

Annual Report
of the Independent Monitoring
Board at
HMP Wandsworth

for reporting year
1 June 2020 to 31 May 2021

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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.
- 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 was rescheduled for late 2020. Whilst there has been no official announcement, it would appear that the re-role has taken place given the significant rise in the number of remand prisoners in the establishment.
- 2.3** The prison was built in 1851 and the residential areas remain in the original Victorian buildings; it has two accommodation blocks, Heathfield and Trinity. The majority of prisoners shared cells, which were extremely cramped. The main prison, Heathfield, housed up to 1,200 prisoners on five wings, designated A to E. First nighters were held in E wing and in October the wing became a reverse cohort unit (RCU) with all new arrivals, including returnees from courts, quarantining for 14 days. As the number of arriving prisoners increased, the RCU was extended beyond E wing to include one landing on A wing. 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** Trinity housed up to 375 prisoners in three wings, designated G, H and K. It aimed to be an enhanced unit with higher behavioural standards, although this was difficult to achieve during the pandemic. K1 continued to be a separate shielding unit with 16 single occupancy cells.
- 2.5** 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.
- 2.6** The prison was very overcrowded. The certified normal accommodation, or number of cells, remained at 961 while the maximum number of prisoners, or operational capacity, was reduced to 1,562 (2019/20: 1,628). This reflected the creation of the RCU.
- 2.7** At the end of the reporting year, there were 1,502 (2019/20: 1,450) prisoners, of whom 772 (2019/20: 839) were British.
- 2.8** There were 1,097 prisoners on remand, 73% of the total population.
- 2.9** The 730 (2019/20: 611) foreign nationals comprised 49% (2019/20: 42%) of the prison population and came from 48 (2019/20: 64) countries, including: Poland 21% (2019/20: 23%), Romania 12% (2019/20: 17%), Albania 10% (2019/20: 7%), Lithuania 5% (2019/20: 8%), and Ireland 3% (2019/20: 5%). Some foreign nationals were due for extradition and others were immigration detainees.
- 2.10** There were 22 (2019/20: 19) serving a sentence of imprisonment for public protection (IPPs) and 14 (2019/20: 18) lifers.

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 compile this annual report. Ministers are aware of the constraints. Regular information is being collected specifically on the prison's response to the pandemic, and that is being collated nationally.

HMP Wandsworth worked to a national policy framework, the National Exceptional Delivery Model, which was underpinned by four key deliverables:

- provision of meals
- provision of healthcare
- prisoner safety, and
- welfare and continuation of family contact.

During the period under review the establishment was in stage 3 or stage 4 of the national framework. In stage 4, legal visits could be facilitated, social visits could not, the gym was closed and only external exercise was permitted. The property store was temporarily closed and was unable to take in new items. Prisoner bubbles were formed comprising groups of between 15 and 30, and they were kept separate from other groups whenever they were outside their cells.

3.1.2 HMP Wandsworth was in stage 4 at the start of the reporting period but moved to stage 3 in July. In January, it was moved back to stage 4, in line with increased lockdown restrictions in the community. The outbreak ended in mid-May but stage 4 restrictions continued beyond the end of the reporting year.

3.1.3 Public Health England (PHE) defined an outbreak as "Two or more test-confirmed cases of Covid or clinically suspected cases among individuals associated with a specific setting with illness onset dates within 14 days".

3.1.4 It was necessary to come out of outbreak and control the transmission of cases in the prison before it could move down to stage 3. The prison also needed to demonstrate it had the local operating procedures, risk assessment and standard operating procedures in place for each area that would be impacted by progressing to a new stage with possible increased risk. For HMP Wandsworth, stage 3 required that it could look at contact – social visits, reopening the property store, control gym access in bubbles and relax the strict social bubbles. This would allow meals to be served more efficiently, and offer gym and exercise to a greater number of men.

