



Annual Report
of the Independent Monitoring
Board at
HMP Wandsworth

for reporting year
1 June 2019 to 31 May 2020

September 2020



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1. Statutory role of the IMB

- 1.1** The Prison Act 1952 requires every prison to be monitored by an independent Board, appointed by the Secretary of State from members of the community in which the prison is situated.
- 1.2** Under the National Monitoring Framework agreed with ministers, the Board is required to:
- 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
 - inform promptly the Secretary of State, or any official to whom authority has been delegated as it judges appropriate, any concern it has
 - 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** The Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT) is an international human rights treaty designed to strengthen protection for people deprived of their liberty. The protocol recognises that such people are particularly vulnerable and aims to prevent their ill-treatment through establishing a system of visits or inspections to all places of detention. OPCAT requires that states designate a National Preventive Mechanism to carry out visits to places of detention, to monitor the treatment of and conditions for detainees and to make recommendations for the prevention of ill-treatment. The IMB is part of the United Kingdom's National Preventive Mechanism.

2. Description of the establishment

- 2.1** HMP Wandsworth is a category B men's local prison with a category C resettlement unit, which primarily serves the courts in south London. One third of the prisoners were on remand.
- 2.2** The continued uncertainty over the timing of the re-role into a reception prison was disruptive and affected planning and longer term decisions. The re-role was originally expected to take place in 2017. The date was put back to 2018 and then again to early 2019. The change did not take place and has now been rescheduled for late 2020.
- 2.3** The prison was built in 1851 and the residential areas remained in the original Victorian buildings. The majority of prisoners shared cells, which were extremely cramped. The main prison, known as Heathfield, housed up to 1,200 prisoners on five wings, designated A to E. First nighters were held in E wing. In addition, the Trinity unit housed up to 375 category C prisoners in a separate building of three wings, designated G, H and K. Vulnerable prisoners were in a separated section on C wing. D wing was for prisoners with drug issues. The segregation unit had 25 cells, including one special cell and two holding cells.
- 2.4** Residential healthcare was provided in the six-bed Jones unit, while the 12-bed Addison unit was for prisoners requiring treatment for mental health conditions.
- 2.5** The prison was very overcrowded; the certified normal accommodation was 961 (2018/2019: 841) prisoners but the operational capacity was set at 1,628 (2018/2019: 1,452). At the end of the reporting year, there were 1,450 (2018/19: 1,476) prisoners, of whom 839 (2018/19: 839) were British. The 611 (2018/19: 637) foreign nationals (FNs) comprised 42% (2018/19: 44%) of the prison population and came from 64 (2018/19: 71) countries, including: Poland 23% (2018/19: 15%), Romania 17% (2018/19: 16%), Lithuania 8% (2018/19: 5%), Albania 7% (2018/19: 9%) and Ireland 5% (2018/19: 4%). Some foreign nationals were due for extradition and others were immigration detainees.
- 2.6** There were 19 (2018/19: 11) indeterminate sentenced prisoners, 18 (2018/19: 26) lifers and 90 (2018/19: 92) prisoners who have committed sexual offences.
- 2.7** The age profile at the end of the period (2018/19 in brackets) was:
- | age range | |
|-------------|---------------|
| 18–24 | 16.7% (16.9%) |
| 25–34 | 36.1% (35.0%) |
| 35–44 | 26.5% (27.4%) |
| 45–54 | 14.5% (14.4%) |
| 55–64 | 4.5% (4.6%) |
| 65 and over | 1.7% (1.7%) |

3. Executive summary

3.1. Background to the report – Covid-19

3.1.1 The COVID-19 (COVID) pandemic had a significant impact on the Board's ability to gather information and discuss the contents of this annual report. The Board has covered as much ground as it could in these difficult circumstances. Ministers are aware of these constraints. Regular information is being collected specifically on the prison's response to the pandemic, and that is being collated nationally.

3.1.2 HMP Wandsworth declared an outbreak early in March, when five prisoners tested positive for COVID. By 23 March, ten cases were confirmed, with a further eight suspected. By 30 March, the number had risen to 68 prisoners in isolation, 40 of whom were symptomatic, 20 were cellmates and eight were self-isolating. Critically, 140 staff were off work, including eight nurses.

3.1.3 The Governor and staff responded speedily and energetically to the lockdown, which commenced on 23 March. New systems and ways of working were rapidly devised and introduced. Communication was enhanced with daily briefings; prisoners were kept fully informed of developments and accepted what in normal circumstances would have been considered inhumane treatment, being locked up in some cases for 23.5 hours a day.

3.1.4 The Board was very impressed with the sensitive and imaginative manner in which these new ways of working were introduced and operated. The Board commends all personnel for their commitment.

3.1.5 Her Majesty's Inspectorate of Prisons visited on 29 April and issued a positive report; comments included:

'The Governor had provided visible leadership during the crisis. Both prisoners and staff spoke positively about the amount of information that he and the senior team were providing.

- We spoke to isolating prisoners who all reported positively on staff support. Shielded prisoners on K1 were particularly appreciative about the way that they were supported.
- Communication was very good and included routine briefings by the Governor on the prison's radio and TV channels. Communication may not have been as effective with foreign nationals who were not fluent in English.
- Health governance and management oversight was effective. Action plans were in place to manage the outbreak and the ongoing functioning of healthcare'.

3.1.6 Testing was available for all staff and prisoners, and from 26 April to the end of the reporting period there were no new confirmed cases of infection. No cases required hospitalisation and there were no COVID-related deaths.

3.2. Main judgements

How safe is the prison?

3.2.1 The Board cannot describe the prison as 'safe' when 270 prisoner-on-officer assaults were reported, 352 prisoner on prisoner assaults and 774 self-harm incidents. Nevertheless, the Board acknowledges and supports the Governor and all his staff in the many initiatives and programmes they have introduced to improve conditions, in buildings which were unfit for purpose and significant contributory factors to violence.

HMP Wandsworth might feel safer if:

- all prisoners were housed in single cells
- the prison had a much larger, fully staffed hospital wing
- all prisoners received the support, education and activities they needed every day
- a phone blocker was installed, to render illegal mobiles useless
- a body scanner was used to greatly reduce drug trafficking.

How fairly and humanely are prisoners treated?

3.2.2 Prisoners were as well treated as possible, despite the unacceptable living conditions in the prison's overcrowded 169-year-old buildings. The age, decay and physical limitations of the buildings created conditions for the prisoners which the Board considered inhumane. Maintaining the fabric of the building was a daily struggle against wear and tear, and vandalism. Problems with heating, hot water and malfunctioning showers were frequently mentioned in IMB rota reports and at prison council meetings.

How well are prisoners' health and wellbeing needs met?

3.2.3 Healthcare was provided effectively throughout the prison, although mental health was a major issue. Each month, between 300 and 380 prisoners were referred to mental health services. For some of the men, particularly those with complex behavioural issues, respecting the accommodation in which they lived, ate, slept, performed all bodily functions, two to a cramped cell with no personal space or privacy, was very challenging. The Jones and Addison units were too small and the lack of adapted cells again meant that beds in the Jones unit were frequently occupied by otherwise healthy wheelchair users.

