



Annual Report of the Independent Monitoring Board at HMP/YOI Wormwood Scrubs

**For reporting year
1 June 2019 – 31 May 2020**

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Introductory sections 1 – 3

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 is situated.

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.

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.

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 Independent Monitoring Board (IMB) is part of the United Kingdom's National Preventive Mechanism.

2. Description of the establishment

- 2.1 HMP/YOI Wormwood Scrubs was built between 1875 and 1891. It is a category B local male prison and young offender institution. It accepts both sentenced and remand prisoners over the age of 21, and young adults (those aged 18–21) on remand, both groups coming from its catchment area. It is a designated resettlement prison and has an operational capacity of 1,279, although this figure has been subject to the occasional temporary reduction.
- 2.2 The prison has five main wings, two of them providing single-cell accommodation. The first night centre (FNC) holds 36 new arrivals, usually for one night.
- 2.3 There is a detoxification unit, with 55 spaces for new arrivals requiring substance use detoxification and stabilisation (the Conibeere unit) and a 17-bed residential healthcare centre. The Elizabeth Fry unit on E wing is for prisoners requiring additional support.
- 2.4 Education and training is delivered by Novus, healthcare services by Care UK, and maintenance by Gov Facilities Services Ltd.
- 2.5 The community rehabilitation company (CRC) is London CRC (operated by MTC Novo).
- 2.6 On 31 May 2020, there were 1,066 prisoners, of which 278 were categorised as foreign nationals. At the same time, there were 72 young adult prisoners (aged 18–21), 78 prisoners aged 50–59, 16 prisoners aged 60–69, and six prisoners over 70 years old.

3. Executive summary

3.1 Background to the report

- 3.1.1 The prism of the COVID-19 pandemic has coloured one-quarter of our reporting year. In that quarter, prisoners were locked up for 23 hours a day, and a rigorous regime was installed to protect the prison and the prisoners from the virus. This report covers nine months when we were able to monitor in person and three months when we were not.
- 3.1.2 From 23 March 2020, the Board stopped all visits to the prison and began 'remote monitoring'. This has proved a challenge and will be fully evaluated when our return to the prison, which has just begun, is rolled out across all Board members.
- 3.1.3 Remote monitoring by the Board was greatly assisted by the Acting Governor, who ensured that the Board was provided with daily updates from the prison, notices to prisoners/staff and weekly bulletins. The Board was given access to dial in to various meetings, and the Governor joined Board meetings via Zoom.
- 3.1.4 At the end of our reporting period (31 May 2020), remote monitoring was continuing.
- 3.1.5 There were two significant external inspections of the prison this year. The European Committee for the Prevention of Torture and Inhuman or Degrading Treatment or Punishment (CPT) made a targeted visit to the prison from 13 to 23 May 2019 (during the last reporting year). The CPT's report was published on 30 April 2020. (The CPT also visited HMPs Liverpool and Doncaster in the adult estate.) The report was critical of HMP Wormwood Scrubs in a number of areas, referenced throughout this report (see paragraphs 3.2.1, 4.3.4 and 4.5.1).
- 3.1.6 There was also an announced inspection by Her Majesty's Inspectorate of Prisons (HMIP) from 16 September to 4 October 2019, and that report was published on 11 February 2020 (see section 3.2.1). The Board is not able to assess how much of the action plan, published by the prison in response to that inspection, has been completed. This is due to COVID-19, our physical absence from the prison, and the prison being unable, as yet, to update us.
- 3.1.7 Governor Sara Pennington left her post in early March 2020, and Amy Frost (Deputy Governor) was appointed Acting Governor. For a short period in May, Sara Pennington returned. [At the end of June, Jonathan French was appointed as Governor].

3.2 Main judgements

3.2.1 How safe is the prison?

At the end of the last reporting year, the CPT found that the prison was ‘not safe’ (May 2019). However, a few months later (September 2019), HMIP found that much was being done to make the prison safer, and there had been ‘fragile’ progress since their last visit. The Board agrees with this assessment by HMIP.

There have been a number of strong initiatives within the prison to contribute to a safer environment:

- a scanner installed at reception to improve searches (see paragraph 4.1.2)
- weekly meetings to review closed-circuit television (CCTV) and body-worn video camera (BWVC) footage (see paragraph 4.5.5)
- a full-time police officer within the prison to aid criminal investigations (see paragraph 4.3.2)
- improvements to the assessment, care in custody and teamwork (ACCT) documentation (see paragraph 4.2.3).

It is welcome progress that, overall, the number of violent incidents has reduced over the year (see paragraph 4.3.3). Incidents involving the use of force (UOF) increased, but these incidents were often at a lower level – for example, ‘guiding holds’ (see paragraph 4.5.2). Self-harm incidents show a downward trend (see paragraph 4.2.2) despite COVID-19.

It remains a concern to the Board, highlighted in last year’s report, that the wearing and use of BWVCs, introduced as a safety measure, is not routine (see paragraph 4.5.4) – an area also of comment and recommendation by the CPT report (paragraph 58).

As part of the 10 Prisons Project, a national standards coaching team – deployed to improve standards – was present in the prison for some months. This appears to have had mixed results, not least because one of their number, a detached duty officer from another prison, was seen to inflict ‘unjustified violence’ on a prisoner during the CPT inspection in May 2019, as noted in its report (April 2020) (see paragraph 4.3.4).

The Board was shocked that such an incident had occurred. Although aware of the visit of the CPT, the Board was not invited to meet the CPT or to attend any debrief, nor was it informed of the incident.

Any judgement on how COVID-19 measures have affected the safety of the prison will need to be made at a later date.

3.2.2 How fairly and humanely are prisoners treated?

Living conditions for prisoners have been greatly enhanced by the recent refurbishment of C wing (see section 5.1). This work is especially to be welcomed as prisoners were involved in carrying it out. The refurbishment will continue on to A wing, when COVID-19 permits.

Staffing has remained a concern as it is intrinsically linked to the delivery of any regime. During summer 2019, there was a significant shortage of staff, leading to slow progress in the rollout of the key worker scheme again, as was the case last year (see paragraphs 5.3.1–5.3.10).

The staffing level did increase in the autumn, but it is of regret that the key worker scheme continued to make slow progress, and stopped altogether at the COVID-19 'lockdown'. The Board had been assured that the introduction of the use of PAVA (a synthetic pepper spray) would not happen until the key worker scheme had been fully implemented, but in April 2020 – following a national directive – the control and restraint instructor team was issued with it (see paragraph 4.5.6).

For most of the reporting year, there was no equalities officer in post. The post was eventually filled in March 2020. The discrimination incident report form (DIRF) system may be underused and the Board will continue to monitor this.

The incentives and earned privileges (IEP) scheme was also not functioning to incentivise good behaviour, and a new IEP policy due to be implemented in March 2020 has not been implemented owing to COVID-19.

The introduction of a robust property management system has meant that prisoner complaints about lost property within the prison are now vastly reduced. However, the system of tracking and receiving property when a prisoner is transferred from another prison is lamentable, often leaving prisoners without their property for some time.

The Board acknowledges, and is very grateful to, the chaplaincy for their work all year, but in particular during the pandemic. Members of the chaplaincy team have visited each wing and knocked on each door every day, following up any problems presented to them.

3.2.3 How well are prisoners' health and wellbeing needs met?

There are several areas of concern to the Board in the management of healthcare provision. While it is welcomed that the Care Quality Commission (CQC), after an inspection, concluded that Care UK is now meeting its legal requirements in respect of medicines, the Board has a number of serious reservations.

Of great concern is the fact that too many hospital appointments are being cancelled or prisoners failing to attend what might be important clinical assessments/treatments (see paragraphs 6.1.3 and 6.1.4). There has been no progress here, with the position remaining the same as last year. Prisoners are not getting the same standard of care as in the community at large.

The healthcare complaints system does not work effectively. Although the number of complaints is increasing, most prisoners do not seem to know or understand the system. The Board itself has received complaints about prescribing and the standard of clinical care. This is an area that the Board will continue to monitor closely. One sixth of all applications to the Board concern a healthcare issue.

In the area of mental health, the prison has done well in meeting assessment targets, but has done a lot less well in providing therapies services, with 64% of groups cancelled in the year; staff shortages are said to account for this (see paragraph 6.2.3).

Pre-COVID-19, the Board considered that prisoners spent too much time in their cells. Not all promised association time was actually given (see paragraph 6.3.2), which the Board considers to be demoralising. There have been improvements to some recreational facilities and there is a well-equipped gym, but access is all too often limited because of staff redeployment.

