructure.

Work more closely with healthcare providers to improve the assessment and expedition of all transfers to secure hospitals.

Develop a national strategy to reduce the supply of drugs and illicit substances into establishments.

Provide sufficient places across the estate for men convicted of a sexual offence.

TO THE GOVERNOR

Deliver a full regime of meaningful rehabilitative work, training and activities.

Ensure effective management, control and distribution of kit, clothing and bedding for prisoners.

Ensure standards of cleanliness are maintained across all units.

Ensure prisoners have access to appropriate cell furniture in a good state of repair.

Ensure repair and maintenance schedules are effective and prisoners are not disadvantaged by equipment/facilities being out of use.

Drive significant improvements in the complaints system with regard to timeliness and resolution-orientated quality of response.

Implement an effective system for PEEP (evacuation of prisoners with mobility impairments) documentation on all house units.

Deliver effective staff training and management quality control of ACCT documents.

Devise more effective collection of data relating to use of force to provide greater insight.

Return the protected witness accommodation to house unit 6.

Improvements

The prison has successfully participated in an officers' graduate recruitment scheme offering a two-year master's degree.

There have been improvements in the completion of use of force paperwork.

The number of staff equality representatives has improved markedly.

The proportion of education and workshop sessions cancelled has reduced from 70% to 25%.

CSC units' improved rehabilitative activities made slow but steady progress in tackling anti-social behaviours and by the end of the year achieved stability on the units.

The roll out of in-cell telephones was welcomed in the current period.

The fire safety system was improved by closing wings on a rolling basis.

3 DESCRIPTION OF THE PRISON

HMP Woodhill is located in Milton Keynes and is part of the Prison Service's long term and high security estate.

It is a complex and important prison with multiple functions. Designated a core local category A prison, it is one of only three in the country. It is mainly a local and resettlement prison holding adult male remands and those sentenced to less than 12 months from the south-east Midlands.

Woodhill also receives category B or category C offenders for their last period of custody for resettlement purposes before release to their local area.

The prison holds restricted status young prisoners (under 21), and provisional category A prisoners from across the Midlands. The category A requirement adds significantly to the security and control requirements placed on the establishment.

In addition, Woodhill provides a very small facility for protected witnesses which is managed under the national protected witness programme.

There are two close supervision centre (CSC)/Rule 46 units which are administered and managed under a national strategy through the security directorate.

A separation centre was completed during the year and received its first prisoners in May 2019, several months after completion.

HM Prison and Probation Service plan to change Woodhill's role to that of a category B training prison with a category A function. In last year's report the Board stated that the anticipated date for this was March 2019. This did not happen and at the time of writing the date has finally been confirmed as 15 September 2019.

During the reporting period, the main prisoner accommodation was made up of 5 individual house units, a healthcare Inpatient facility and a segregation unit.

House units 1-4 are each divided into two wings, A and B. Each wing was designed to hold 60 prisoners in single cells. Some of these cells have been converted into doubles, so that each unit can now hold 180.

House unit 1 has the first night facility and induction unit on 1B, with a mix of remand and convicted prisoners on 1A.

House unit 2 has the dedicated drug stabilisation unit on 2A, with a mix of remand and convicted prisoners on 2B.

House unit 3 was closed for much of the period for refurbishment and updating of the fire alarm system.

House unit 4A holds a mix of remand and convicted prisoners. House Unit 4B is the vulnerable prisoner (VP) unit.

House unit 5 with 90 spaces reopened during this period.

House unit 6 has 5 discrete wings; two are occupied by CSC prisoners, one by the separation centre. Two remain empty.

4 SAFETY

The number of young offenders and category B prisoners increased during the year. The number of young offenders rose from 58 to 79 (snapshot July to August 2018).

There was a split regime and consequential reduced time out of cell for the entire reporting period on the first night and induction unit. This is due due to insufficient capacity for men who have been convicted of a sexual offence on the designated VP unit.

The safeguarding policy for adults is yet to be completed and signed off.