3.1.5 HMP Wandsworth, in line with the four key deliverables, during both stages 3 and 4:

- continued to offer all medical clinic appointments where possible, and also Covid tested prisoners prior to movement, established a working RCU, and offered a Covid vaccination to every prisoner
- served a hot meal at lunch as opposed to tea time
- issued prisoners with an additional £5 on induction to prison to be used for phone credit
- provided sentenced prisoners with workbooks to help manage behaviour
- provided all suitable prisoners with workbooks on managing substance misuse

3.1.6 The Governing Governor and staff operated under immense pressure and managed a protracted and extremely challenging situation with skill and imagination. 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 largely accepted what, in normal circumstances, would be considered inhumane treatment, being locked up in some cases for 23.5 hours a day.

- 3.1.7** Contact with outside agencies was limited and often made using in-cell phones. Cells were called by representatives of Prison Advice and Care Trust (PACT), Change Grow Lives (CGL) and the Offender Management Unit (OMU) for key working. Isolating prisoners were phoned to take menu and canteen orders and complete welfare checks.
- 3.1.8** Considerable effort was made to reduce the strain on prisoners who were being required to comply with very tough conditions and who were suffering major restrictions on their already limited freedoms. It is inevitable that the mental and physical health and general wellbeing of prisoners were affected.
- 3.1.9** Staff absence through illness, shielding or self-isolation created further difficulties and led to additional restrictions to the regime.
- 3.1.10** Board members attended the establishment whenever conditions allowed and maintained contact with their areas of special interest. The majority of Board meetings were held online.
- 3.1.11** The Board was very impressed with the sensitive and imaginative manner in which the management team operated and the concern they showed for the welfare of everyone in the establishment. The Board commends personnel for their dedication and resolve.

3.2. Main judgements

The Covid pandemic had an adverse impact on the running of the prison and the statements below reflect the Board's view of the year. An institution where men were locked up for up to 23.5 hours per day, with a very limited regime, was the reality for those in HMP Wandsworth over the year.

How safe is the prison ?

- 3.2.1** The prison was not safe as reflected in the level of violence with 274 (2019/2020: 270) prisoner-on-officer and 326 (2019/2020: 352) prisoner-on-prisoner assaults. Much of the violence was committed by a small minority – but it had a disproportionate impact on the operation of the whole prison. The Board was impressed by the initiatives and programmes introduced by the Governor and staff to improve safety but these could not overcome the cramped and inhumane living conditions exacerbated by the availability of drugs.
- 3.2.2** Drugs remained the principal trigger for aggressive behaviour and HMP Wandsworth made progress by installing a long-awaited X-ray body scanner in reception and the intermittent use of a Rapiscan to check incoming mail. Unfortunately, mandatory drug testing (MDT) was not carried out owing to Covid protocols.

How fairly and humanely are prisoners treated?

- 3.2.3** Prisoners were treated fairly and with care and respect despite the restricted regime. The inhumane living conditions will only improve when there are substantial structural changes to the 170-year-old residential buildings and their occupancy. Problems with heating, hot water, showers, rodents and kit shortages were only some of the frequent and disruptive faults.

3.2.4 For many 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.

3.2.5 Visits were unavailable for most of the period and staff, aided by the chaplaincy, were quick to introduce initiatives to facilitate other forms of communication between prisoners and their families. These included supervised internet and video calls. Tablets were used to enable prisoners to 'attend' hospital visits and funerals.

How well are prisoners' health and wellbeing needs met?

3.2.6 All contracted healthcare services were provided throughout the period, although some were adapted as a result of the restrictions. Appointments took place in clinics or by cell visits, remote prescribing or telephone, but with a significant increase in waiting times.

3.2.7 The Board was most concerned and surprised that the new healthcare facility, currently under construction, would not include any cell accommodation to relieve pressure on the totally inadequate Jones and Addison residential units.

3.2.8 The impact of the restricted regime on prisoners' wellbeing was severe. Referrals to mental health averaged 510 per month (2019/2020: 425), a significant increase.

3.2.9 There was a significant rise in the number of mental health assessments, due to an increase in the number of prisoners who were seriously unwell, and those who, whilst not diagnosed as psychotic, presented with worrying behaviour.