The prison continues the use of escort chains when taking seriously ill prisoners to hospital. This is a practice which the Board, along with the Prisons and Probation Ombudsman (PPO), finds inhumane (see paragraph 4.5.2).

The prison responded well to COVID-19 (see section 6.6), showing strategic thinking and organisation, and understanding towards prisoners who were immediately locked up for 23 hours a day.

3.2.4 How well are prisoners progressed towards successful resettlement?

Prior to COVID-19, visits were seen as a good way of continuing family contact in preparation for release. Children were welcomed on weekend visits, and there was a Saturday morning homework club, run by education staff, for fathers to help their children and keep up to speed with what they were doing at school. Storybook Dads helped prisoners record a story onto a disc to be sent to their children (see section 7.4).

[From 23 March, no social visits were permitted, but since the middle of August 2020, social visits have restarted in a limited way. 'Purple Visits' – video calls – are allowed once a month, to family].

Part of the route to successful resettlement is achieved by addressing educational deficits. Attendance at education sessions continues to be lower than might be expected, continuing a pattern which was reported last year (see section 7.1).

However, English for speakers of other languages (ESOL) classes are well attended (on average, the prison population is around one-quarter foreign nationals, for whom English may not be a first language).

There are workshops within the prison, at which attendance varies (see section 7.2). However, barista training and textile workshops are busy, helping prisoners gain skills they can use on release.

The CRC has consistently met its targets throughout the year – in particular, the target to see prisoners within 12 weeks of release. The prison has a person who is responsible for helping prisoners to arrange any benefits they may be entitled to within six weeks of release (see section 7.3).

3.3 Main areas for development

TO THE MINISTER

1. Will the minister instigate, at a national level, a policy which will ensure that prisoners who have had their hospital appointments cancelled, through no fault of their own, are not returned to the start of the appointments process?
2. Will the minister consider adopting the recommendation of the CPT (paragraph 58) to amend the terms of Prison Service Instruction 04/2017, to make it mandatory for BWVCs to be issued, worn and turned on by all prison staff who may have to use force against prisoners?
3. Will the minister ensure that sufficient funds continue to be available to the prison for the continuation and enhancement of measures taken to increase the safety of prisoners?

TO Her Majesty's Prison and Probation Service (HMPPS)

1. While noting that there is a property policy review now under way, the Board urges HMPPS to devise a protocol committing each prison to the return of property to prisoners who have transferred to another prison.

TO THE GOVERNOR

1. Given the Board's concerns relating to the provision of healthcare services, will the Governor ensure:
 - (i) regular meetings of the strategic healthcare partnership?
 - (ii) a fit-for-purpose healthcare complaints system, delivering timely and appropriate responses, with agreed deadlines?
 - (iii) a significant reduction in the number of cancelled hospital appointments?
2. Can the Governor ensure that efforts are made to increase the wearing and use of BWVCs, especially in light of the minister's response to our last annual report, in which she stated, in June 2020, that: 'full active use of cameras is required as part of the readiness assessment for the introduction of PAVA'?
3. Can the use of escort chains at a local level be reviewed – in particular their use for very elderly or sick prisoners?
4. Can the Governor ensure that, within the exigencies of dealing with COVID-19, the implementation of the new IEP scheme and the full rollout of the key worker scheme are given priority?
5. Can the Governor take whatever steps are necessary to ensure that prisoners on the Elizabeth Fry unit are not susceptible to other prisoners from E wing coming onto the unit?
6. Can the Governor seek a solution to the problem of some prisoners staying a lengthy period of time in the First Night Centre?

3.4 Progress since the last report

- 3.4.1 A number of measures, mentioned above, have been put in place to try to reduce the level of violence within the prison and to make prisoners feel safer, and these are showing some signs of success.
- 3.4.2 The programme of refurbishment has meant better living conditions for prisoners in C wing, and this programme will roll out to A wing, improving conditions for the prisoners in that wing.
- 3.4.3 It is gratifying to note that, since last year, the prison has instituted a more rigorous process for dealing with prisoner complaints.
- 3.4.4 The prison has now ensured that prisoners' property, often an important and significant matter for a prisoner, is effectively managed within the prison.

Evidence sections 4 – 7

4. Safety

- 4.0.1 There has been a sustained focus on improving safety in the prison in this reporting year, in partnership with a number of charities, facilitated by increased funding from various sources, including the 10 Prisons Project and the Mayor's Office for Policing and Crime (MOPAC). Together with national input and some focused staff training, this has enabled a number of violence reduction initiatives to be put in place across the prison, funded a police officer in the prison and allowed the upgrading of physical and other security measures, with improved scanning and detection. Staffing levels have also improved, after a low point in the summer.
- 4.0.2 A weekly multidisciplinary safety intervention meeting, chaired by the head of safety, looks in detail at the week's self-harm incidents, violence management, and the individual handling and safeguarding of the most challenging and vulnerable prisoners. A monthly safety meeting tracks statistical safety data. There are monthly meetings with external bodies dealing with youth and gang violence.
- 4.0.3 Every wing now has prisoner safety representatives, who are trained to promote safety and de-escalate tensions on the wing. There have been welcome initiatives to involve prisoners and survey opinion, including a safety summit.
- 4.0.4 HMIP reported that outcomes for prisoners on safety had improved from their previous inspection (see section 3.2.1). Together with improvements in the prison environment, the Board agrees that the overall picture is encouraging. The Board hopes that momentum will not be lost because of COVID-19.

4.1 Reception and induction

- 4.1.1 All new arrivals go through reception, where their identity is confirmed, their warrant is verified, they are searched and they have their property listed. They are assessed for their cell-sharing risk, and those assessed to be of high risk to other prisoners are allocated to single cells.
- 4.1.2 Reception is clean, orderly and functional. A new scanner has significantly improved the quality and speed of searches. In July 2019, the Board was told that drug testing was now in place for all arrivals, and there was good throughput. Prisoners have told the Board that they enjoy working in reception.
- 4.1.3 During the reporting year, there were several initiatives to improve the quality of screening and information gathering on arrival. There was particular emphasis on identifying gang-related issues, such as screening to identify gang affiliations and tensions by Catch-22 (a charity specialising in the reduction of gang-related violence in prisons), and a safer custody questionnaire to identify risk issues and existing health and drug-related problems.

- 4.1.4 The Board nevertheless remains concerned that screening still fails to explore risk fully, particularly in regard to health, and has noted that there are still delays in accessing and acting upon information from elsewhere (such as medical information), in part because of staffing issues.
- 4.1.5 Prisoners spend their first night in the FNC, undergoing an initial induction and an urgent needs assessment. They are then moved onto the induction wing (B wing) for a week, where they are assessed in more detail for their educational, healthcare and other needs.
- 4.1.6 In September, the Board became concerned that some prisoners were being held for too long in the FNC, effectively lodging there. There is a limited regime available in the FNC, and these prisoners were spending their entire day confined to their cell, apart from an hour of association each day of the weekend and short periods outside their cells for showers and telephone calls, with no outside exercise or visits to the gym or library. In January, the Board again noted that, of 33 prisoners in the FNC, seven were overstayers. Of these, five were said to present a high risk (to others) and could not be relocated elsewhere in the prison, mainly because of gang-related issues. This is a reflection of the pressures on accommodation throughout the wider prison. The Board remains concerned that the prison acknowledges the FNC situation as unacceptable, but appears to regard it as a problem without a solution.

4.2 Suicide and self-harm, deaths in custody

- 4.2.1 The Board regrets that there were two deaths in custody during the year (a reduction from six last year). One is believed to have been due to natural causes, and the other is believed to have been self-inflicted. The prison has taken steps this year to improve support to prisoners present at a death.
- 4.2.2 There was an encouraging overall downward trend in the number of self-harm incidents (379) compared with last year (494), despite the pressures of the COVID-19 restrictions in the last quarter. A high of 54 incidents in July 2019 coincided with a sharp spike in the number of violent incidents (see paragraph 4.3.3), and with staff shortages (see section 5.3). There was a reduction from 117 self-harm incidents in the first quarter to 84 in the last quarter, despite an increase from 28 to 36 in May 2020, two months into the COVID-19 lockdown. The Board noted an increase in the use (or threatened use) of ligatures during lockdown, with a small number of prisoners making repeated attempts/threats, which may, in part, have explained the apparent increase.
- 4.2.3 In response to criticism from the PPO and HMIP, the prison has reviewed its ACCT documentation. ACCT documents are now reviewed in detail at the monthly safety meeting, and quarterly. ACCT review hearings observed by the Board were conducted empathetically and fairly. A total of 663 ACCT documents were opened (compared with 766 last year), an average of 33 per month, declining from 44 in the first quarter to 21 in the last quarter during the COVID-19 lockdown, suggesting that more structured multidisciplinary review and better case management may be improving planning and closure figures.