Assessment, care in custody and teamwork (ACCT)

The Board is saddened to report 8 deaths in custody and 7 'near misses' in the reporting period. Inquests have been completed in two cases and verdicts of natural causes were recorded. HMPPS categorise the remaining six as one homicide, one accidental and four self-inflicted deaths. Inquests have not yet taken place.

Incidences of self-harm	
Period	Number
July 2017	59
August 2017	35
July 2018	79
August 2018	85
November 2018	67
January 2019	67
February 2019	61
March 2019	39
April 2019	66
May 2019	53
June 2019	62

Self-harm figures for the 2018-2019 reporting period showed an upward trend compared to 2017-2018.

From January to March 2019 self-harm incidents fell to 39. April showed a dramatic increase to 66 incidents with two self-inflicted deaths and a third at the beginning of May. May showed a slight decrease to 53 incidents.

The average numbers of ACCTs open from January to May 2019 were 40, 46, 34, 34, and 40.

Management data recorded in Woodhill's safety meetings identified that many ACCTs are associated with men repeatedly not getting answers to often quite straightforward complaints and then self-harming out of frustration.

The management of documents such as ACCT and early days in custody (EDIC) is inconsistent. Post closure review ACCT documents that are overdue are recorded on the daily briefing sheet. Failings in ACCT documents were repeatedly identified in management checks and recorded in safety meetings. IMB members made 22 rota visits to areas where men were subject to ACCT in the months of March, April and May 2019. In 11 reports, concerns with the documentation were noted.

It was highlighted at a safety meeting that key workers are not regularly attending ACCT reviews.

In July 2018 there were 55 ACCTs, 19 reviews and 20 post closure reviews (PCR) overdue. There were 17 open ACCTs on the first night and induction unit.

Apart from some brief periods showing a reduction, the number of ACCT documents has remained high during the year. At one point in May 19 it rose to 54, nearly 10% of the population, which is an unsustainable and unmanageable number.

Early learning in relation to the self-inflicted death on 12 April has identified three recommendations including EDIC and communication protocols.

Lack of availability of Samaritans phones was reported at the January 2019 and April 2019 safety meetings.

Listeners repeatedly reported little improvement in staff understanding of the Listener role and problems with getting unlocked in order to offer listening support to prisoners in need. Some improvements were recorded by Listeners at the April safety meeting.

Communication is inconsistent, for example self-isolating and complex case prisoners are identified and discussed at meetings but there is a gap between the narrative and deliverable actions and outcomes. This is compounded by not having regular staff on units.

The response rate within prescribed timelines for complaints in October 2018 was only 58%. Failings in the complaints system reduce stability and prisoners frequently cite associated frustrations as a driver for self-harm.

The safety team visited all house units in January 2019 to confirm the number of self-isolating prisoners. There were 17. Staff were made aware and copies of the self-isolator policy have been sent to all units. Board members on rota visits are not confident that all staff are aware of the policy.

VIOLENCE

Violence, both prisoner on prisoner and prisoner on staff, has increased over the reporting period.

In the month of July 2018, 30 members of staff were involved in incidents, special accommodation was used twice and segregation staff spent a whole afternoon in personal protective equipment (PPE). Assaults on staff increased from 15 (three serious) to 23 (one serious)

Prisoners' assaults or fights increased from 23 (four serious) to 28 (five serious) (snapshot July to August 2018). All measures of violence reduced after the peak in August 2018. The number of men on the basic level of the incentives and earned privileges (IEP) scheme also reduced, which indicated a better use of IEPs.

Incidences of Violence	
Period	Number
Jan – Dec 2017	295
Jan – Dec 2018	386
Assaults on Staff	
Jan – Dec 2017	70
Jan – Dec 2018	147

Population changes were a key factor contributing to rise in violence and self-harm in August 2018 with an influx of category B prisoners and young offenders.

There is anecdotal evidence that not all violent incidents were being reported to staff or logged on the prison's electronic recording system and were not on the daily briefing sheet which details all significant events. Repeat offenders increased from 53% to 81% (snapshot July – August 2018).