How well are prisoners progressed towards successful resettlement?

3.2.10 Catch-22 replaced Penrose as the provider of resettlement services. This led to a short-lived improvement in the quality of the resettlement provision and resulted in data being supplied much more quickly and efficiently. On average 88.3% (2019/20: 30.5%) of BCST3 meetings (the assessment undertaken in the 12 weeks prior to release) took place.

3.2.11 The Board was greatly concerned by the planned disbanding of the community rehabilitation companies (CRCs), with no clear replacement strategy. Catch 22's contract would be terminated and its work taken over by the National Probation Service. The lack of central direction and shortage of information regarding this major change caused considerable uncertainty.

3.2.12 There was little change in the number of prisoners released into settled housing; the monthly average ranged from 18.4% to 48.6% (2019/20: 24% to 48.6%). The monthly percentage of prisoners with a stated need, who had an agreed employment, training or education (ETE) place post release, averaged 24.1% (2019/20: 32.7%).

3.3. Main areas for development

TO THE MINISTER

3.3.1 The lack of adapted cells for wheelchair users remained a major concern and at times the only space available was in the Jones unit. As a result, an otherwise healthy wheelchair user became a "bed blocker" preventing an unwell prisoner from being admitted to Jones. The Board considered this unacceptable. When will the prison receive funding for more wheelchair adapted cells?

- 3.3.2** Home Office immigration enforcement officers left the prison in March 2020 and did not return for the duration of the reporting period. Their absence meant that in most cases foreign nationals relied on prison officers and the charity, Befriending Support Team (BEST), to answer questions, resolve issues and errors, and serve notices of case progress and/or removal. This was a most unsatisfactory situation and was quite often a contributor to a prisoner self-harming. When will the Immigration Service offer a full service in the prison, including being on the wings?
- 3.3.3** HMP Wandsworth continues to be severely overcrowded. Does the Government have a plan to resolve this situation?
- 3.3.4** During the year the mental health team (InReach) received an average of 510 referrals per month, up from 425 last year. The InReach team is overwhelmed. When will more resource be made available in the prison to address the increase in mental health issues?

TO THE PRISON SERVICE

- 3.3.5** The re-role to a reception prison 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 happen and was rescheduled for late 2020 but again did not materialise. At the period end, there were 1,097 prisoners on remand, 73% of the total population. When will the re-role take place?
- 3.3.6** The fabric of the prisoner accommodation continued to be unacceptable with broken windows, mould, leaking plumbing, leaking rooves, frequent heating failures, pigeon faeces, rodents and other issues. This is neither decent nor acceptable. What plans does the Prison Service have to address the wholly unacceptable state of the residential facilities?
- 3.3.7** The prison has complained to Novus, the education provider, repeatedly during the year and in previous years about the inadequacy of its offering. Unfortunately the prison has no management control over Novus and is therefore unable to effect improvements. When will this be rectified?
- 3.3.8** Funding for an upgrade to the CCTV system was approved over a year ago. When will this long overdue essential work be carried out?
- 3.3.9** The new healthcare facility will not include any cell accommodation to relieve pressure on the totally inadequate Jones and Addison units. When will more residential medical capacity be made available in the current building or elsewhere?

TO THE GOVERNOR

- 3.3.10** Listeners, trained to support other prisoners, provided a highly valuable role but were not always unlocked. The Board also noted that the Listener suites, which provided a private space, were often not available due to maintenance and other issues. What changes will be made to ensure a full and continuous Listener service is provided across all wings?
- 3.3.11** The lack of adequate kit was a recurrent issue. This included frequently reported shortages of kettles, bedding and clothing. The Board was also concerned about the number of complaints concerning the lack of privacy curtains in shared cells. What is being done to rectify this very unsatisfactory situation?

TO PROVIDERS

HOME OFFICE DETENTION AND ESCORT SERVICES

3.3.12 Immigration service staff were absent throughout the period which caused considerable stress and hardship to foreign nationals, three of whom died during the period. What plans have been put in place to ensure that this most unsatisfactory situation is not repeated in the event of further Covid outbreaks?