How well are prisoners progressed towards successful resettlement?

3.2.4 The poor quality of the resettlement provision continued to cause serious concern to the Board. The London Community Rehabilitation Company's (CRC's) subcontractors were affected by high staff turnover and low morale. The supply of data was intermittent and unreliable. The Board was most troubled that only around 25% of discharged prisoners had an agreed work, training or education place to go to, while under 20% had housing referrals.

3.3. Main areas for development

TO THE MINISTER

3.3.1 Does the Government have a timetable for building a new prison to replace the existing one, which has inhumane conditions and is unfit for purpose? If this is not possible, should all HMP Wandsworth's cells be used for single occupancy? This would be a major advance.

- 3.3.2** Delays in transfers to secure psychiatric accommodation, reported by the Board each year since 2009, remained a problem (6.4.2 and 6.4.3). The Minister responded to the Board in 2019 that the 14-day target had not been agreed with NHS England, Her Majesty's Prison and Probation Service's (HMPPS) primary partner. Has it now been agreed?
- 3.3.3** The Board was very concerned that the 12-bed Addison unit remained unfit for purpose, with insufficient beds and cells frequently awaiting repair. The waiting time for a bed in the unit was up to seven days (6.4.1). What is being done to improve capacity for mentally ill prisoners?

TO THE PRISON SERVICE

- 3.3.4** The lack of progress regarding the provision of adapted cells for wheelchair users was disappointing; consequently, beds were occupied in the Jones unit by otherwise healthy prisoners (6.2.4). What is being done to increase the number of adapted cells?
- 3.3.5** Is there an opportunity to invest in a national electronic prison property system that might replace the current archaic paper-based operation? This is an opportunity not only to save money and human resource, but also to ensure that prisoners have a fairer and more decent experience in prison (5.13.1, 5.13.2)
- 3.3.6** Although some improvements have been made, should the relationship with DHL, the provider of canteen products for prisoners, be reviewed, based on the poor performance experienced this year? (5.6.1)
- 3.3.7** An audit of 'through-the-gate' services was conducted during February by HMPPS's operational and system assurance group (OSAG) following concerns about the ongoing poor quality of the basic custody screening tool (BCST)² and review of resettlement plans provided by the CRC in HMP Wandsworth. While the OSAG report was commissioned at the request of the prison, a full version of its findings was not provided. The IMB also requested a copy, but to date it had not been received (7.5.8). When will a copy of the report be available?
- 3.3.8** The poor quality of the resettlement provision continued to be of serious concern (7.5.1). What is being done to improve this?
- 3.3.9** The CCTV system throughout the prison was unreliable and not fit for purpose. The Ministry of Justice has authorised funding for an upgrade (4.7.2). When will work commence?

TO THE GOVERNOR

- 3.3.10** Each year the Board has difficulty collecting data from across the prison; often it was either unavailable or inaccurate. Would the Governor consider creating a centralised data unit responsible for obtaining and collating reliable data?
- 3.3.11** Many of the induction meetings observed by Board members were of a low quality. The presentations were often unsympathetic and inconsistent, with inadequate slides and handouts. The Board was very disappointed that this counterproductive and poorly managed situation had continued, despite similar criticism in four previous annual reports (4.1.3).
- 3.3.12** The Board was very concerned about property going missing either on prisoners' arrival or when they transferred to new cells (5.13.1). This was the third year the Board had expressed its concern; what is being done to resolve this problem?

TO PROVIDERS

Novus

3.3.13 The Board was surprised to be informed by Novus that individual learning plans did not follow prisoners on transfer to other prisons or outside (7.2.4). Why is this?

CRC - Penrose

3.3.14 A very low proportion of the BCST3 meetings with prisoners took place in the 12 weeks prior to release, and many were discharged without an agreed work, training or education place (7.5.3). What is being done to rectify this?

3.3.15 Once again, it was difficult to get access to consistent CRC data regarding key performance targets (7.5.3). What is being done to improve this?

3.4. Progress since the last report

3.4.1 The new Governor, who arrived in September, introduced a focus on measurement to identify trends and assess performance against targets. The Governor was building on the cultural changes introduced by his predecessor, as well as introducing new strategies.

3.4.2 Drugs remained a major problem but the arrival of the Rapiscan machine proved beneficial in identifying drugs in mail (4.6.5).

3.4.3 The opening of a second visits hall was very well received, although the problems with access remain. The lift is still unreliable and there is no wheelchair access (7.4.1).

3.4.4 Penrose, the London CRC's subcontractor, is being replaced. This is viewed positively by the Board.

3.4.5 The Board continued to be impressed with the thoroughness of the weekly multidisciplinary violence reduction and complex cases (VRCC) meeting. During the year, there was increasing emphasis on managing all but the most difficult cases on the wings, where staff had more detailed knowledge of individual cases (4.3.2).

3.4.6 Rainbow epaulettes were worn by many staff members, to encourage more meaningful conversations with prisoners on LGBT issues (5.9.4).

3.4.7 In November, a multidisciplinary team from HMPPS drug strategy and delivery suggested ways to improve the prison's drug strategy. In response, the prison compiled a list of key aims and created a drug-free area on D wing, the wing for prisoners with addiction issues (4.6.3).

3.4.8 There were serious, much reported, problems with kit exchange throughout the year, resulting in inadequate amounts of basic kit available. By the end of the reporting period, the problems were being addressed and the situation was beginning to improve (5.1.3).

3.4.9 Funds were secured to replace the showers on all wings in Heathfield over the course of the year, although the variable quality of the work by the external contractor meant that problems still occurred (5.2.1).

3.4.10 The Board was concerned about the high number of adjudication cases dismissed or found not guilty as a result of incomplete paperwork, reporting officers not being present or the case being out of time. The Board has noted actions being put in place towards the end of the reporting year to resolve these issues (5.7.5).

- 3.4.11** Following the successful implementation of Offender Management in Custody (OMiC) 1, the prison commenced OMiC 2 in October (5.8.1).
- 3.4.12** The Board noted a drive to increase the effective use of the incentives and earned privileges (IEP) scheme. The number of prisoners on basic, the lowest IEP level, was in the region of 2% to 3% at the start of the period and had risen to 7% to 8% by January. During lockdown, prisoners were taken off basic, although the IEP entry remained on their record, to give them more privileges during the long time spent each day in their cell (5.11.1).
- 3.4.13** All prisoners were offered a minimum of two hours' gym per week, rising to four from December as the number of fully qualified physical education instructors (PEIs) increased to the optimum level of 12 (6.7.1).
- 3.4.14** Classroom-based educational courses included English and mathematics, IT and art. The English for speakers of other languages (ESOL) courses were expanded but had a long waiting list. Prisoners awaiting places on ESOL courses were directed to work in textiles, the kitchen or recycling, where the use of English was not mandatory (7.1.1).
- 3.4.15** Attendance at the Heathfield library became more regular, owing to C wing officers being assigned to escort duties on a permanent basis. The average monthly attendance was 500 at the Heathfield library and 600 at the Trinity library (7.1.3).
- 3.4.16** The number of prisoners eligible for home detention curfew (HDC) varied from week to week. The Board recognised that there had been considerable efforts to eliminate backlogs and noted that they remained under control (7.3.5).