Violent incidents increased in the early part of 2019: from 33 in February (where of the 40 perpetrators 55% were either not placed on report or the charge was dismissed at adjudication) to 37 in March and 39 in April. A reduction to 25 was recorded in May. Forty-six

percent of those in March were prisoner-on-prisoner, three of which were serious (8%), 22% (10) against staff, one of which was serious (2%) and 22% were fights. In May, 40% were prisoner on prisoner, including one serious assault, and 28% (two of which were serious) on staff.

Debt, issues with the regime, illicit substances, gang issues and bullying are all cited as drivers of violence. The March 2019 data records high debt/gang related/retaliation as main contributors. In the May safety meeting debt was identified as the biggest driver.

The numbers of incidents involving spice steadily increased. Concern was raised by Westminster Drug Project (WDP) staff that prison staff were not following standard operating procedures (SOP) and the reporting of incidents was inaccurate

Traditional violence reduction strategies have had insufficient impact on managing violence.

Weapons finds increased over the reporting period.

In May 2019 the prison introduced the challenge, support and intervention plan approach (CSIP), which is a tailored approach to reduce violence and/or self-isolation. It is a supportive mechanism rather than the traditional punitive approach.

USE OF FORCE

In the early part of the reporting period figures showed an upward trend with four consecutive rises from April to July 2018, peaking at 76 use of force interventions. By the end of the reporting period there was a falling trend. In May 2019, force was used 44 times in 39 spontaneous incidents and five planned interventions.

The 10% monitoring of use of force paperwork and video footage by the prison showed an improvement on April 2019 findings. The recurring themes over the last six months of missing signatures, electronic signatures with no email cover and little evidence of debriefs are now being focused on in control and restraint refresher training. By the end of the reporting period there was a considerable improvement in the prisons' recorded data.

The injury-to-prisoner form F213 is not being completed on time, with completion rates varying considerably: 86% in June 2018, 68% in July, 82% in October, 95% in February 2019, 87% in March and 66% in April 2019. Concerns are regularly raised with the healthcare management team by prison staff.

Data collected is limited in detail and does not adequately record ethnicity, religion, categorisation etc.

All staff who have been in service for less than two years are given additional training.

Her Majesty's Inspectorate of Prisons' recommendation that a non-involved member of staff should debrief prisoners after any incident has not been actioned. No decision as to who should take responsibility has been made.

5 EQUALITY AND FAIRNESS

Equality Provision

A member of the senior management team was assigned to promote each protected equality characteristic.

The composition of the quarterly equality committee meeting members is 14 white with one black, Asian or minority ethnic (BAME) member and five prisoner equality representatives, two of whom are BAME (snapshot May 2019).

A Woodhill equalities officer gained an award at the long term and high security 2018 awards for the work she had done with transgender prisoners.

There were seven DOPLO (disability and older persons) meetings planned for the year and three went ahead.

A regional equality advisor is now available to Woodhill.

There is inconsistent availability of HMPPS data hub statistics to provide analysis of any imbalances in the treatment of prisoners with protected characteristics.

There is a three-month lag in availability of these statistics and data is not prison specific. Its usefulness in terms of allowing analysis to identify any patterns of discrimination is entirely questionable.

Equality officers also cover assessment, care in custody and teamwork (ACCT) support and continue to be cross deployed at weekends, restricting time available for equalities issues.

The equalities administrator post was vacant at July 2018; the business case for replacement was subsequently declined, meaning equality officers spend time on administrative tasks rather than equality work.

Equality Representatives

There is a target of 14 prisoner equality representatives across seven wings. There were at least five vacancies for most of the period.

Wing forums are not consistently taking place which impedes communication between wing managers, officers and prisoner equality representatives.

Prisoner equality representatives report that incentives and earned privileges (IEP) review meetings with staff "seem to have been forgotten". They suggest wing officers could advise them of new arrivals and identify prisoners who may be at risk.

Discrimination Incident Report Forms (DIRF)

DIRF numbers reduced during the year. The prison suggested this was due to a decline in the misuse of DIRFs by using them for non-discrimination related complaints.

DIRF responses are subject to management quality checks and the Zahid Mubarek Trust (ZMT) monitors DIRF responses, which is regarded as extremely useful in the ongoing improvement of responses.