- 4.2.4 Prisoners have access to Listeners (prisoners trained by the Samaritans to provide confidential emotional support), the Samaritans telephone line, and the chaplaincy, which provides excellent support and helps prisoners liaise with other sources of help, such as the mental health team.
- 4.2.5 Listener numbers have been regular throughout the year, and Listeners attend some monthly safety meetings. Calls to Listeners increased during the COVID-19 lockdown, from an average of 71 calls per month at the end of 2019 to 484 and 454, respectively, in April and May 2020. Calls to the Samaritans also increased, from 200–300 per month to more than 600 per month, although some of this increase may be attributable to the introduction of in-cell telephones.

4.3 Violence and violence reduction, self-isolation

- 4.3.1 In August 2019, 40% of prisoners who responded to a survey by the prison said that they felt unsafe or quite unsafe. The main reasons given for violence were gang-related issues and debt. As in previous years, prisoners told the Board that they are afraid of weapons and violence on the wings, and that violence can be hard to avoid.
- 4.3.2 There have been a number of promising initiatives aimed at reducing violence and supporting prisoners at risk of violence. As well as encouraging participation in surveys and a safety summit, every wing now has trained prisoner safety representatives to promote safety and reduce tension on the wing. In November 2019, the prison signed new contracts with Belong (delivering mediation following incidents in prison), Catch-22 and The Safety Box (delivering 'Aspire Higher' (anti-knife crime) group intervention to prisoners involved in, or at risk of, violence in prison). The prison also now has a full-time police officer on site to improve the investigation of violent crime.
- 4.3.3 The number of recorded violent incidents over the year remained high, at 524, although there was an overall downward trend in the number of violent incidents after a spike in the summer (82 in July, up from 51 in June). This spike coincided with acute staff shortages during the summer and autumn but was part of an upward trend over the preceding months. A total of 452 assaults were recorded overall, a 12% reduction from 514 last year, but monthly figures show a higher assault number (299) in the first six months, reducing to 153 in the second, which included COVID-19 lockdown. Prisoner-on-prisoner assaults were down, at 254 (from 322 last year), and there were 198 prisoner-on-staff assaults (from 192 last year). The picture was clouded by the national outbreak of COVID-19 before the new initiatives had time to embed fully, and the Board hopes that the momentum will be sustained.

4.3.4 BWVCs, CCTV and improved staffing as the year progressed may have helped reduce the number of incidents overall, but the use of BWVCs is inconsistent (see paragraph 4.5.4). In an appalling incident reported by the CPT (paragraph 37), a supervising officer seconded to the prison as a member of the national standards coaching team struck a compliant prisoner without warning or justification. The CPT noted that he turned on his BWVC only after he had struck the prisoner. CCTV only partially captured the incident. CCTV and BWVCs may deter as well as provide evidence, but the Board is concerned that an increasing number of prisoner-on-prisoner assaults are in cells and other areas, such as showers, away from CCTV.

4.4 Vulnerable prisoners, safeguarding

4.4.1 A series of initiatives, such as improved screening and assessment on arrival (see section 4.1), the weekly safety intervention meeting (see paragraph 4.0.2) and an overhaul of ACCT procedures (see paragraph 4.2.3) appears to have improved the quality of documentation, assessment and review of challenging and vulnerable prisoners. There have been several staff training initiatives with a focus on mental health awareness (some prompted by critical external reviews) but more time is needed to assess their sustained impact.

4.4.2 The mentoring and support unit for vulnerable prisoners on E wing appears to have been very successful in engaging some hard-to-reach prisoners. There were plans to develop this further with the Seacole Centre (a day facility providing a range of social and therapeutic activities), which was due to provide psychology input and staff training, but the centre has not been available to prisoners during the COVID-19 lockdown. The Board has some concerns that prisoners on E4 may be vulnerable to walk-in prisoners from elsewhere on E wing at certain times of day.

4.4.3 Pressure on capacity and a lack of suitable accommodation means that some vulnerable prisoners are still not accommodated appropriately. In January, the Board noted that longer-staying residents in the FNC included a transgender prisoner, a prisoner with weight issues awaiting transfer, and five high-risk prisoners who were there largely because of gang issues on other wings. The prison struggles to accommodate prisoners using a wheelchair, particularly as there are few lifts, and they are often out of order. There is limited provision for some other vulnerable groups, such as elderly prisoners, with largely social care needs. A group of such prisoners is permanently accommodated in the healthcare unit because there is nowhere more suitable.

4.4.4 Depleted staffing over summer 2019 led to staff expressing concerns to the Board about cross-deployment, resulting in vulnerable prisoners with complex needs being looked after by staff who did not know them. The key worker scheme was not run for several months for the same reason (see section 5.3).

4.4.5 The prison was locked down at the end of March under COVID-19 restrictions. It made considerable efforts to safeguard and support vulnerable prisoners (see section 4.2), including ensuring that ACCT reviews included a review of the impacts of isolation and lockdown, and improving support to prisoners who had observed or been the subjects of acts of violence.

4.5 Use of force

4.5.1 UOF paperwork has not always been fully completed. The CPT's report in May 2019 found that that mandatory medical reporting forms were often absent.

4.5.2 There were 854 UOF incidents in the reporting year, compared with 821 in the previous year – a rise of about 4%. Although UOF increased overall, it was more often at a lower level, such as a 'guiding hold'. The first-quarter figure was approximately 102 incidents a month, reflecting the upward trend of the previous reporting year, but the final three quarters showed significant reductions, with monthly averages, respectively, of 74, 48 and 62 (a drop of about 41%). In the same period, violence decreased overall. The Board is concerned, however, that the prison continues to use escort chains when escorting seriously ill prisoners for hospital treatment, despite repeated criticism of the practice by the PPO.

4.5.3 Broken down by ethnicity, average UOF incidents for August 2019 to May 2020 were:

Ethnicity	% all UOF incidents	% prison population, as at 4 June 2020
Asian	10.37	15
Black	42.62	27
Mixed	5.5	5
White	35.62	45
Other	3.87	3.0
Not stated	1.5	4.0

4.5.4 The Board notes the value of BWVC footage for evidential purposes, and for reviewing and learning from control and restraint incidents. Cameras appear to be available to staff but UOF paperwork and other incidents reviewed by the Board indicate that they are not routinely worn or switched on (see paragraph 4.3.4).

4.5.5 In August 2019, an ongoing weekly review of the previous week's UOF incidents was initiated, in addition to the monthly UOF meeting. These look at and discuss 75% of UOF from all available CCTV and BWVC footage and paperwork, consider any learning and action points, and look at whether any groups, such as Black, Asian and minority ethnic prisoners, are disproportionately represented in UOF incidents. While COVID-19 clouds the later picture, the statistics suggest that there has been significant progress, and that these meetings are proving very helpful.

4.5.6 On 23 April 2020, the prison issued synthetic pepper spray (PAVA) to its control and restraint instructor team for the first time, in line with a new national directive.

4.6 Substance misuse

4.6.1 The easy availability of drugs within the prison remains a serious issue. It is a driver for violence, intimidation and gang-related activity on the wings. Prisoners have told the Board that it is difficult to avoid being pushed into drug-related activities, and that they are afraid of drug-related gang violence.

4.6.2 The prison has both mandatory (MDT) and voluntary drug testing. After screening on arrival, prisoners requiring stabilisation or treatment are sent to the Conibeere unit.

4.6.3 Funding from the 10 Prisons Project and a grant from MOPAC enabled the purchase of new technology, including a new X-ray body scanner in reception and a Rapiscan machine to scan incoming post, to supplement search dogs and a dedicated search team. Changes have also been made to improve security and reduce opportunities for contraband to come into the prison, and funding is in place to enhance gate security in the coming year.