3.4. Progress since the last report

3.4.1 The regime was severely constrained throughout the year by the Covid pandemic which restricted the opportunity for introducing improvements. The Governor and his team are to be commended for the very significant efforts made to alleviate the harmful and inhumane effect on prisoners of being confined in their cell for up to 23.5 hours per day.

3.4.2 First nighters were held in E wing and this became an RCU with all new arrivals, including returnees from courts, quarantining for 14 days. A much-needed induction booklet was produced for new arrivals, and the Radio Wanno induction programme aired twice daily. (2.3, 4.1.3, 5.3.3)

3.4.3 Prisoners were PCR tested on arrival and also when they were ready to leave the RCU. They were offered lateral flow tests prior to court, transfer and release. The reception suite and holding cells were adapted to enhance social distancing and the rapid isolation of any prisoner who had tested positive for Covid on or before arrival. (6.1.1, 6.1.3, 6.2.9)

3.4.4 Prisoners were offered vaccinations in line with NHS protocols. There was an active and innovative campaign to encourage vaccination for both prisoners and staff. By the end of the period 650 prisoners had received at least one vaccination and 434 of them were still in the prison. A further 526 declined to be vaccinated. (6.1.4, 6.1.5, 6.1.6, 6.2.10)

3.4.5 An X-ray body scanner was installed in reception in August and regularly located contraband which prisoners were attempting to smuggle into the prison. (3.2.2, 4.5.12)

3.4.6 Throughout the year there were frequent complaints about the lack of essential items, particularly kettles and blankets. A system was developed late in the year for these missing items to be logged centrally and provide rapid replacement. (5.1.4)

3.4.7 A voicemail system was introduced, allowing prisoners to call the IMB from their cell and leave “telephone applications” as an alternative to written applications. This was an important service for prisoners and for the IMB when the prison was in outbreak and members were unable to visit the wings. (8)

3.4.8 LGBT focus groups were held during the year. Prisoners were often cautious about attending and this led to some meetings attracting low numbers. These fears were addressed by ensuring meetings were attended by LGBT staff. (5.3.4, 5.4.7)

3.4.9 The prison introduced a digital reporting platform for recording use of force events, which made it easier for staff to manage and track reports. (4.4.1, 4.4.2, 4.4.3)

3.4.10 While CGL staff were not able to undertake face-to-face work with prisoners until March, those identified as requiring support were provided with distraction packs as well as an in-cell version of CGL's Foundations of Change programme. Also small,

socially-distanced drug therapy group sessions, a maximum of five prisoners, pop-up information hubs and workshops resumed in March. (6.7.2, 6.7.3)

- 3.4.11** In August a central movements team was established to ensure that cell allocations across the whole establishment were managed from a single point taking account of high risks, cell certification and out of use (OOU) cells. (5.1.3, 5.1.5)
- 3.4.12** In person prison council meetings were not possible during the pandemic and at the beginning of the year they took the form of Q & A sessions with the Governing Governor broadcast on Radio Wanno. In September, the format was changed to a monthly forum attended by representatives from each wing and chaired by a residential governor with relevant members of senior management present to answer questions either from the wing representatives or submitted via Radio Wanno; the meetings were recorded and aired on Radio Wanno. (5.1.6, 5.1.9)
- 3.4.13** The communications team provided prisoners and staff with information. Each wing had a communications representative; FAQs, notices to prisoners and surveys were posted on the kiosks and further information was disseminated on noticeboards, posters and via door drop letters and flyers. (5.3.3)
- 3.4.14** The annex adjacent to the CSU was incorporated into the unit to provide additional capacity while the main unit underwent much-needed refurbishment. (5.2.1)
- 3.4.15** The Board remained very concerned that the Home Office was not more engaged with immigration issues. (4.2.5, 5.4.4, 5.4.5, 7.3.1)
- 3.4.16** As physical faith services could not be held, the chaplains broadcast into cells. This particularly affected men during Ramadan, so prayer time lists were issued and the imams had a greater presence on the wings. (5.5.3)
- 3.4.17** The Board was encouraged that funding was applied for in April to appoint a dedicated officer for healthcare, a post which was withdrawn in 2019. The appointee liaised between the wings and the Jones and Addison units, improving transition for prisoners and supporting officers. (6.3.8)
- 3.4.18** In February it was reported that the prison had been awarded additional funding to enable it to employ two senior staff to advise on employment and housing for prisoners awaiting release. (7.2.2)
- 3.4.19** Visits restarted in July under tightly controlled conditions with social distancing. It was only possible to accommodate 16 visits at a time so their duration was reduced to one hour. Three visit sessions were held in the morning and three in the afternoon. Staff understood the strain that reduced visiting had on the prisoners and introduced a number of initiatives including a children's art competition. (7.4.1, 7.4.2)
- 3.4.20** Catch-22 replaced Penrose in August. This resulted in a significant, albeit short-lived, improvement in the resettlement provision for prisoners being released. (7.5.1)
- 3.4.21** Basic remained suspended throughout the period, although the entry remained on the prisoner's record. This was to give men more privileges during the long time spent each day in their cell. (5.8.1)