4. Safety

4.1. Reception and induction

- 4.1.1.** The processing of prisoners entering and leaving the prison operated efficiently. However, the late arrival of some Serco vans bringing prisoners from courts created a processing problem, and on nine occasions arriving prisoners were not in their cells before midnight. The Board was concerned about this and it was one of the most frequently raised issues in rota reports.
- 4.1.2.** On a number of occasions, new arrivals on E wing, the induction and first night wing, were placed in cells lacking basic amenities. The Board was concerned that new, potentially vulnerable, prisoners were placed in this position.
- 4.1.3.** Board members observed induction meetings and found many of them to be disorganised, half-hearted and impersonal. Of 26 references to the induction process in Board rota reports, 25 were critical. The sessions were not prioritised and often cancelled at short notice. The slides were of poor quality and the presenting officers changed frequently and had varying communications skills. Despite the presence of a large number of FNs, many of whom had limited English, the oral presentations and slide shows were only available in English. The Board was very disappointed that this counterproductive and poorly managed situation had continued, despite similar criticisms in its previous four annual reports.
- 4.1.4.** The reception and induction process for new prisoners was significantly affected by the lockdown. Prisoner movements to courts were reduced by increased use of video conferencing. E wing was reorganised to create a 14-day quarantine unit, called the reverse cohort unit (RCU) for all prisoners entering the prison. On arrival, prisoners were swabbed, with a 24-hour test result turnaround time. Symptomatic prisoners and those with positive swab results were isolated in single cells. The quarantine unit was extended by the inclusion of a landing on A wing to manage the overspill. The Board was impressed by the speed with which these changes were introduced and managed.

4.2. Suicide and self-harm, deaths in custody

- 4.2.1.** There were four deaths in custody during the year (2018/19: six); two were from natural causes and the other two await the coroner's findings. The Prisons and Probation Ombudsman (PPO) reported on one of those latter two cases, and criticised the mental health team for not having made a care plan (when they previously discharged the prisoner from their caseload) on what to do if his mental health should deteriorate. It also criticised them for failing to follow up concerns which prison staff raised about his mental health shortly before his death. The PPO also found that prison staff did not refer him to healthcare or the substance misuse team for support when he was intoxicated.
- 4.2.2.** A report from the PPO on a death from natural causes in the previous year noted that the standard of healthcare received at the prison was equivalent to that which one could have expected to receive in the community.
- 4.2.3.** There were 836 assessment, care in custody and teamwork (ACCTs) opened during the year (2018/19: 851); of those, 36% (2019: 30%) were opened in reception or E wing. Approximately 19% (2018/19: 25%) were closed at first review. Although most prisoners appreciated the support and guidance that the ACCT process provided in reducing the urge to self-harm, it was less successful in resolving the underlying issues involved, often relating to immigration, medication or upcoming court cases. The Board was concerned that reviews were not always chaired in a consistent

manner, often because the chair came from a different wing and did not know the prisoner.

4.2.4. There were 774 self-harm incidents during the year.

4.2.5. While appreciating the regularity and discipline of ACCT reviews, physical and operational constraints compromised their effectiveness. Although translation facilities were available, little effort was made to ensure that FN prisoners understood what was happening. The Board noted that the high number of ACCTs and the length of the review meetings often resulted in Board members and other agencies being unable to attend the complete session.

4.3. Violence and violence reduction, self-isolation

4.3.1. There were 270 (2018/19: 244) prisoner-on-staff assaults, for which the most common reason was refusal to return to the cell; 15 were referred to the police. There were 352 (2018/19: 294) prisoner-on-prisoner assaults, of which 43 were referred to the police.

4.3.2. The Board continued to be impressed with the thoroughness of the weekly multidisciplinary VRCC meeting. Typically, some 15 cases were considered, with ongoing monitoring using red – amber – green ratings, together with an active watch list. A detailed plan was developed for each individual, with specific action steps. During the year, there was increasing emphasis on managing all but the most difficult cases on the wings, where wing staff had more detailed knowledge of individual cases.

4.4. Vulnerable prisoners, safeguarding

4.4.1. There were 222 (2018/19: 97) registered disabled prisoners. Disabilities included mental illness, which affected 82 prisoners, and mobility issues, which affected 51 prisoners. There were five adapted cells for wheelchair users, which was often insufficient. This resulted in wheelchair users being accommodated in the Jones unit, thereby blocking beds needed by prisoners requiring medical rather than social care. The Board found this practice wholly unacceptable.

4.4.2. There were three transgender prisoners and they were allowed to wear their own clothing.

4.4.3. A focus group for the over-50s found that they felt intimidated by younger prisoners. Concerns included the playing of loud music, untidiness, bullying for access to showers, and a general feeling that younger ones received priority in obtaining work.

4.5. Use of force

4.5.1. There were 1,255 (2018/19: 896) instances of use of force. Much of the increase was driven by a focus from January on improved reporting, which raised transparency and accountability. This was a prerequisite for the introduction in April of PAVA (an incapacitant spray) and rigid-bar handcuffs.

4.5.2. Reporting of use of force was improved by:

- including every instance of use of force, including 'guiding holds', which led to higher but more accurate figures
- reporting on a more timely basis, which reduced the volume of outstanding use of force reports
- collecting statements from at least three different officers for each instance.

4.5.3. There were no instances of PAVA being deployed; 179 staff have been trained to use it. Further training has been paused owing to the lockdown.