4.6.4 MDT took place throughout the year, until national suspension under COVID-19 restrictions in March 2020 (approximately 55 tests per month). There was a marked reduction in positive tests between June (18.9%) and October (9.1%), during which period there were no positive tests for new psychoactive substances (NPS) recorded. The NPS figures bounced back in November to 15%, and the overall figure reached a high of 28.1% in February. The Board understands that the sensitivity of the tests to new substances could provide an explanation for the apparent drop, and the figures may therefore need to be approached with caution. The average for the period for which the Board has figures (June to February) is 16.1% but if the three months with markedly lower figures (August to October) are discounted, the overall figure is consistent with last year, at an average of 20.5%.

4.6.5 COVID-19 has, again, clouded the picture, and it is too soon to say whether the welcome investments in improved security will reduce the availability of drugs and other contraband in the prison, and help mitigate the many harms that flow from substance misuse. The Board will continue to monitor progress.

5. Fair and humane treatment

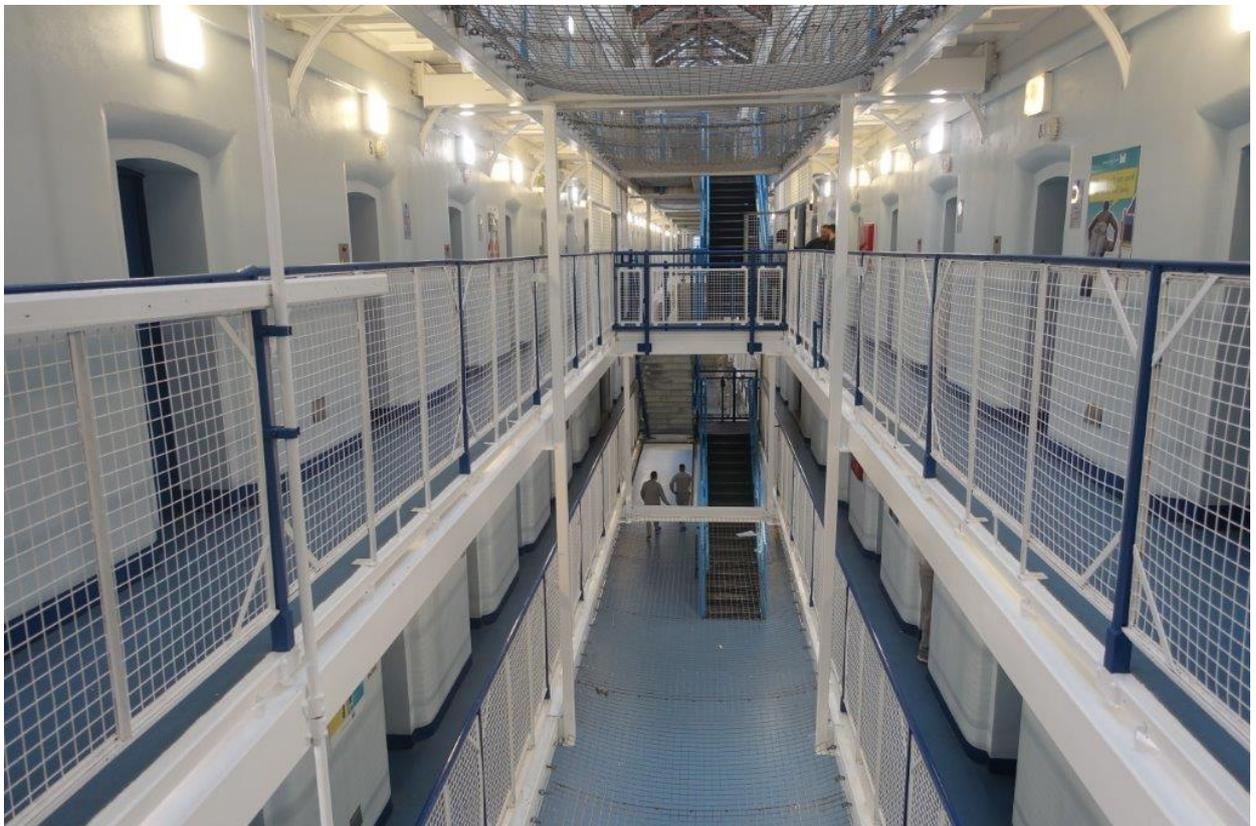
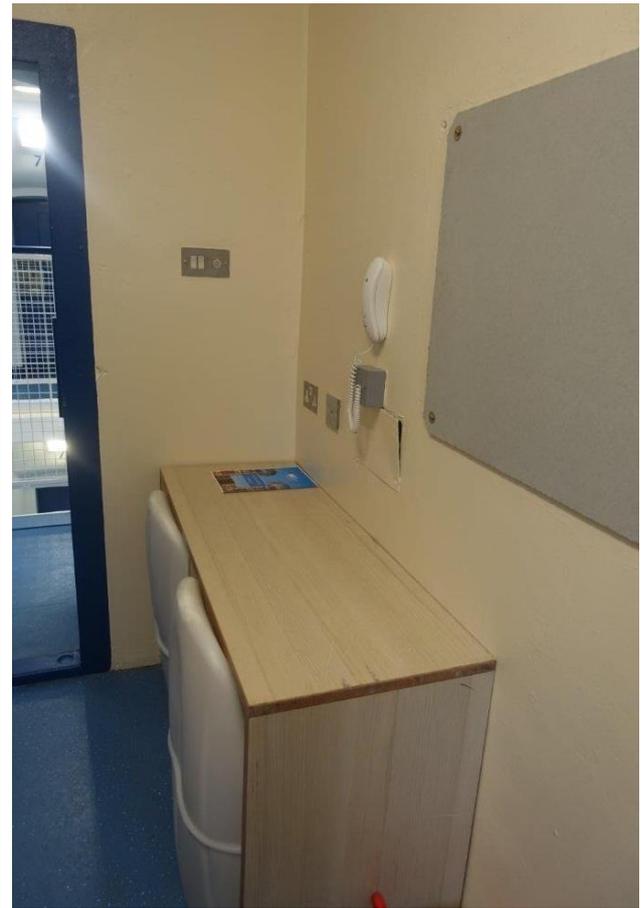
5.1.1 Accommodation, clothing, food

5.1.2 There has been significant investment in improvements to accommodation, initially funded by the 10 Prisons Project and subsequently by the Prison Performance Support Programme and by MOPAC. Replacement of windows has continued throughout the year and is due to resume after the pandemic. Refurbishment of cells and central areas has been carried out by prisoners, leading to substantial improvements. C wing now provides lighter, cleaner, graffiti-free and better-equipped cells, as shown below, ensuring a better environment for the prisoners. The Board has not visited since completion of the work, and so has no feedback or personal observations. Work started on the refurbishment of A wing has been delayed owing to COVID-19. The repair of lifts was delayed to obtain necessary parts. The senior management team conducts a monthly cell audit to gauge what is needed, including kettles, furniture and television sets, reducing the number of occasions when there are shortages or no availability for prisoners.

C wing transformation 2019/20: Before



After



- 5.1.3 The Elizabeth Fry unit houses prisoners needing support and separation from the general population. The Board has had complaints that, although on a separate landing, there are shared stairs, servery and healthcare.
- 5.1.4 The laundry is fully operational and has contracts with two London prisons (although it was closed for several weeks during the year, awaiting a part from Germany, leading to a temporary shortage of kit).
- 5.1.5 The kitchen produces a cold packed lunch and breakfast, and a hot evening meal. The Board has received recent comments from prisoners that the standards of cleanliness in the kitchen are poor. This has not been observed by the Board since the COVID-19 lockdown, and the Board is assured by the prison that the kitchen conforms to health and safety standards and there is a cleaning programme in place for an overnight 'deep clean' every six months. This will be monitored closely by the Board through the next reporting year.
- 5.1.6 The kitchen copes well with special diets, and the Chaplaincy expressed gratitude to the Governor for the exceptional level of food for Ramadan and Eid, saying 'This was the best Ramadan in my 17 years'. The menu has been updated, based on focus groups from prisoners, and complaints to the Board are more concerned with quantity than quality. The Board has observed bullying in servery queues by longer-serving prisoners, and wings have introduced tighter control, with a dedicated servery officer.
- 5.1.7 During the COVID-19 restrictions, all meals have been served at cell doors, with hot meals in foil containers. Initially, the kitchen offered only a very limited menu, leading to complaints, but, following consultation with prisoners, this has now improved, with greater choice available. Every prisoner is offered a shower and exercise daily, extra telephone credit and additions to the menu. Telephones have been installed in cells. The number of wing workers has been reduced, to maintain social distancing, but the kitchen, laundry and stores are still working.