4.Safety

4.1 Reception and induction

- 4.1.1** New prisoners and those returning from court were accommodated in the RCU for 14 days. This led to a significant expansion in the number of prisoners on the induction wing.
- 4.1.2** The need for quarantining coupled with limited staffing availability resulting from Covid, meant that the induction process was adversely affected for most of the year. Group induction meetings were not held and induction was largely conducted by staff explaining prison procedures to individual prisoners whenever possible.
- 4.1.3** A number of initiatives were introduced aimed to improve the induction process. In January a team of five induction orderlies was established, responsible for supporting wing staff; and a new induction booklet issued, with translations available; regular presentations were provided on Radio Wannoo. In addition, an induction video was being produced although it had not been completed by the end of the reporting year.
- 4.1.4** Covid restrictions on the RCU meant that prisoners were sometimes out of their cells for only half an hour a day. Board members spoke to prisoners who said they had been locked up for even longer periods, especially at weekends. Conversations with staff and prisoners indicated that the regime was having a significant and harmful effect on prisoners' mental health.
- 4.1.5** The reception suite and holding cells were adapted to enhance social distancing and the rapid isolation of any prisoner who had tested positive for Covid.
- 4.1.6** Reception took delivery of a new body-scanning machine which, after numerous initial technical problems, started operating in August. This led to a number of drug and mobile phone finds. The Board was surprised that wing staff across the establishment were widely unaware that the machine could be used to search prisoners at any time.
- 4.1.7** The Board was impressed by the professionalism of the officers both on reception and E Wing who adapted efficiently to the unprecedented and rapidly-changing demands of operating in a pandemic.

4.2 Suicide and self-harm, deaths in custody

- 4.2.1** There were four deaths in custody (2019/20: four), three were foreign nationals. One death was from natural causes, the other three await the coroner's findings.
- 4.2.2** The Prisons and Probation Ombudsman (PPO) concluded that a death in the previous year was due to respiratory failure resulting from opiate poisoning and that, on balance, the prisoner's care was equivalent to that he could have expected to receive in the community. The PPO report into the death of a prisoner from a lung infection, while released on temporary licence, was satisfied that the standard of care received by that prisoner was also equivalent to what he could have expected in the community. Both reports noted that there had been a delay in contacting the family or next of kin.
- 4.2.3** There were 787 (2019/20: 836) ACCTs opened, 43% (2019/20: 36%) in reception or E wing. Nineteen percent (2019/20: 19%) were closed at first review.
- 4.2.4** Attendance at the multi-disciplinary ACCT reviews varied, often due to staff shortages. The Board noted that reviews were frequently chaired by officers from other wings who did not know the prisoners.