4.6. Substance misuse

- 4.6.1.** The widespread availability of drugs, principally spice and cannabis, was of great concern to the Board. Prisoners found to be under the influence of drugs were not always tested immediately.
- 4.6.2.** Mandatory drug testing (MDT) results for the period to March showed that the proportion of positive results each month averaged 28.7% (2018/19: 30.9%). The target was to carry out 70 tests per month. The proportion of positive results from intelligence-led drug testing averaged 69.3%.
- 4.6.3.** In November, a multidisciplinary team from HMPPS drug strategy and delivery suggested ways to improve the prison's drug strategy. In response, the prison compiled a list of key aims and created a drug-free area on D wing.
- 4.6.4.** For the four months from June to September, on average 18% of new prisoners were enrolled in a substance misuse treatment programme, mainly via the prescription of the drug substitute, methadone. Data on the effectiveness of this programme were not available.
- 4.6.5.** Mail to prisoners was an avenue for drugs to enter the prison. A pilot project photocopied mail so prisoners received copies instead of originals, which may have had a drug coating. This was a slow and labour intensive process, and by October the backlog for the delivery of legal mail reached five days. The pilot was abandoned because of resourcing issues, and this coincided with a delay in sniffer dogs being deployed. A Rapiscan drug detection device was introduced in December and subsequently identified between seven and ten items of mail per day containing contraband, primarily spice. The machine broke down in March and the lockdown delayed its repair.
- 4.6.6.** CGL (Change Grow Live) took over from Forward Trust in September. They introduced a number of programmes providing psychosocial interventions to help substance abusers, including:
- Foundations of Change; a group work programme, delivered over four sessions. The course was attended by 205 prisoners and 178 completed it.
 - Pop-up pods on the wings, to educate prisoners about the risks of hooch, cannabis and psychoactive substances.
- 4.6.7.** During lockdown, prisoners identified as requiring support with substance abuse were provided with distraction packs as well as an in-cell version of Foundations of Change.
- 4.6.8.** Alcoholics Anonymous held meetings, but there were sometimes issues with prisoners unable to attend due to wings not being unlocked. Attendance at these meetings fell over the reporting period and was in low single figures from January to March.

4.7 Security

- 4.7.1** A physical security audit was started in June by Gov Facilities Services Ltd (GFSL). The audit was not completed by the period end but a cell assessment was delivered and found that the cells were insufficiently secure. The full audit report is still awaited.
- 4.7.2** The closed circuit television (CCTV) system throughout the prison was unreliable and not fit for purpose. The Ministry of Justice has authorised funding for an upgrade but the work had not yet commenced.

- 4.7.3** The daily intelligence triage system continued to ensure that high and medium intelligence reports received priority attention. This resulted in the backlog of unanalysed intelligence reports being cleared by mid-March.
- 4.7.4** Contraband routes were repeatedly tested by security staff. A combination of ad hoc and directed staff searches resulted in 292 warnings issued to staff for bringing in unauthorised items; three were arrested and charged by police.
- 4.7.5** The main supply routes for contraband remained staff corruption, items thrown over the prison walls, passes on visits, prisoners returning from court or on recall, and drugs being smuggled in via the post or property. There was minimal drone activity.
- 4.7.6** Cell searches resulted in finds of mobile phones, averaging 50 per month (2018/19: 40), although this figure halved during lockdown. The high number of phones in the prison was a pressing issue but the prison has been told that there was no funding available for a mobile phone blocker. Drugs finds averaged 30 per month, and tobacco 27 finds per month.
- 4.7.7** The number of throw-overs increased during lockdown, probably as a result of no visits and fewer prisoners returning from court or on recall.
- 4.7.8** Cell searching continued throughout lockdown. The drugs found in throw-over parcels started to include class A drugs, suggesting an absence of other contraband routes.

5. Fair and humane treatment

5.1. Accommodation, clothing, food

- 5.1.1.** The 'clean and decent' initiative remained a priority for the management team. There was a major push throughout the year to improve standards, and by the spring the results were visible, with wings freshly painted, showers refurbished and a generally cleaner brighter environment. Vandalism continued to be a major problem, with smashed cells, blocked drains and broken observation panels being frequent occurrences. In January, GFSL reported that, of the approximately 2,000 repairs each month, 60% were the result of vandalism.
- 5.1.2.** Before the lockdown, full accommodation fabric checks (AFC) were taking place, daily on some wings, but at least several times a week elsewhere. Decency checks took place monthly. Both these functions slipped after the start of the lockdown with no decency checks and with AFCs carried out only from the cell door. However, by the end of the reporting period robust systems for both these functions were back in place.
- 5.1.3.** There were serious, much reported, problems with kit exchange throughout the year, resulting in inadequate amounts of basic kit being available. Frequently, prisoners did not receive their full entitlement at the weekly exchange. In one week in March, A wing received only 57 clean blankets for 230 prisoners. This was the result of both chronic internal issues and inadequate provision from central supplies. By the end of the reporting period, the problems were being addressed and the situation was beginning to improve.

5.2. Heathfield

- 5.2.1.** Funds were secured to replace the showers on all wings over the course of the year, although the quality of the work by the external contractor meant problems still occurred. The worst of the flooring was also replaced. Pigeons continued to think of Heathfield as home and a permanent solution had yet to be found. In April because of the need for additional space for reverse cohorting, A4 became the equivalent of an additional E wing landing.
- 5.2.2.** In the first half of the year, D wing proved very problematic. Staff changes were made in November and the wing was split, with the integrated drug treatment system prisoners kept separate from the rest of the occupants; thereafter, conditions began to improve.
- 5.2.3.** Until the lockdown, Heathfield operated a full regime, with prisoners on all wings having access to exercise, social and domestic activities, and part-time work and/or education.

5.3. Trinity

- 5.3.1.** Trinity continued to be run as a C category regime, which worked as well as the inadequate facilities would allow. Over 80% of prisoners worked or were on training programmes. Starting in October, Trinity gradually became reserved for those in regular work, in order to encourage a working culture.
- 5.3.2.** The overriding problem with Trinity was the poor condition of the building and its facilities. Trinity provided washing and drying machines for the prisoners' laundry but these were domestic and frequently failed due to overuse. On one occasion, there was only one washer and dryer working for an operational capacity of 390 prisoners. Similarly, the showers were in very poor condition and prisoners often had to use

showers on other wings because those on their own were broken. This was exacerbated by the loss of social and domestic sessions (19 lost between December and February) and the regular breakdown of the hot water boiler.

5.3.3. Conditions were not improved by GFSL's very slow response to the reporting of fabric issues. A blocked gulley outside G wing took weeks to be properly cleared, despite regular reporting by Board members and others. The blockage left a fetid odour in G1 and was a health risk. Other chronic health risks in the unit were caused by the presence of rodents and pigeons.

5.3.4. After the start of the lockdown, K1, usually reserved for those with a life sentence, was converted into a shielding unit for vulnerable prisoners, with the appropriate restrictive rules in place. This worked well.

5.4. Catering

5.4.1. The unacceptably long response times from service companies and lack of regular maintenance of equipment by outside contractors were the most pressing issues in the kitchen. Reference to these problems was made in 29 rota reports.

5.4.2. Extra snacks were well received by the prisoners during lockdown. Ramadan passed smoothly in difficult circumstances, with all participating prisoners receiving a food 'goodie bag' in lieu of the Eid feast.

5.4.3. The catering manager elected to go into the prison every day during lockdown, including weekends, to ensure the smooth running of the kitchen which performed commendably and offered a full range of meals.

5.5. Communications

5.5.1. The communications department used the kiosks to post information as a supplement to the noticeboards on the wings. During lockdown, they adapted the survey section to enable prisoners to order activity and education packs (where necessary, translated). There was still no facility for foreign language content beyond the front page on the kiosks.