5.2 Segregation, special accommodation

- 5.2.1 The segregation unit consists of 18 cells. There are also two bare special cells, which are used only in exceptional circumstances. During the year, three cells have been completely refurbished as 'anti-smash' cells, furnished in stainless steel, with everything fixed to the ground. Cells are frequently out of use because of 'dirty protests', deliberate damage or flooding, and smashed windows. Funding has been made available to replace all the windows in the unit, but work has been delayed because of the pandemic. The unit has a laundry facility, and this has been able to maintain a good supply of kit.
- 5.2.2 Despite the problems caused by dirty protests and cell damage, the standard of cleanliness on the unit seems good, including the showers and servery, although individual cells can be messy and there have been incidents of food and urine thrown onto landings.
- 5.2.3 There is a small exercise yard, and all segregated prisoners gets daily exercise and showers.

5.2.4 Segregation reviews are held weekly, and the Board is able to attend. During the pandemic, the Board has been able to dial in to reviews, although the efficiency of the system was initially patchy, and it has not always worked as it should. It has been difficult to participate fully in the review but the Board considers that the importance of prisoners knowing that a Board member is on the line outweighs the problems. Long-term prisoners who refuse to leave segregation and return to the wings are a problem, with the longest staying nearly 160 days before he was moved out. At the end of the reporting year, there were two prisoners who had been on the unit for 120 days.

5.2.5 Adjudications are dealt with daily, and only the most serious charges are now being heard, with staff on the wings advised to manage poor behaviour. As a result of the independent adjudicator not hearing referrals during lockdown, there were 88 outstanding, all of which have been written off on the basis of natural justice. The opportunity for a legal call during the hearing leads to quicker resolution, many dealt with on the same day. Figures for the start of the year, June 2019, show that the main reason for segregation was Rule 53 (an offence against discipline), which has significantly reduced as more issues are being dealt with on the wing, with the main reason at the end of May 2020 being good order and/or discipline (GOOD).

Rule (R) under which prisoners are held in segregation:

	June 2019	September 2019	December 2019	March 2020	May 2020
GOOD	13	13	26	38	28
CC	12	11	14	13	17
R53	37	22	38	33	22

CC: cellular confinement

Ethnicity of prisoners held in segregation:

	June 2019	September 2019	December 2019	April 2020
White	33	25	31	20
Black	59	56	37	16
Asian	5	10	12	4

5.2.6 Over the year, the proportion of black prisoners in the segregated unit fell from 71.9% to 42.4%.

Stated religion of prisoners held in segregation:

	June 2019	September 2019	December 2019	April 2020
Anglican	9	2	6	7
Muslim	19	12	17	36
Roman Catholic	8	4	8	7

- 5.2.7 Recently, there has been a significant increase in the number of Muslim prisoners in the segregation unit, with a total of 36 segregations in April 2020, up from 19 in June 2019 (see above).
- 5.2.8 There are two mental health nurses who complete rounds two to three times a week and mental health in-reach provide support with activity/distraction packs. Segregated prisoners on an ACCT have enhanced ACCT reviews, and care maps are regularly updated.
- 5.2.9 The Board attends segregation monitoring and review group meetings, which have been held regularly throughout the year.
- 5.2.10 In October 2019, a governor was appointed with sole responsibility for segregation. This was a new, but temporary, appointment, working alongside the head of safety. Our observations confirm the benefit of having a dedicated governor, who has provided fresh leadership and improvements to systems that have had a beneficial impact on prisoners, focused more clearly on their needs and wellbeing.
- 5.2.11 There has been no obvious escalation in violence or disruptive behaviour on the unit due to COVID-19, and all prisoners now have in-cell telephones, except when these are removed because of bad behaviour, in which case a daily telephone call is permitted. Prisoners in segregation have the same additional benefits as apply throughout the prison (see paragraph 5.1.6).

5.3 Staff/prisoner relationships, key workers

Staff/prisoner relationships

5.3.1 Staff numbers have fluctuated during the year, as shown in the following table.

Level	June 2019: Number in post	May 2020: Number in post	Number of leavers: June 2019 – May 2020
Operational support grade	63	74	11
Band 3 officer	243	229	50
Supervising officer	39	33	4
Custodial manager	20	22	0

These figures include those on:

- long-term sick
- restricted duties
- maternity leave
- career breaks
- temporary cover.

5.3.2 In summer 2019, there was a significant shortage of officers, leading to a reduced presence on the wings. There was no record of overall increased violence during this period, although there was an escalation in adjudication referrals for disobeying a lawful order (70 in October 2019, up from 50 in May 2019, and 32 in December 2019). Staffing levels increased in the autumn, with newly appointed and trained officers on the wings.

5.3.3 Staff shortages throughout the year meant that staff could work in different areas of the prison from one day to the next. One supervising officer told the Board (in July 2019) that he had ‘concerns about cross-deployment of staff, unfamiliar with the prisoners on the wing and their (often complex) needs, potentially raising the risk to prisoners/staff’.

5.3.4 Although the prisoners’ regime has seen many changes since the start of lockdown, the Board was told by the Deputy Governor that most of the prisoners seem to appreciate how the prison has operated. In May 2020, the Deputy Governor said: ‘Frustrations are growing for our men. We have a full seg and have had a lot of cell smash ups this week, but, despite this, there is still really positive recognition of staff’. The Board has not visited during this time, so is unable to comment on this statement.

Key workers

5.3.5 Last year’s report was concerned that the key worker scheme was progressing very slowly, and this has also been the case this year.

5.3.6 This scheme was planned in September 2018, with the idea that each key worker would see six prisoners per week for 45 minutes, and the scheme would build up to involve 250 staff. The scheme ran intermittently for 18 months until March 2020, when it came to an end because of COVID-19.

5.3.7 Initially, the scheme worked well and staff were enthusiastic. New prison officers had training at the Prison Officer Training College; in addition to this, the prison ran its own key worker ‘go live’ scheme and also provided extra ‘learning development training’ for staff.

5.3.8 The success of a scheme of this nature depends on the number of staff allocated to it, and this has varied from day to day, subject to the operating staffing on that day. It was planned that 224 staff would be allocated each month but there was great variance in these numbers, as can be seen in the following table.

2019	Actual numbers of staff allocated	Desired monthly allocation of staff
January	192	224
February	402	224
March	509	224
April	533	224
May	532	224
June	195	224
July	146	224
August	261	224
September	87	224
October	237	224
November	45	224
December	N/A	224

2020	Number of staff allocated each month	Desired monthly allocation
January	170	224
February	66	224
March	37	224

- 5.3.9 In August 2019, the Governor said that the prison was once again ‘ramping up’ the rollout of key work, which had been paused temporarily when prison officer numbers started to dip. An additional 12 officers had just completed their key work training, and it was planned to add 12 more officers every fortnight until there was a full key work rollout by the end of the year.
- 5.3.10 However, in October 2019, when asked, most prisoners said that they did not know what a key worker was. Those that did have a key worker reported that contact was irregular and brief. In November 2019, the Board was told: ‘Currently, key work is not a profiled task. It is still happening within the establishment but is subject to the operating staffing on the day’. Plans to reinvigorate the scheme, with 100 key workers allocated to the most vulnerable prisoners, were on hold initially during the lockdown period. (This plan was reinstated in June 2020.)

5.4 Equality and diversity

- 5.4.1 For most of the reporting year, there was no equalities officer in place, making it difficult to access accurate information. In March 2020, a new equalities officer was appointed but her work has been hindered by COVID-19.
- 5.4.2 The prisoners forum identified a lack of equalities representatives on the wings, which was also noted by the Board.
- 5.4.3 The residential wings all have a DIRF box but they may be underused, as few forms are submitted. Those that have been received have been actioned but it is a matter of concern that DIRFs are not fulfilling their function. The new equalities officer agrees with the Board on this, and plans to ensure that there is better information about them, and encouragement to use this route rather than the complaints process.
- 5.4.4 The prisoners at the establishment speak a large number of languages, and many do not have sufficient English to understand forms or complete applications. Equalities representatives can assist with problems, and progress has been made with the voluntary use of badges by staff, indicating which languages they speak. Many prisoners rely on help from cellmates or others on the landing.
- 5.4.5 At the end of May 2020, figures show a total of 1,066 prisoners of which 278 were categorised as foreign nationals.
- 5.4.6 Segregation figures indicate that black prisoners are disproportionately represented, as was noted in our last annual report, although this has been reducing, with fewer black prisoners than white by the end of the reporting year. UOF figures (see section 4.5) demonstrate that black prisoners feature most in these incidents.