Age

In July 2018 77 prisoners were over 50, 21 of them held on the vulnerable prisoner wing (36.6%). Eight prisoners were over 65 and nine prisoners were on social care plans.

Prisoners over retirement age receive £3.25 per week under national policy and £2.50 equivalent unemployment pay, but delays are reported in transferring money to prisoners' accounts, impacting on their ability to order regular items from the canteen.

In May 2018 there was inconsistent application of the policy of unlocking retired men during the day. This has continued throughout the reporting year.

Disability

In July 2018 there were 45 prisoners with a disability, 14 with personal emergency evacuation plans (PEEPs).

The links between care plans, buddies and PEEPs require review in order to provide a quality care package. IMB reports show officers frequently do not know where PEEP plans are kept and there is no consistency on wings as to where they should be located.

Prisoners report cell televisions have the audio description facility disabled, restricting access to television programmes for individuals with sight difficulties.

An obese paraplegic prisoner, experienced restrictions on access to visits and other areas of prison because of the size of his wheelchair.

An inquest cited learning difficulties as an issue in a self-inflicted death and questioned whether Woodhill was appropriate to the needs of the individual. Men with learning difficulties are at greater risk of debt, manipulation and bullying. A life skills programme could reduce the negative impact of such risks.

Men with personality disorders can face disadvantage given their lack of coping strategies.

Men with mental health and ADHD issues are at a disadvantage under the IEP system because poor behaviour can lead to frequent reduction in status to basic. The basic regime restricts income, leading to greater debt or inappropriate fundraising techniques such as dealing drugs.

Gender Reassignment

In September 2018 there were three transgender prisoners at Woodhill on a wing for vulnerable prisoners. A transgender person reported restricted access to separate showering, and the daily record shows one full week with no access to showers (in September 2018). A prisoner record shows only five separate showers made available over 23 days (in May 2019).

Despite a signed searching document stating search by female officers only, a transgender person reports searches being conducted by male officers.

Religion / Belief

New arrivals with religious dietary needs report delays in receiving appropriate meals due to lack of availability.

Space for group prayer on the wing has been requested because access to chapels is only available at given times during the day.

Diversity by Religion (Chaplaincy report May 2019)		
Religion	National Prison Population	Woodhill
Anglican	17%	9%
Roman Catholic	17%	19%
Other Christian	11%	11%
Muslim	16%	21%
No Religion	31%	27%

6 SEGREGATION/CARE AND SEPARATION, SEPARATION UNIT, MANAGING CHALLENGING BEHAVIOURS, PROTECTED WITNESS AND CLOSE SUPERVISION CENTRE

Segregation/care and separation

During the reporting period the 12-cell segregation unit has been regularly full. The number of 'long stayers' has significantly reduced due to more effective local management supporting men back to normal location.

Health screens and rule 45 review boards have consistently met 100% completion on time.

The use of special accommodation increased over the reporting period but showed a downward trend towards the end of the reporting year. In the quarter October – December 2018 special accommodation was used six times. It was used nine times in January 2019, seven times in February and once in March.

The IMB is concerned about prisoners located in segregation under referral to a close supervision centre (CSC) pending decisions from the close supervision centre management

committee (CSCMC). During 2018 four men were each located in the segregation unit for over 200 days with poor communication locally and between the category A team and close supervision centre management committee (CSCMC). The CSCMC takes no responsibility for men who are not selected and there are no formal local contingencies in place should criteria for CSC not be met.

Woodhill had a significant success with a prisoner who had 210-day authority granted by the Deputy Director of Custody (DDC), was transferred in under the Pathways to Progression and after excellent reintegration work moved to normal location as a standard cell share.

Repairs and maintenance in the segregation wing were woefully inadequate. Repairs to cells and to bath and shower facilities were unacceptably delayed, which undermines the delivery of a decent regime. Out-of-action cells awaiting repairs reduce the segregation capacity and undermine the safety and discipline of the establishment.

There has been considerable effort to reduce the number of adjourned adjudications.