5.5.2. To help all prisoners during the lockdown, additional in-cell TV channels were made available. Whilst this was very welcome, it came at the cost of having to withdraw subtitles, as they occupied additional channels. This affected FNs and those prisoners who were hard of hearing. Channels included Radio Wanno, National Prison Radio and a new Wanno TV channel with a rolling set of programming, including cell workouts devised by the physical education instructors (PEIs) and in-cell yoga.

5.5.3. Radio Wanno won 12 Koestler awards and was also named Digital Station of the Year 2019 at the Community Radio Awards.

5.6. Canteen

5.6.1. The canteen system was a huge and complex operation, with approximately 20,000 orders per month, increasing to 29,000 during lockdown. There were severe challenges during the first six months of the reporting period, caused by understaffing on site by DHL, the service provider. This resulted in prison staff having to distribute orders, and the prison's finance team had to establish its own manual system for processing refunds.

5.6.2. By January, DHL staffing had returned to June levels. A new memorandum of understanding was issued in May by Public Sector Prison Industries, aimed at resolving problems with DHL's poor service.

5.7. Segregation, special accommodation

- 5.7.1.** The Board continued to be impressed by the compassion and care displayed by the care and separation unit (CSU) staff, who frequently had to deal with difficult, abusive and violent prisoners.
- 5.7.2.** In the ten-month period up to lockdown, a total of 398 prisoners were detained in the unit, an average of 40 (2018/19: 38) per month. The average length of stay increased to 8.1 (2018/19: 4.8) days (six-month rolling average). Seven prisoners spent 42 days or more in the unit, and one over 90 days. This is of concern to the Board.
- 5.7.3.** Special accommodation was used on seven occasions.
- 5.7.4.** There were 1,418 (2018/19: 1,674) independent adjudications heard by a district judge. No cases were heard during lockdown. There were 4,885 (2018/19: 5,122) governor's adjudications.
- 5.7.5.** The Board was concerned about the high number of cases dismissed or found not guilty as a result of incomplete paperwork, reporting officers not being present or the case being out of time. The Board has noted actions being put in place towards the end of the reporting year to resolve these issues.

5.8. Staff-prisoner/detainee relationships, key workers

- 5.8.1.** Each prisoner was allocated a key worker, with whom he should have an average of up to 45 minutes' structured interaction a week. Keyworking was suspended during lockdown but prisoners did receive welfare checks. At the period end, there were 176 trained key workers, each supporting six to ten prisoners. Following the successful implementation of OMiC 1, the prison commenced OMiC 2 in October.
- 5.8.2.** OMiC 2 moved offender management from the community into custody until prisoners approached their release date. Consequently, responsibility for the supervision of all offenders came under HMPPS. Under OMiC 2, the key workers were supervised by 25 prison offender managers – 15 from the prison and 10 from the National Probation Service.

5.9. Equality and diversity

- 5.9.1.** An equality meeting was held every two months. It was encouraging to note the effort put into the meetings and reviews, but action points were not always followed up. The Board reported on this last year but the situation had not improved.
- 5.9.2.** At the period end, the 611 (2018/19: 637) FNs comprised 42% (2018/19: 44%) of the prison population and came from 64 (2018/19: 71) countries (see also paragraph 2.5). The Board was concerned that at the period end, 36 FNs had completed their sentence but were detained awaiting a review of their case and five had been cleared to be deported. At the start of the lockdown, Home Office representatives vacated the prison and this resulted in a reduction in information provided to the FNs about their cases.
- 5.9.3.** The prison had links with the befriending and support team (BEST), which was welcomed by the FNs and provided assistance to those who did not have visitors.
- 5.9.4.** Rainbow epaulettes were worn by many staff members, to encourage more meaningful conversations with prisoners on LGBT issues.
- 5.9.5.** Equalities surgeries were held on the wings for prisoners who had concerns regarding issues such as discrimination, exclusion and bullying. Prisoners were encouraged, where appropriate, to submit discrimination incident report forms (DIRFs).

5.9.6. The Zahid Mubarek Trust (ZMT) oversaw responses to the DIRF process. The reporting period for ZMT did not coincide with the Board's. In calendar year 2019, 107 DIRFs were submitted; 13 were upheld, six were inconclusive, and the remainder were unfounded. Forty-one DIRFs were submitted in the first five months of 2020 but further information was not available as the lockdown resulted in lower staffing levels, leading to incomplete scrutiny and reporting.

5.10. Faith and pastoral support

5.10.1. At the period end, there were 26 declared religions among 87% of the prisoners, 12 of which were Christian denominations. Approximately 57% of prisoners declaring a religion were Christian and 23% Muslim.

5.10.2. The chaplaincy team provided pastoral care for all prisoners. A chaplain saw every prisoner on arrival and departure, and visited every prisoner daily in the two healthcare units and the CSU. The chaplaincy aimed to attend all good order and/or discipline (GOOD) and ACCT reviews, and to see every prisoner on an ACCT on the day it was opened and at least once a week thereafter.

5.10.3. The team supervised three volunteer-led, six-week victim awareness courses during the period, each attended by 20 prisoners. They also provided a money management course. Faith-specific classes were available to all prisoners. Weekly church services were recorded and broadcast on Radio Wanno.

5.10.4. During lockdown, chaplains remained in the prison and fulfilled all their statutory duties, and were the only members of staff allowed onto the RCU, other than E wing staff. They managed a higher than normal number of prisoner bereavements and had the welcome use of two iPads to enable men to FaceTime hospital visits and funerals.

5.11. Incentives and earned privileges

5.11.1. The Board noted a drive by governors to increase the effective use of the IEP scheme. The number of prisoners on basic was in the region of 2% to 3% at the start of the period and had risen to 7% to 8% by January. During lockdown, prisoners were taken off basic, although the IEP entry remained on their record, to give them more privileges during the long time spent each day in their cell.

5.12. Complaints

5.12.1. Prison council meetings were held monthly; the recurring complaints were about inadequate heating, lack of kit, broken washing machines (also mentioned in nine Board rota reports), pigeons and problems with canteen. After the lockdown, the meetings stopped but the Governor continued organised Q & A sessions with the wing representatives which were then broadcast to the whole prison via Radio Wanno.

5.12.2. In a spot check of equipment in October, E wing lacked 51 kettles (out of a total of 148 missing in the whole prison), 31 televisions (out of 76) and 80 in-cell telephones (out of 167). Complaints from prisoners indicated that these shortages were still prevalent when the reception arrangements were restructured during lockdown.

5.12.3. Healthcare complaints and applications were often to do with the length of waiting lists for clinic appointments. Complaints were logged and investigated by managers in a timely and thorough way.

5.13. Property

5.13.1. The Board was very concerned about instances of prisoners' property going missing when they transferred to new cells. This was the third year the Board had expressed its unease about this matter, with no sign of it being resolved.

5.13.2. Property should be processed on arrival for all new prisoners. On average, with some 500 prisoners arriving each month, 10% of property was not processed immediately, reaching a high of 21% in February. This delay inevitably led to some property being mislaid or incorrectly allocated. During the lockdown, mislaid property fell to nil when only 400 prisoners were processed through reception.