5.4.7 There is no specialist area designed to accommodate transgender prisoners, so they remain in the FNC, away from the general population, until they can be transferred to a prison with appropriate accommodation, normally within a few days. Personal emergency evacuation plan cells are located throughout the wings, clearly identified on cell doors. Funding has been obtained for the construction on B wing of a cell that is compliant with the Equality Act 2010 (which incorporated the requirements of the Disability Discrimination Act, repealed in 2010).

5.5 Faith and pastoral support

5.5.1 The chaplaincy has continued to be very effective, as noted in previous reports. They meet the needs of a wide variety of faith groups, and those of no faith, and have arranged locum chaplains for the one Pagan and four Mormon prisoners who were resident in May 2020.

5.5.2 At the end of January, the main religious groups were Muslim (319), Roman Catholic (211), Anglican (104), other Christian (118) and smaller numbers of Hindus and Sikhs. There are numerous other religions represented, and 137 declared no religion.

5.5.3 As well as ensuring regular services and pastoral support (including for families), the chaplaincy ensures that major festivals are facilitated. Chaplains support all prisoners being transferred into the prison, those being released, those referred to the healthcare department, those being assessed by the care in custody team, those in the segregation unit and those needing bereavement counselling. They have firm links to a wide variety of outside support agencies, including St Mungo's, Salvation Army Alpha Group, Nuovo Resettlement Group, Men After Prison, and Clean Sheet employment. When on the wings, members of the Board have observed the exceptional knowledge and understanding of individual prisoners shown by the chaplaincy.

5.5.4 Since the COVID-19 lockdown, the chaplains have knocked on every cell door, followed up any applications for visits/advice and given out weekly leaflets, to signpost where additional support can be sought. Guidance is given to enable religious practices to be maintained and all festivals to be observed. All those participating in the Ramadan fast were well supported.

5.6 Incentives and earned privileges

5.6.1 Last year's Board report stated: 'The IEP system is not effective in managing challenging behaviour or in acting as an incentive to engage with activities', and this was reinforced in HMIP's report of their inspection in September/October 2019, which said: 'Work to incentivise prisoners was also still too limited'.

5.6.2 Applications from prisoners to the Board query the operation of the scheme, with questions and complaints about status and reasons for being put on the basic regime. Visits to the wing reflect this situation, and there is little or no understanding or appreciation of IEP as motivational or aspirational – only as punishment.

5.6.3 In September 2019, the prison began an exercise to develop a revised IEP policy that was due to be introduced in March 2020. The emphasis of this new policy was to focus on the positive, rather than the negative, and to give prisoners more opportunity to reach enhanced status. Unfortunately, owing to COVID-19, the new scheme has not yet been implemented.

5.6.4 However, since January 2020, prisoners on basic have been reviewed every day rather than every 28 days, as done previously. The only exception is in the case of those who are badly behaved, or those who commit a serious offence, in which case they are reviewed after seven days.

5.6.5 Since March, all prisoners, regardless of status, have been given televisions. At the time of writing, only around 5% are on basic, which is similar to the numbers for the previous two months.

2020	Number of prisoners on basic
January	30–55
February	31–55
March	37–71

5.6.6 During lockdown, the Board has not been visiting the prison, so has been unable to monitor the use of the IEP scheme.

5.7 Complaints

5.7.1 There were 2,547 complaints submitted in the reporting year, with the highest numbers concerning property (507), residential issues (477), staff (280) and canteen (171).

5.7.2 The trend in the number of outstanding unanswered complaints has been positive in this reporting year, with the backlog decreasing from approximately 90 in August 2019 to only four in January 2020.

5.7.3 This downward trajectory has been helped by the introduction of new systems and management of the complaints. In August 2019, a new complaints policy was introduced which was 'designed to follow the principles of procedural justice and increase prisoners' understanding and confidence in the fairness of the process'. The new system aims to investigate complaints thoroughly, and to resolve them fairly and effectively at an early stage of the process.

5.7.4 At the same time, a quality assurance check was introduced, which involved internal independent evaluation of random samples of complaint responses each week, with a feedback score given to the respondent ranging from 1 (negative) to 4 (positive). This also enables trends to be monitored, to submit praise or provide necessary training to the respondent. Any underachieving trends are taken to the respondent's custodial manager to monitor.

5.7.5 The downward trajectory was also helped by the introduction of a 'late list', where individual department backlog figures were discussed at morning meetings. From this, departments were asked to take responsibility for their backlog numbers. Since the introduction of this list, the number of complaints within departmental backlogs has reduced.

5.7.6 Complaint trends are now monitored monthly, in order to gain an overview. When trends are noted, action is now taken to investigate. In turn, the prison shares good practice when obvious declines in complaint submission are evident.

5.7.7 Following the introduction of the COVID-19 restrictions, the number of complaints did not drastically increase, as shown below.

Date	Number received
June 2019	273
July 2019	318
August 2019	216
September 2019	235
October 2019	259
November 2019	215
December 2019	194
January 2020	189
February 2020	138
March 2020	197
April 2020	172
May 2020	141
TOTAL	2547

Main reasons for complaint:

Property	507
Residential	477
Staff	280
Canteen	171
Release	103
Finance	100
Food	87

Complaints about food increased in March, with the introduction of a restricted menu at the outbreak of the pandemic (see paragraph 5.1.6).

5.8 Property

5.8.1 Within the prison's complaints system, the largest proportion of complaints related to property (19.9%).

- 5.8.2 Complaints to the Board about property issues within the establishment dropped from 44 in the previous reporting year to 27 this year. There was an increase, however, in complaints to the Board with regard to property during transfer or in another establishment or location, from 17 applications in the previous year to 32 this year.
- 5.8.3 The decrease in the number of complaints to the Board about property within this establishment has been helped considerably by the prison's introduction of more robust property management systems and processes in December 2019. There has been an increase in notices to prisoners about the new system, which has assisted greater awareness and understanding among the prisoners. A set collection day for stored property introduced in the last reporting year has remained in place, and has worked extremely effectively.
- 5.8.4 In contrast with the success of the new system for internal property, there remain considerable issues with transfer of property from other prisons. The ability to track property from other establishments is felt to be largely out of the hands of the prison. In June 2019, a prisoner complained to the Board of waiting over a month for his property to be sent from another establishment, and there were complaints that property could not be found and seemed to be missing. In May 2020, another prisoner waiting for his property to come from HMP Pentonville wrote to the Board: 'I have none of my stuff, no one is helping me, I self-harm because I feel that I have lost all my things'.

6. Health and wellbeing

6.1 Healthcare: general

- 6.1.1 Practice Plus Group Healthcare (known as Care UK Rehabilitative Services Ltd until 1 October 2020) is the provider of primary care services, pharmacy and primary mental healthcare within the prison. Other health services are subcontracted: mental health services are provided by Barnet, Enfield and Haringey NHS Foundation Trust, and Forward Trust delivers psychosocial support for prisoners with substance use needs.
- 6.1.2 The CQC carried out a focused inspection of healthcare in the prison between 30 September 2019 and 4 October 2019, alongside a joint general inspection of the health services with HMIP. The purpose of the focused inspection was to establish whether Practice Plus Group Healthcare was meeting the regulatory requirements in the specific area of medicines management and administration, having previously failed to do so. CQC concluded that sufficient improvements had been made in this regard and that all risks had been adequately addressed.
- 6.1.3 Liaison between the healthcare and prison staff is good but it has been disappointing that two of the quarterly healthcare partnership meetings, at which representatives of all the agencies meet with senior prison staff to allow significant data sharing to take place, were cancelled. This has meant an interruption to the regular flow of information exchange and may have affected overall coordination.
- 6.1.4 This reporting year has been clearly significant for healthcare services, as they had to respond swiftly to the unforeseen COVID-19 pandemic and the complex challenges that it presented. This is covered separately, in section 6.7.
- 6.1.5 Practice Plus Group Healthcare is currently recruiting for staff within primary care, and for staff within the integrated drug treatment approach. It uses agency staff to cover vacancies in the interim. While in some areas healthcare provision has been reasonable, the Board has real concerns about other aspects, as set out below.
- 6.1.6 The healthcare complaints system still requires improvement. The Board's previous annual report referred to difficulties in readily accessing healthcare complaint forms, and to the patchy understanding of the complaints process. While the forms have been revised, they are still not regularly available in the healthcare complaint boxes. Certainly not every prisoner, when asked, knows what the procedure is. Responses are not prioritised, or always timely. Despite this, there was a notable increase in complaints between quarters 1 and 4, specifically in two categories: clinical care (from eight to 14) and medication prescribing (from seven to 13).
- 6.1.7 The Board has also received complaints about prescribing and the standard of clinical care, including one where the individual maintains he has suffered very serious consequences as a result. This is clearly a concern, and the Board will monitor this going forward.