Adjourned Adjudications	
Period	Quantity
November 2018	327
January 2019	146
February 2019	110

Close supervision centre (CSC), managing challenging behaviour strategy (MCBS), separation centre (SC), protected witness unit (PWU)

House unit 6 was affected by building and refurbishment work for much of the year, which required the temporary transfer of sub-units within House unit 6, and the PWU being located elsewhere in the prison for most of the year.

Unfortunately when the fire upgrade work was done repairs to showers etc. were not completed.

From IMB rota reports:

9.5.19 HU6A showers a disgrace, tiles missing around bath, toilet stained and repugnant, ceiling extensively covered in black spores

21.5.19: poor access to facilities on HU6A (CSC). Unacceptable showers/toilet facilities. Time is taken by staff having to do washing next door, which impacts on the regime. Only having one shower available means if there are more men on the unit there are simply not enough hours in the day to run a full regime for all.

The two CSC units continue to operate efficiently and effectively, despite some staff shortages. Both units have capacity for 10 prisoners, but having the maximum number causes severe strains on staff in meeting the needs of prisoners for meals, showers, association and exercise given the frequent requirement for separate regimes. Both units operated throughout the year with eight prisoners at most.

Significant efforts are made to maximise the rehabilitation of CSC prisoners despite the very restrictive regime in which they need to be accommodated. A weekly risk assessment meeting reviews the progress and needs of all the prisoners and takes decisions on allowing association and activities.

CSC prisoners whose deteriorating mental health requires a place in a high secure mental hospital experience long delays in referral. Delay in obtaining the treatment results in further mental health deterioration, delays in rehabilitation and additional cost due to the extra length of treatment needed. This complaint is raised to the Prison Service by the IMB year after year.

The two CSC units hold some of the most challenging men in the prison system, requiring intensive efforts to achieve progress in rehabilitation.

The MCBS prisoners were less challenging but housed in a unit separate from normal location because of their behaviour. In June 2018 a MCBS prisoner died while in the exercise yard. Three prisoners have been charged with his murder. The unit was subsequently disbanded by the prison service in 2018 and its prisoners dispersed to other high security prisons.

Towards the end of the year further progress was made such that the CSC units were more stable with higher levels of association than in previous years despite the volatility of most of the prisoners. The skill, patience and expertise of uniformed staff, governors, psychologists and mental health nurses produced slow but steady progress in improving CSC prisoners' compliance and reducing anti-social behaviour.

The separation centre is part of a national initiative of 3 such units to house prisoners who need to be separated from others to stop radicalisation. It was ready to open in April 2018 when the refurbishment work was completed; however, it remained closed pending referral of sufficient prisoners. Two other separation centres (at HMP Frankland and HMP Full Sutton) were already open.

In May 2019 three prisoners were transferred temporarily from Full Sutton's SC to Woodhill to allow building works at Full Sutton. The prisoners were due to be at Woodhill for eight weeks. The transfer was achieved effectively.

The temporary relocation of the protected witness unit, to allow for fire upgrade work in their normal accommodation, meant that their facilities were significantly reduced. They should have a dedicated staff group, but throughout their temporary location the IMB has reported 'guesting' and non-regular staff attending. The men have had no access to gym equipment since April 2019 as it has been condemned.

During the relocation of the PWU the telephone system was disrupted and visits were made more difficult.

7 ACCOMMODATION (including communication)

Throughout the reporting period the prison has seen a number of changes within the accommodation. The roll has reduced to allow the closure of one house unit at a time to complete fire upgrade work and the fitting of in-cell phones. Unfortunately, other maintenance to showers/lighting etc. was not done.

House unit 5, which had been closed for a number of years, due to damp problems, re-opened, although the general state of repair of the unit at reopening was below standard.

Cell furniture is widely unavailable. In May 2019 there were 30 cells over three units without a lockable cabinet, and some had cabinets, tables, chairs, picture boards, and mirrors missing. Because of reduced available space when cells are double occupied it is not always possible to have all the correct issue of furniture.

Significant numbers of cells were out of action during the year due to broken lavatory seats. The prisoner consultative committee in April 2019 also reported issues with leaking lavatories. On the CSC unit on 25.4.19 all the high control cells were out of action due to no toilet seats. The head of works attended an IMB Board meeting and informed the members that there was a nationwide shortage of the toilets used in the high security estate.