5.13.3. Applications to the IMB regarding internal property problems fell to 48 (2018/19: 63) while external property complaints increased to 53 (2018/19: 42) over the reporting period.

6. Health and wellbeing

6.1. COVID

- 6.1.1.** After initial uncertainty about how best to deal with isolating and shielding symptomatic and vulnerable prisoners, the decision was made to isolate new arrivals in E1. This reverse cohorting – whereby all new arrivals stayed as a cohort for 14 days before moving into the main population – was likely to remain in place for 12 months.
- 6.1.2.** As a result of the close relationship with St George's hospital, the prison was able to obtain test results within 24 hours, which helped to manage risk.
- 6.1.3.** The availability of personal protection equipment (PPE) was problematic during the first month of lockdown but improved thereafter. In early May, it was reported that officers in the Addison and Jones units had access to PPE in emergencies only, which made it difficult for them to assist nursing staff. The situation improved very quickly, and officers were equipped so that they could work in close proximity to patients.
- 6.1.4.** Nurses remained in the prison during lockdown, with GPs working via a triage system. Hospital appointments were cancelled for all but the most urgent cases and clinics stopped. Throughout this period, the dentist continued to triage patients. The advanced practitioner also triaged patients, and began face-to-face appointments in April.
- 6.1.5.** Services resumed on site, treating urgent cases, from mid-May, with the optician service the last to resume. Inadequate space in some of the clinic rooms meant that safe distancing was impossible, and this issue affected the resumption of services.

6.2. Physical healthcare

- 6.2.1.** Oxleas NHS Foundation Trust (physical health and substance misuse services) took over from St George's Healthcare University Hospitals NHS Foundation Trust on 1 September.
- 6.2.2.** A very small number of prisoners refused to engage with first day screening. During the reporting year, 21 screenings were missed. These were followed up by the duty nurse manager and picked up in second-day screening. Where a prisoner presented challenging or disturbing behaviour at first day screening, the protocol of immediately opening an ACCT was followed.
- 6.2.3.** Second day screening (measured on the percentage of prisoners seen within the seven days stipulated by the healthcare contract) from August to early March recorded an average of 7% of prisoners each month refusing the service. Prison healthcare peer support workers continued to talk to prisoners about the importance of health assessments and attending booked appointments.
- 6.2.4.** As stated in previous reports, the six-bed Jones unit was inadequate for the prison population and this was aggravated by the inadequacy of wheelchair-accessible cells on the wings. At any time during the year, there were up to four wheelchair users located on the Jones unit who could have been on the main wings if sufficient adapted cells/medical beds were available. Two otherwise healthy prisoners stayed in the unit for over 12 months.
- 6.2.5.** Staffing was an issue throughout the year. All vacancies for permanent staff were covered by agency staff, and recruitment took place year-round. Owing to the high numbers of ACCT reviews, healthcare staff only attended initial reviews.
- 6.2.6.** Dedicated healthcare officers carried out escorting duties for hospital appointments, and in the nine months from June there were only six cancelled appointments due to a

lack of escorts. An average of only one inhouse clinic per week was cancelled owing to officer unavailability, and an average of seven clinics per week were cancelled because of healthcare staff unavailability.

- 6.2.7.** The percentage of prisoners failing to attend (DNA) booked clinic appointments for the period August to early March was 32% (2018/19: 33%). DNA data were 25% (2018/19: 14%) for the dentist, 35% (2018/19: 39%) for the podiatrist, 38% (2018/19: 53%) for the optician and 38% (2018/19: 33%) for the sexual health clinic. DNA reasons included clashes with legal or social visits, education or work, and prison transfers. Some prisoners simply refused to attend.
- 6.2.8.** The average waiting time for clinics was high from August to early March, at four weeks (2018/19: three) for a GP appointment, except for those prisoners in the segregation unit. For other clinics, waiting times were shorter than in the previous period: seven weeks (2018/19: 16) for the podiatrist; 16 weeks (2018/19: 22) for the optician; and less than one week (2018/19: two) for the sexual health clinic. Waiting time for the dentist was 11 (2018/19: 11) weeks.
- 6.2.9.** The Board was disappointed that work on the new healthcare building had not commenced.

6.3. Mental healthcare

- 6.3.1.** The Board was very concerned that the 12-bed Addison unit remained unfit for purpose, with insufficient beds and cells frequently awaiting repair. The waiting time for a bed in the unit was up to seven days. Of particular concern was the state of the fabric in Addison unit; shower rooms and toilet floors were in a very poor condition, and the toilet window lacked a cover, so the bar behind it presented ligature points.
- 6.3.2.** Approximately 30% of Addison unit prisoners were transferred to secure psychiatric accommodation; 32 patients were transferred within the reporting year.
- 6.3.3.** Delays in transfers to secure psychiatric accommodation, reported by the Board each year since 2009, remained a problem, despite the minister's response to the Board in 2017 that work would be done 'to secure incremental increases in the transfer within [the] 14 days target'.
- 6.3.4.** A designated post was created to collate information and to expedite referrals. HMP Wandsworth information was collected fortnightly, and urgent cases referred. Since May, this has had the effect of speeding up referrals. Over the reporting year, however, waiting times were long; although the majority of patients were transferred within two months, the longest delay was four months.
- 6.3.5.** Addison unit prisoners had access to the gym twice a week and were encouraged to eat together in the day room. On an individual basis, the prisoners had access to the day room or the yard twice daily. Board members were pleased to note that the day room was being used, and in the summer yoga sessions were held outside when the weather allowed. There was, however, a consistent call from the Jones unit for more meaningful study or in-cell work.
- 6.3.6.** The primary mental health team received multiple referrals each day, with the majority being seen within 48 hours. There was a significant rise in the number of assessments and referrals due to an increase in the number of seriously unwell prisoners and those who, whilst not diagnosed as psychotic, presented with worrying behaviour. The number of prisoners referred to mental health services ranged from 300 to 380 a month.
- 6.3.7.** Waiting time for the prison's psychology clinic averaged two to three weeks, and 10 to 12 weeks for the psychotherapy counselling.

6.4. Therapeutic regime

6.4.1. Additional staffing, leading to improvements in the regime, was identified in June by the Independent Mental Health Advocacy Service as a likely reason for the decrease in the number of issues raised by prisoners with mental health problems. The advocacy service ended in August as part of the new contract for the health services within HMP Wandsworth. During the reporting year, officers and nurses worked together to facilitate the Hearing Voices and psychology groups, and a weekly prisoner community meeting. All these sessions ended with lockdown.

6.5. Social care

6.5.1. Social care was provided on the wings, and in the Jones unit, by Wandsworth Adult Social Services, who attended the monthly meetings of the local delivery board. Care plans were drawn up and copies given to patients/prisoners. Carers ceased coming into the prison in the second half of March, so prisoners needing high levels of social care were moved, whenever possible, to the Jones unit, where nurses took over the carers' duties. When this was not possible, the mental health nurses supported prisoners on the wings. End-of-life and palliative care was carried out in the Jones unit. A smoking cessation clinic was run four days a week on Addison.