6.2 Physical healthcare

- 6.2.1 Access to primary care is generally good, and waiting times for GP and dental appointments are broadly similar to those in the community. Regular daily clinics are held on the wings and routine appointments are usually available within a week. The percentage of those prisoners failing to attend is commendably below the target of less than 10%. Monthly non-attendance rates ranged from 2% in May 2019 to 6% in February 2020.
- 6.2.2 In its inspection report, HMIP had identified problems with the management of prisoners with long-term health conditions. The Board is pleased to note that Practice Plus Group Healthcare has since recruited a permanent half-time advanced nurse practitioner to ensure that all such patients have an evidence-based care plan.
- 6.2.3 The Board continues to have concerns about the cancellation of external hospital appointments. Prisoners are not getting the same standard of service as in the community at large. While the prison sets aside regular escort slots, these can be cancelled at short notice – at times, resulting in taxis being booked and turning up to find no patient ready.
- 6.2.4 Between 1 July 2019 and 31 March 2020, the average rate of cancellation was 31%. (For completeness, the figure for 1 April to 30 June 2019, part of which lies outside the reporting period, was noticeably lower, at 12%.) There are a significant number of ‘patient refusals’. While this may be inevitable to some degree, the Board questions how well these individuals are helped to understand the adverse repercussions of missing a hospital appointment. The Board accepts that these cancellations and any upward trends are discussed in partnership with NHS England and HMPPS, but they need to be addressed. The Board will continue to monitor this closely.

6.3 Mental health care

- 6.3.1 The Trust provides an integrated mental health service. There is a good skill mix and the team is able to offer a range of therapeutic support.
- 6.3.2 The mental health team has done well in meeting assessment targets for referrals. The Board is pleased to note that, this year, except in December 2019, the team has seen all routine referrals within five days, and all urgent referrals within 48 hours.
- 6.3.3 The therapies service provides daily structured activity and targeted interventions across the mental health service. However, this has clearly proved challenging, with 64% of the 236 groups planned throughout the year (April 2019 to March 2020) having to be cancelled. Staff shortages have largely contributed to this, and plans are being made to provide better cover in future.
- 6.3.4 A range of activities is offered by occupational therapy and Forward Trust staff; over the year, 62% of attendees (on average) completed all the sessions provided.

6.3.5 The team reports delays in getting prisoners transferred to appropriate mental health hospital facilities within the timeframe recommended by NHS England. This is not a new problem. NHS England has now appointed a commissioner specifically to support such transfers, and the Board can monitor the effectiveness of this role.

6.4 Exercise, time out of cell, gym

6.4.1 The Board continued to be concerned that prisoners spent far too much time in their cells even before the COVID lockdown. HMIP is of the same view, describing time for association and domestic tasks as 'limited', especially at weekends. Its recent report records that during roll checks in main work periods, nearly 40% of prisoners were found to be locked up.

6.4.2 Furthermore, the Board has received complaints from some prisoners that, in any event, they do not get their complete advertised association. For example, notices in A wing assure prisoners of association between 6pm and 7.45pm, but in practice they are rarely out of their cells by 6.30pm and are then locked up before the advertised time as well. Staff shortages are cited as the main reason for this. The Board considers that, in committing to periods of association which are not then honoured in practice, the prison both undermines prisoners' morale and diminishes their respect for the regime.

6.4.3 The picture is more positive for prisoners once allowed out of their cells. The Board has noted improvements to recreational facilities in some residential areas (notably D wing and the healthcare unit). Prisoners have been deployed in painting and deep cleaning to improve the appearance of C wing, some undergoing supervised training as they do so.

6.4.4 Following on from the HMIP report, and as published in the resulting action plan, the prison agreed to reprofile to improve the regime. The reprofiling was to include: greater access to evening association for full-time workers and those on enhanced status under the IEP scheme; the introduction of evening visits; and an increase in staffing levels on the residential wings. Progress in these respects, and in relation to access to PE, exercise and the library, was to be monitored at a weekly regime meeting. The target date of implementation of these changes was to be June 2020.

6.4.5 There is a well-equipped gym, which is very popular when available. In theory, all prisoners are entitled to a visit twice a week (or three times if on enhanced IEP status). In practice, access is often limited, the reason given being redeployment of gym staff to other duties. On more than one occasion, Board members on rota visits have found the gym to be either empty or in use by staff.

6.4.6 Boats Not Bars, an inter-prison boat club charity run by Fulham Reach Boat Club, provided rowing training to a small number of prisoners in the middle part of the reporting year. Other prisoners have accessed a football course run by Queen's Park Rangers Football Club.

6.5 Drug rehabilitation

- 6.5.1 Forward Trust delivers substance misuse programmes, including assessment, planning and psychosocial intervention. It reports that over the last 12 months (April 2019 to March 2020), it met both its target (90%) for carrying out substance screenings of all eligible prisoners on arrival and its target (75%) for carrying out the necessary further assessments following initial screenings.
- 6.5.2 In June 2019, the prison, in collaboration with Forward Trust, opened an incentivised substance-free living area on D wing as a 'clean living' unit, offering additional support from the psychosocial drug service and incentives such as gym equipment, voluntary drug testing and rewards for good behaviour. After initial difficulty recruiting to it, by December the prison reported that there had been no positive drug tests or incidents on the unit for two months and that there were plans to roll the initiative out more widely. It is disappointing to note, therefore, that, owing to a lack of funding, this landing will now be used as an incentivised living landing.

6.6 Soft skills

- 6.6.1 The wide remit of the prison's quality improvement group includes development of prisoners' soft skills. This is, by the group's own admission, work in progress. There have been gaps in its monthly meeting schedule, and consistent data on programme attendance is hard to come by.
- 6.6.2 Occupational therapy sessions take place in the Seacole Centre, and there is a weekly breakfast club offering general therapeutic activities in the healthcare unit.
- 6.6.3 Generally, Board members regularly encounter imaginative one-off initiatives on their rota visits (a recent example being a pre-release therapy session with cob horses from the Brixton Ebony Horse Club). These do not, however, necessarily add up to a fully realised strategy for improving prisoners' wellbeing in prison or preparation for life outside it.

6.7 COVID-19

- 6.7.1 In summary, the prison has responded well to the unforeseen challenges of COVID-19 during the latter part of the reporting period. From early in the lockdown, while hospitals outside were struggling to acquire sufficient personal protective equipment (PPE), the healthcare unit reported that it had adequate supplies of PPE and hand sanitiser. As testing got under way in the country generally, the unit reported no difficulty in access to testing and getting prompt test results (for prisoners and staff alike).
- 6.7.2 The prison designated one landing of A wing as the COVID-19 area, so that all suspected or actual patients could be isolated in single cells. These wings were managed by dedicated officers, to limit any cross-contamination. The officers were not cross-deployed, and conducted hourly welfare checks.
- 6.7.3 Very early on during the outbreak, the prison was able to keep prisoners and staff updated on the many regime changes that were necessitated by the virus and by directives from Public Health England (PHE). To assist in the

management of prisoner concerns and to promote compliance, the prison introduced effective, simple incentives/rewards, such as confectionery for the prisoners.

- 6.7.4 The regime remained restricted to exercise and showers. There are telephones in cells, and prisoners received an additional £5 PIN credit each week. Canteen was provided as usual. Any prisoners receiving unemployment pay and who faced hardship were provided with a top-up. Those who had been previously engaged in activities were still paid at the same rate. Distraction packs were made available, and prisoners could access books through the wing reading rooms and the mobile library. The prison also received an iPad with a 'Zoom' facility that could be used in the event of a funeral of a prisoner's relative. Legal visits were initially stopped, along with social visits. They were later reinstated via the video facility.
- 6.7.5 PHE declared HMP/YOI Wormwood Scrubs a COVID-19 'outbreak' site at the beginning of April. Prison managers had weekly teleconferences with PHE and healthcare staff, to discuss strategies and any support needed to contain the transmission of the virus further. The Governor provided the Board with regular weekly updates and, where necessary, immediate updates, in addition to the regular monthly video meeting.
- 6.7.6 As at the end of the reporting period, the containment strategy, including the provision of separate units for prisoners who were infected or suspected of being so, those being admitted into the prison and those who required shielding, appeared to be working successfully to control infection, with no confirmed prisoner case of COVID-19 since 16 May. The last case in the reporting year of a member of staff reporting as symptomatic was on 29 May. Between 4 March and 31 May, there were 43 symptomatic prisoners, of whom 17 were tested, six were confirmed positive and 11 were confirmed negative. There have been no COVID-19-related deaths in the prison.