There has been an improvement in providing toilet privacy curtains in double cells.

The condition and cleanness of the showers remains poor, with all units needing updating to bring them up to standard.

From a rota report on the first night and induction unit 16.4.19, when 13 new reception prisoners had arrived on the evening of 15.4.19: *men reported a significant lack of furniture.*

Showers were poor with no improvements despite repeated requests for repair. The odd warm day has seen the return of the flies. The sink in the cleaning cupboard is blocked so the mops can't be cleaned. Approximately 45% of the lights are not working.

From the same unit on 8.5.19: *Staff reported a prison wide shortage of furniture and mattresses. There were 3 cells without any furniture at all. The previous day a prisoner transferred to another house unit and had to move with his mattress, chair, kettle and TV.*

General cleanliness on each wing is variable and requires greater attention in all areas.

A new small wing was created for full-time workers, predominantly kitchen workers.

The prison kitchen area needs updating. Kitchen equipment reported as not working was not repaired quickly. Food is of a reasonable standard but could be improved if all the kitchen equipment was working. Kitchen workers are often observed not wearing the correct clothing when handling food. Food is of a reasonable standard but could be improved if all the kitchen equipment was working correctly. The IMB received only seven complaints regarding food over the reporting period.

Prisoners often report a lack of clothing kit and towels and bedding. Some items are laundered on the wing, others are sent to the main Woodhill laundry or another prison. Shortages in kit are felt to be associated with individual prisoners having greater quantity of items in their possession than allocated. Better allocation management would reduce these issues.

The Board received 25 complaints regarding property issues within Woodhill and 54 arising during transfer from another establishment. Property from other establishments is very slow to be received. There were significant delays reported in prisoners being able to go to reception to collect items due to staff shortages.

There is a drive to establish monthly wing forums on key themes of safety, security and decency. Prisoner representatives are invited to these meetings but it is unclear if effective communications from the representatives to the wing population is achieved.

8 HEALTHCARE (including mental health and social care)

Staffing problems continued from the previous year, but there was some improvement towards the end of the reporting year.

The change from three healthcare providers to one, NHS Central North West London (CNWL), is allowing a new culture to develop with significant advantages.

Delays in security clearances result in suitable candidates for employment going elsewhere, although some improvement in clearance times is reported since the beginning of 2019.

A full range of clinics is available and waiting times are the same or better than in the community. Attendance at some clinics, especially dental clinics, is poor.

Prisoners have good daily access to wing-based nurses and can also self-refer for medical appointments.

There is a good relationship with Milton Keynes hospital which can accommodate prisoners' appointments. It is not able to accommodate prisoners with a high unlock number of officers, except in emergencies, due to the potential risk to the public.

Some prisoners refuse to attend hospital appointments in handcuffs and prefer to wait until they have left prison. There was a spike in the number of code blue (life threatening) incidents in May 2019.

Response times to healthcare-related complaints have deteriorated during the year.

The pharmacy continued to operate with a chronic shortage of staff which got even worse towards the end of the reporting year. Pressures on pharmacy staff were exacerbated from

April 2019, when responsibilities extended to dispensing medication previously managed by the Westminster Drug Project.

In-patient healthcare (CAU) has a challenging mix of cases, many assessed and waiting for a suitable move. The complexity of individual care and the number of regimes often impacts the time out of cell for healthcare in-patients. Ventilation in the CAU is poor and there is an intermittent radio signal.

There has been an increase in mental health staff this year with much-improved service to prisoners covering reception, care planning meetings, rule 45 reviews and ACCT reviews as required, as well as clinics, facilitated self-help, in cell packs and individual care. All new prisoners are seen by the Mental Health team within 24–48 hours of their arrival. The team do a weekly ward round in the CAU and runs a group meeting every two weeks.

Westminster Drug Project (WDP) provides clinical and psychosocial substance misuse services, works closely with mental health and primary care and runs a variety of courses, and one-to-one or recovery focussed group-work modules. Staff shortages within WDP developed during the year.