6.6. Exercise, time out of cell, gym

6.6.1. All prisoners were offered a minimum of two hours' gym per week, rising to four from December as the number of fully qualified PEIs increased to the optimum level of 12. Prisoners received a gym induction, including advice on healthy living and diet. Emergency first aid and mini medics (for prisoners and their children) courses were introduced.

6.6.2. The outdoor astroturf area and two indoor gyms and weights rooms were very popular. Full use of the sports hall, with its newly resprung floor, was only possible from November, following the delayed arrival of football and volleyball equipment.

6.6.3. With exercise severely curtailed during lockdown, PEIs set up exercise routines with some equipment on the yards. Gym equipment was moved onto the extended prison yards and made available for use during exercise periods.

6.7. Drug rehabilitation

6.7.1. Care plans, including medical information and medication details, were given to prisoners on release to pass to their GPs. In June, a programme of 'take home' naloxone, an emergency overdose drug, started for those prisoners at risk of overdosing after detoxification in prison. The drug worked very quickly, giving time for those overdosing to contact the emergency services.

7. Progression and resettlement

7.1. Education, library

- 7.1.1.** Classroom-based educational courses included English and mathematics, IT and art. The ESOL courses were expanded but had a long waiting list. Prisoners awaiting places on ESOL courses were directed to work in textiles, the kitchen or recycling, where the use of English was not mandatory. Educational assessments were reported by Novus, the education provider, on a weekly basis to the prison management and were at least 90%.
- 7.1.2.** Among partners operating in the prison, Trailblazers provided 34 one-to-one mentoring places for young prisoners during the final six months of their sentence, and Standout provided 12-day courses for 46 prisoners, assisting them to prepare for employment (41 completed the course). In March, the prison held an employer day which was attended by 40 prisoners and representatives from 10 potential employers.
- 7.1.3.** Attendance at the Heathfield library became more regular, owing to C wing officers being assigned to escort duties on a permanent basis. The average monthly attendance was 500 at the Heathfield library and 600 at the Trinity library. Numbers were restricted because the two library officers were limited to 15 prisoners per escort. The prison's library services were presented with a platinum award by the Reading Ahead Challenge.
- 7.1.4.** During lockdown, all education and employment was suspended, with the exception of the kitchen, laundry and recycling/cleaning, these being deemed essential services. As a result, there were places for 285 prisoners to work either full or part time. Novus withdrew its staff from the prison, while Penrose withdrew staff from the wings. The activities hub, assisted by chaplaincy and BEST, made great efforts to relieve the boredom of cell-bound prisoners by producing and distributing activity packs and books. This initiative was very well received by prisoners.
- 7.1.5.** Special packs were developed for FNs and prisoners with psychological and other problems. Wing cleaning work was stepped up. All educational courses were suspended or cancelled. Novus provided weekly educational packs for English and mathematics, but these were not graded and could not be returned or assessed.

7.2. Vocational training, work

- 7.2.1.** Around 900 prisoners per week participated in some regime activity. There were about 520 off-wing activity spaces and nearly 200 wing jobs, plus courses provided by partner agencies. Some of the spaces were full time, others part time, largely determined by where the prisoner was located; H and K wing prisoners were eligible to work full time. All education spaces, except dry lining, were part time. Available activities included construction work, industrial cleaning, textiles, laundry and catering.
- 7.2.2.** The weekly allocations meeting filled available places with prisoners who were applying and qualified for employment. Until October, allocations were at least 100% of the available places. Thereafter, the activities team had trouble finding enough prisoners to fill the places in those activities which required security clearance.
- 7.2.3.** Despite continuous efforts to drive up the overall attendance level, it remained well below the target of 80%. The level varied between the different types of work and between wings. Board members noted very low attendance for construction-related courses. There were 19 prisoners studying for Open University degrees and 16 distance learners.

7.2.4. The anticipated re-role to reception prison status led to an emphasis on delivering shorter and employment-related courses and activities. However, the Board was surprised to be informed by Novus that individual learning plans did not follow prisoners on transfer to other prisons or on release.

7.3. Offender management, progression

7.3.1. In the reporting year, the Board was encouraged that the number of offender supervisor/prison offender managers rose significantly, to 14 (2018/19: 11.5). In addition, at the end of the reporting period, there were 10 (2018/19: 7) probation offender supervisors/prison offender managers. There were 72 (2018/19: 71) prisoners' applications to the Board concerning sentence-related issues.

7.3.2. The target time for completing sentence calculations was 5–10 days from sentencing. The Board was pleased that, in the reporting period, sentence calculations continued to be completed broadly within target.

7.3.3. The target time for completing categorisations was four days from receiving the relevant information (which should be within three weeks of sentencing). At the period end, there were 14 (2018/19: 13) recategorisations and 17 (2018/19: 96) initial categorisations outstanding. The Board was encouraged by the significant reduction in this backlog. Complicating factors included licence recall and public protection issues, as well as delays in obtaining information from external sources.

7.3.4. The target time for offender assessment system (OASys) assessments was eight weeks from being sentenced for high-risk, and 12 weeks for medium and low risk prisoners. The number of outstanding assessments varied considerably throughout the reporting year, ranging from a peak of 94 (2018/19: 139), to a year-end low of 22 (2018/19: 70). The number of OASys assessments completed was on a rising trend, averaging around 45 (2018/19: 40) a month for the reporting year. The improved performance was partly due to robust management of the process and a reduction in cross-deployment of offender supervisors/prison offender managers.

7.3.5. The number of prisoners eligible for home detention curfew (HDC) varied from week to week. The Board recognised that there had been considerable efforts to eliminate backlogs, and noted that they remained under control. There were 16 (2018/19: 16) prisoners past their HDC eligibility date, where no decision had yet been made due to delays in the provision of information from the offender manager, police or social services. There were 110 (2018/19: 162) prisoners released on HDC during the year.

7.3.6. During the reporting year, 3,007 (2018/19: 3,783) prisoners were released into the community (including HDC), an average of 57 (2018/19: 73) per week. One prisoner was released on temporary licence. At the end of the reporting year, there were 18 (2018/19: 26) lifers and 276 (2018/19: 228) prisoners held under multi-agency public protection arrangements (MAPPA). Of these, 90 (2018/19: 92) were prisoners who had committed sexual offences.

7.3.7. The number of prisoners who met the criteria for the Ministry of Justice's end of custody temporary release scheme during the pandemic was 22, of whom only one was approved by the Ministry of Justice and released.

7.3.8. Probation staffing levels were variable, which made training for the rollout of OMiC 2 more challenging. Probation staff reported that inadequate training for prison offender managers increased the burden on probation staff, who were obliged to provide a greater level of support to their prison colleagues to ensure risk management and sentence planning for prisoners continued to be carried out properly. During lockdown, approved hostel places in London were limited, meaning that some prisoners were sent as far as Newcastle.