7. Progression and resettlement

7.1 Education, library

- 7.1.1 As the Board reported last year, attendance at education sessions continued to be lower than might be expected, and more prisoners could take advantage of the courses on offer. A visit by the Board in August found attendance at just over 50%; further visits in September and November found attendance at 57% and 49%, respectively.
- 7.1.2 Wing staff are asked to check with prisoners why they failed to attend, and to use the IEP scheme to manage those who do not have a good reason. The Board has seen little evidence of dissatisfaction with the education classes on offer, and reasons for failing to attend are often related to clashes with other activities. Some prisoners also miss education classes because of concerns that they will meet rival gang members.
- 7.1.3 The prison's activities hub is working to eliminate clashes between education and association opportunities.
- 7.1.4 ESOL classes have been well attended, and at the end of the reporting year planning was under way for a new diploma course in business administration. Novus provides food hygiene training, but it is disappointing that the kitchen facilities are not used to offer more substantial cookery qualifications.
- 7.1.5 A visit to the library in September found 21 prisoners there from education classes, as well as a smaller number engaged in a book club. Unfortunately, the library suffered a serious data loss and had to recreate many of its records.
- 7.1.6 In September, the Board learned of plans for the Shannon Trust (a national charity which trains prisoners who can read to teach prisoners who cannot) to become more active in the prison and to appoint a member of prison staff as a 'reading plan lead'. By November, these plans had come to fruition and 12 peer mentors were running the Turning Pages scheme, with a room available for their use on each wing.
- 7.1.7 By May, the pandemic had caused the library to close, but the prison made alternative arrangements for prisoners to have access to some books.
- 7.1.8 All education classes ceased when the COVID-19 lockdown started. Novus, the provider, withdrew from the prison, but some in-cell activity packs were provided; the extent and value of these will be assessed when there is a full return to the prison by the Board.

7.2 Vocational training, work

- 7.2.1 The workshops have continued to provide some meaningful work opportunities, but attendance levels vary.
- 7.2.2 At the start of the reporting year, the Board visited the laundry and found 10 prisoners working, despite a capacity of 24. Some prisoners said that working in the laundry clashed with their opportunity to have a shower later on in the day. Industrial cleaning had depleted numbers because several prisoners had recently been transferred and others were unable to leave their wing that day because of an alarm situation.
- 7.2.3 However, the barista training and textiles workshops were busy and prisoners told the Board that they were happy with their training. The textiles workshop was also struggling to meet external orders as some prisoners had been moved to category C establishments, ahead of their release. A parenting class was also well attended, with 10 prisoners present.
- 7.2.4 Further visits in August and September found few workshops operating. The laundry was catching up with a backlog after a broken machine had caused it to be shut down. The textiles workshop sometimes had as few as three prisoners, but the Board was told that numbers often fluctuated. A month later, attendance had gone up to 16 out of 24.
- 7.2.5 Despite the difficulties in attendance, the workshops are well run and prisoners are generally positive about them.
- 7.2.6 At the COVID-19 lockdown, the workshops closed but some prisoners were able to continue with their work. All prisoners who had paid work before lockdown continued to be paid, even if they were unable to go to work.

7.3 Offender management, progression, resettlement planning

- 7.3.1 This year has seen an improvement in the performance of the CRC, and in particular in the completion of the basic custody screening tool (BCST) 2 and BCST3 interviews. Targets for BCST2/3 were consistently met throughout the year, as was the CRC's target for seeing prisoners within 12 weeks of their release.
- 7.3.2 The Board has sometimes found the CRC's office empty during the week, but has also encountered CRC staff visiting prisoners on the wings. Staff numbers have increased and the CRC has worked to recruit people when necessary.
- 7.3.3 The prison has a person who is responsible for helping prisoners to arrange any benefits they may be entitled to within six weeks of release, although some prisoners are missed if they are suddenly transferred.
- 7.3.4 The Getting it Right programme, an offender-centred approach to resettlement, has good engagement, but is limited in how much it can really offer those who need help with accommodation or mental health treatment.
- 7.3.5 A pre-release event was held in July 2019 for those within three months of release. The event was attended by OMU (Offender Management Unit),

probation, the CRC, Job Centre Plus, PACT (Parents and Children Together), CAB (Citizens Advice) and St Mungo's. The prison received positive feedback from both prisoners and the agencies involved.

- 7.3.6 In September, Openreach visited the prison and agreed plans for an assessment centre to select prisoners for training after release. The Key4Life community mentoring programme also returned in November.
- 7.3.7 As a result of COVID-19. OASys (Offender Assessment System) interviews were stopped and reports prepared without them. Since COVID-19, transport has been provided for released prisoners who were deemed vulnerable, and all released prisoners were being housed in (or close to) the relevant probation area.

7.4 Family contact

- 7.4.1 A great deal of work has been done by the prison to encourage family contact, and in particular contact between prisoners and their children, if they have them. Up to 10 children were able to visit in a special Wednesday morning session – including children who are at school, if the school permits it. Children are always welcome on weekend visits.
- 7.4.2 Every other month, there is a special afternoon visit for families – often themed – for example, Halloween, Father's Day, Easter and Christmas (with Santa Claus giving out presents for the children).
- 7.4.3 There is a Saturday morning homework club, run by the education department. This is for fathers to help children with their homework and to help maintain awareness of the academic progress of their children.
- 7.4.4 Storybook Dads arranges for fathers to record a story on a disc that is sent to the family to be played whenever they like to the children.
- 7.4.5 Queen's Park Rangers Football Club runs a 12-week programme – 'Parents on the Ball' – using the analogy of football to try to improve parenting skills.
- 7.4.6 Since COVID-19 the position has radically changed. Initially, all visits into the prison were stopped. That was the position at the end of the reporting year. All prisoners had in-cell telephones to maintain family contact.
- 7.4.7 Social visits re-commenced, in a limited way, in August, with one visitor per prisoner, and initially no children. 'Purple visits' – a video call facility – was also introduced for all prisoners once a month. A complete review of these arrangements will be made when the Board returns to on-site monitoring in the prison.

8. The work of the IMB

- 8.0.1 The Board recruited five new members, who were appointed in January 2020. They have however not been able to complete all their training due to COVID-19. Nevertheless they have been involved in research for the annual report, writing a weekly newsletter, and will have begun shadowing members from mid-September. They have also been able to complete some training online.
- 8.0.2 Three of the most experienced members of the Board retired in December 2019, each of them having completed a maximum of 15 years' service on the Board.

Board statistics

Recommended complement of Board members	24
Number of Board members at the start of the reporting period	18
Number of Board members at the end of the reporting period	19
Total number of visits to the establishment	299 (to March 23)
Total number of segregation reviews attended	June – March figure is within files in the prison April – May 5 reviews attended by phone

Applications to the IMB (All applications received 1 June 19 – 31 May 20)

Code	Subject	Previous reporting year	Current reporting year
A	Accommodation, including laundry, clothing, ablutions	14	7
B	Discipline, including adjudications, IEP, sanctions	6	3
C	Equality	13	0
D	Purposeful activity, including education, work, training, library, regime, time out of cell	9	10
E1	Letters, visits, telephones, public protection restrictions	23	8
E2	Finance, including pay, private monies, spends	13	7
F	Food and kitchens	11	11
G	Health, including physical, mental, social care	66	68
H1	Property within this establishment	44	27
H2	Property during transfer or in another establishment or location	17	32
H3	Canteen, facility list, catalogue(s)	14	11
I	Sentence management, including home detention curfew, release on temporary licence, parole, release dates, recategorisation	39	32
J	Staff/prisoner concerns, including bullying	48	79
K	Transfers	22	13
L	Miscellaneous, including complaints system	40	37
	Total number of applications	379	345



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