NHS Central North West London (CNWL) won the contract for all care in Woodhill including house unit 6 starting April 2019. The change from three healthcare providers to NHS Central North West London (CNWL), is allowing a new culture to develop with improvements such as evening medications being delivered at the optimum time for the prisoner; mental health attending 100% of ACCTs and improved cover for staff shortage.

Healthcare provision to house unit 6 and the protected witness unit (PWU) will continue with little change.

9 EDUCATION AND OTHER ACTIVITIES

During the first half of the reporting year education activities were severely curtailed by staff shortages. There were insufficient staff to escort prisoners to education classes and workshop sessions, meaning that classes regularly had to be cancelled. The average class cancellation rate was 25% (snapshot June to October 2018). However, this was an improvement over 2017 when 70% of classes were cancelled due to staff shortages.

Education staff responded to education closures by visiting men on the wings and delivering 1:1 work. While this was not as efficient as holding classes, the response at least allowed some prisoners to receive education who otherwise would have been denied it.

The library also suffered from severely reduced visits in the first part of the year due to escort staff shortages and again the staff responded by taking trolleys of selected books onto the house units. The attendance rate improved from the latter half of 2018 as escort staffing increased. There is no fine system and consequently there is a very high stock loss.

With effect from April 2019 a new contract for education services was implemented as part of national policy. Milton Keynes College retained provision of the service to Woodhill. Regrettably the new contract was accompanied by a reduction in funding of £275,000 of a total budget of £1.1m. Seven staff out of nearly thirty were made redundant and the number of places in classes was reduced by nearly 25%. Several subjects have been stopped completely and others curtailed to meet the reduced budget.

The Prisoner Education Framework gives the prison a larger say in what courses are provided.

In particular the number of sessions for vulnerable prisoners, CSC and protected witness unit (PWU) were reduced. These are the areas where prisoners are most reliant on education staff going to the units to deliver teaching.

The number of education places per session reduced from 84 to 60 (snapshot April to May 2019).

The success rate for those prisoners attending award bearing courses to the end of March 2019 was 97% - 99%.

In April 2019 the average attendance rate at classes was 82%, an improvement on previous periods. This improvement was largely due to the same number of prisoners attending the reduced number of places.

Protected witness unit (PWU) prisoners complain of lack of meaningful activity and access to education staff. Previously available piano lessons are no longer available, which impedes rehabilitation.

The Prisons Information Communication Technology Academy (PICTA), an HM Treasury funded project to promote information technology (IT) training and industry recognised qualifications, which can lead to employment, closed in the reporting year.

The Board believes reducing educational provision is a false short-term economy. It increases frustration and boredom for the prisoners while incarcerated.

Lack of educational provision results in prisoners being less fitted for release, less likely to gain employment, less able to cope with modern society and the propensity to reoffend after release is likely to be increased.

10 WORK, VOCATIONAL TRAINING and EMPLOYMENT

The range of accredited vocational training started to increase over the reporting period, as a consequence of the Prison Education Framework which started from 1st April 2019.

Courses are now based on what is required by the prison with the prison offering full and part-time work for most of the prison population. Full time work is not currently available for the whole population. Remand prisoners are not required to work. Plans have been made to increase the range, and type of work available for long-term prisoners, including extending opportunities for vulnerable prisoners. Prisoners who were able to engage in work engaged well and showed respect to other prisoners and all staff.

The number of prisoners enrolled at the painting and tiling workshops varies considerably. This is a valuable resource providing skills that can be used to gain employed and self-employed work relatively easily after release. It should be strongly encouraged and utilised fully.

New courses such as barbering and barista training are planned. They focus on the element of customer service from booking appointments to understanding client needs and communicating what is possible to the client.

Closures in education reduced the number of men reaching the required educational standard in English and maths. The number in work further suffered due to the insistence that the education standard in English must be achieved prior to prisoners being allocated jobs. This policy was reviewed in September 2018 and reduced the requirement to level 1 in English to access work. Now there is a waiting list for these classes, which has been the case for most of the year.

The regular closures and cancellations of workshops and training provision arising from restricted regimes are counterproductive and prisoners consequently become demotivated and struggle to maintain a positive work ethic.