7.4. Family contact

- 7.4.1.** Both visits halls operated at good capacity and visitor numbers regularly exceeded 100 per two-hour session. Access to the halls remained difficult for wheelchair users and those with young children, as the lift was unreliable and often out of service. There was no lift access to the second visits hall, which was on the floor above the main hall. The Board was concerned that this health and safety issue, highlighted in last year's report, remained unresolved. The online visits booking system was updated to inform visitors that the second hall lacked lift access and did not have a play area or hot food.
- 7.4.2.** The number of family days remained at one a month during term time and two a month during school holidays. These days remained very popular. The homework club, which encouraged prisoners to assist their children with homework, ceased in March as the funding ran out.
- 7.4.3.** All visits ceased on lockdown, which resulted in a large increase in emails from and to prisoners with the volume increasing in March to May 2020 by 28% on the same period in the previous year.
- 7.4.4.** During lockdown, the main visits hall and the access stairwell were repainted and decorated by prisoners to a very high standard. New colourful and child-friendly murals have been painted to enhance the visiting experience for children.
- 7.4.5.** Approximately 200 telephone PIN codes were generated daily and the waiting time to receive them was up to five days. An extra member of staff was deployed during the lockdown, to reduce the backlog and help prisoners maintain contact with their families.

7.5. Resettlement planning

- 7.5.1.** The poor quality of the resettlement provision continued to be an area of serious concern for the Board. The London CRC, through its subcontractors, Penrose and St Mungo's, offered prisoners resettlement services and support including accommodation, employment, finance and debt advice before and after release.
- 7.5.2.** The Board's concerns expressed in the previous period continued, with Penrose affected by high staff turnover and low morale. BCST meetings did not always take place due to the lack of wing officers able to unlock prisoners and to the lack of space. As a result, Penrose failed to see all newly arrived prisoners.
- 7.5.3.** As was the case last year, obtaining data from Penrose proved extremely difficult. For the four months for which data were available (September to January), on average, 97.8% of BCST2 meetings (the assessment undertaken within five days of arriving in HMP Wandsworth) took place. Over the same period, on average, only 30.5% (2018/19: 49.4%) of BCST3 meetings (the assessment undertaken in the 12 weeks prior to release) took place.
- 7.5.4.** After lockdown, Penrose staff stopped going onto the wings, and instead distributed generic BCST2 and BCST3 forms to prisoners. In April, BT installed phone lines to enable the CRC to call prisoners in their cells, and to enable prisoners to call out to the CRC. A 'departure lounge' was introduced by the CRC in May, to provide face-to-face support to prisoners on the day of their release.
- 7.5.5.** Releasing prisoners to appropriate accommodation is a vital element of rehabilitation and reducing reoffending. St Mungo's provided a housing service through their contract with the London CRC. In addition to finding accommodation, the housing staff attempted to secure the leases on prisoners' rented accommodation that had been threatened with termination as a result of imprisonment. The recorded monthly proportion of prisoners released into 'settled' accommodation for the four months for

which data were available, pre-lockdown, varied between 24% and 48%. This included staying with friends, which may well have been temporary.

- 7.5.6.** In the month from 23 March to 22 April, 146 prisoners were released. Although a BCST3 form should be completed for every prisoner who leaves prison, only seven prisoners had BCST3 forms completed (4.8%) and 23 (15.8%) had housing referrals. These low numbers were of great concern to the Board.
- 7.5.7.** The Board was also concerned that a very low proportion of prisoners discharged had an agreed work, training or education place. The percentage of prisoners recorded with a stated need who had a post release place was 25% in September, 50% in January and 23% in March (the months for which data were available).
- 7.5.8.** An audit of through-the-gate services was conducted during February by HMPPS's OSAG following concerns about the ongoing poor quality of BCST2, and a review of resettlement plans provided by the CRC in HMP Wandsworth. While the OSAG report was commissioned at the request of the prison, a full version of its findings was not provided. The IMB also requested a copy, but to date it has not been received.

8. The work of the IMB

Board members 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. During lockdown, formal Board meetings were held by Zoom online and there were also two additional informal meetings. Whenever possible, a Board member attended a coroner's inquest.

Board statistics

Recommended complement of Board members	24
Number of Board members at the start of the reporting year	18
Number of Board members at the end of the reporting year	17
Number of new members joining within the reporting year	2
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 pre lockdown	719
Total number of segregation unit GOOD review meetings attended	60

Applications to the IMB

Code	Subject	2019/20	2018/19	2017/18	2016/17	2015/16
A	Accommodation	94	58	79	166	194
B	Discipline ¹	19	7	23	10	14
C	Equality and diversity (inc religion)	17	23	56	78	87
D	Purposeful activity ¹	30	22	45	107	76
E 1	Family/visits (inc mail and phone)	39	52	98	169	193
E 2	Finance/pay	14	44	54	73	111
F	Food/kitchen	9	9	9	19	29
G	Health	128	76	123	221	199
H 1	Property (within current establishment)	48	63	101	222	227
H 2	Property (external)	53	42	66	114	106
H 3	Canteen	28	26	64	54	82
I	Sentence related	72	71	139	239	401
J	Staff/prisoner concerns	60	44	76	92	131
K	Transfers	19	21	66	96	92
L	Miscellaneous	40	20	26	33	69
Total number of IMB applications		670	578	1,025	1,693	2,011

IMB confidential access	101	71	124	191	180
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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 670 applications to the Board, an increase of 92, or 15%, over the previous year. However, this still represented a 35% fall over two years. Nine categories increased and five reduced. The largest numerical increase (52) concerned health and the largest reduction (30) was for finance/pay-related applications. The underlying trend in applications was similar to that in 2018/19 (as measured by the weekly average), with the exception of September, October and November, when there was a spike which accounted for all of the annual increase. This appeared to be caused by a growing backlog of unanswered 'Comp1' complaints to the prison; when this was cleared, applications fell back to the levels seen since June 2018.

9. Glossary of terms

ACCT	Assessment, care in custody and teamwork
BCST	Basic Custody Screening Tool
BEST	Befriending and support team (for foreign nationals)
CCTV	Closed-circuit television
CRC	Community rehabilitation company
COVID	COVID-19
CSU	Care and separation unit
DIRF	Discrimination incident report form
ESOL	English for speakers of other languages
FN	Foreign national
GFSL	Gov Facilities Services Limited
GOOD	Good order and/or discipline
HDC	Home detention curfew
HMPPS	Her Majesty's Prison and Probation Service
IEP	Incentives and earned privileges
OASys	Offender assessment system
OMiC	Offender Management in Custody
OSAG	Operational and system assurance group
PEI	Physical education instructor
PPO	Prisons and Probation Ombudsman
ZMT	Zahid Mubarek Trust



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