Much of the reporting year saw attendance figures below key performance targets. At the latter end of the reporting period a focused drive to improve attendance by activity hub staff supported by residential staff obtained 81.7% attendance recorded against a key performance indicator (KPI) of 80%.

11 RESETTLEMENT PREPARATION

Prisoners with a sentence of more than one year are allocated a case manager and a custody plan designed to address their specific needs, manage risk of harm and reduce the risk of reoffending. Interviews with men are intended to be conducted within five days of their arrival using the basic custody screening tool, but there were delays due to staff shortages. Better staffing levels since November 2018 facilitated an increase in resettlement appointments.

At the end of 2018 the prison introduced key workers under the offender management in custody strategy. Feedback from prisoners varied greatly and appears dependent on the length of time in service and experience of the key workers. The prison produced a 'key worker bible' which is a comprehensive source of information.

The number of IMB applications relating to resettlement and sentence planning fell from 46 in the previous reporting period to 19.

18.6% of the prison's population is serving an indeterminate sentence and a quarter is unsentenced. A fifth of young adults within the 18 -20 age group are serving life sentences. It is a challenging population.

Demand for resettlement services is high with approximately 60 releases per month.

Two different community rehabilitation companies (CRCs) deliver the core resettlement services; TV (Thames Valley) and BeNCH (Bedfordshire, Northamptonshire, Cambridgeshire and Hertfordshire). BeNCH were not sufficiently well resourced to manage the higher than expected workload, reducing the quality of service.

Accessing reliable data to measure releases into accommodation is challenging. Resettlement housing continues to be a problem nationally and there is an acute shortage of appropriate housing stock in the locality.

Both CRCs have housing advisers who assist with finance, debts and rent arrears. Before release both CRCs aim to help prisoners to find somewhere to live and contact local councils in line with the Homelessness Reduction Act of 2017.

Examples of offending behaviour programmes (OBPs) include the thinking skills programme (TSP) and Resolve. Motivation and Engagement (M&E) is available for all sentenced prisoners. The healthy identity intervention (HII) programme is designed for the extremist population.

The proposed and delayed re-categorisation of the prison with no fixed date for changeover led to a sense of uncertainty for the two CRCs.

12- Work of Board

The Board had unrestricted access to the prison and prisoners throughout the reporting year supported by a good working relationship with members of the Senior Management Team. The Board organised its duties using a quarterly rota and each member monitored a wide range of areas whilst also retaining an area of special interest. Wherever possible, Rule 45 reviews were attended by a Board member and applications to the Board were answered within the recommended timescale.

The Board does not understand the reasons for the fall in the number of IMB applications, as prisoners report significant frustrations with accessing kit, equipment not working, and delays to many processes. The prison also reports a fall in the number of complaints. The Board is concerned there is a general lack of confidence in and disengagement from the application and complaints process. Where prisoners have key workers the feedback is generally positive, which may contribute to the falling number of complaints

Recruitment to the IMB remains an area of significant difficulty.

BOARD STATISTICS	
Recommended Complement of Board Members	18
Number of Board members at the start of the reporting period	12
Number of Board members at the end of the reporting period	11
Total number of visits to the Establishment	516
Total number of segregation reviews attended	196

13 - Applications

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation including laundry, clothing, ablutions	8	27
B	Discipline including adjudications, IEP, sanctions	8	13
C	Equality	6	23
D	Purposeful Activity including education, work, training, library, regime, time out of cell	7	24
E 1	Letters, visits, phones, public protection restrictions	31	90
E 2	Finance including pay, private monies, spends	13	11
E3	Closed visits	5	4
F	Food and kitchens	7	12
G	Health including physical, mental, social care	17	43
H 1	Property within this establishment	25	60
H 2	Property during transfer or in another establishment or location	54	44
H 3	Canteen, facility list, catalogue(s)	7	17
I	Sentence management including HDC, ROTL, parole, release dates, re-categorisation	19	46
J	Staff/prisoner concerns including bullying	43	68
K	Transfers	18	19
	Miscellaneous	32	67
	Returned / Not classified	19	29
	Total number of IMB applications	319	597