4.2.5 The absence of a representative from InReach (the mental health unit) was an issue in a number of reviews with many prisoners saying they had not been seen by healthcare staff or had struggled to secure mental health appointments. The Board was particularly concerned that Home Office immigration enforcement staff did not attend any ACCT reviews, as some 14% of cases involved immigration, repatriation or extradition issues.

4.2.6 Translation services were available but not always used and at times there was little evidence that foreign national prisoners understood the ACCT proceedings sufficiently.

4.2.7 Overall, there were 487 (2019/20: 774) self-harm incidents during the year (see Figure 1). The number fell significantly in the first half of the period but this reversed in the second half as the restricted regime and very high roll continued.

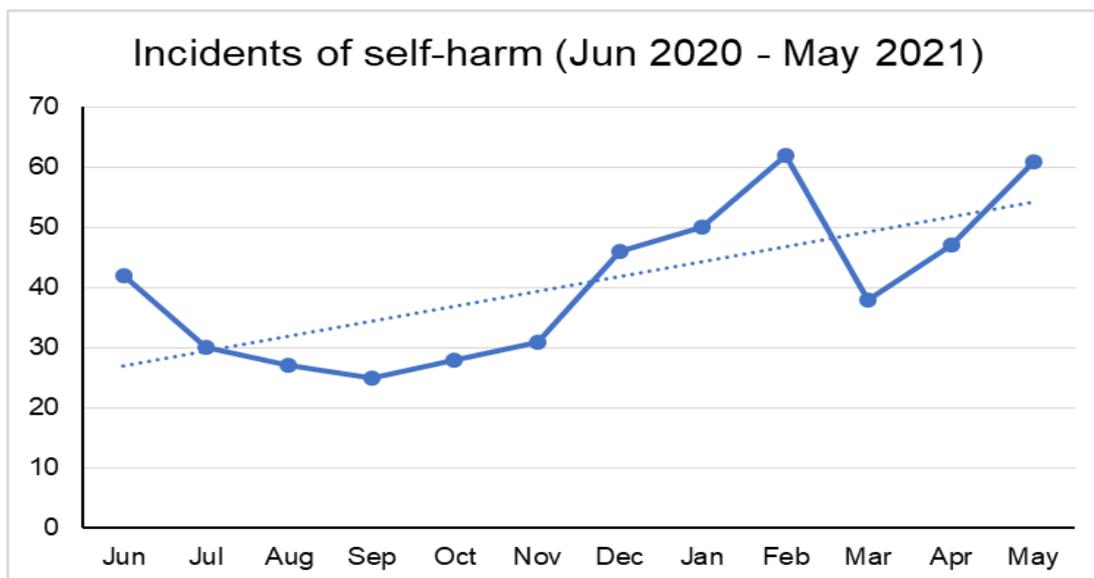


Figure 1

4.2.8 Self-harm was reported and monitored on a daily basis. A small number of prisoners accounted for a significant proportion of cases and staff were able to focus on these prisoners.

4.2.9 Listeners provided a valuable role but were not always unlocked. The Board noted that the Listener suites, which provided a private space, were often not available due to maintenance and other issues.

4.3 Violence and violence reduction, self-isolation

4.3.1 There were 274 (2019/20: 270) prisoner-on-staff assaults, of which 197 (2019/20: 15) were referred to the police (see Figure 2). The significant increase was principally due to spitting offences being reported as part of Covid precautions. There were 326 (2019/20: 352) prisoner-on-prisoner assaults of which 74 (2019/20: 43) were referred to the police.

4.3.2 Only two assaults referred to the police led to convictions. Of a further thirteen cases proposed for prosecution by the police, four are in court, two have been accepted, one rejected and six await a decision from the CPS. The Board was concerned that so few cases were being followed through in a timely manner, and that well over 100 cases were awaiting investigation.

4.3.3 At the start of the reporting period the weekly violence reduction meeting was replaced by the challenge, support and intervention plan (CSIP). This was a multi-disciplinary meeting which focused on prisoners who posed a risk of violent behaviour. CSIP assessed the needs of the prisoner and endeavoured to provide the right support to improve and manage behaviour.

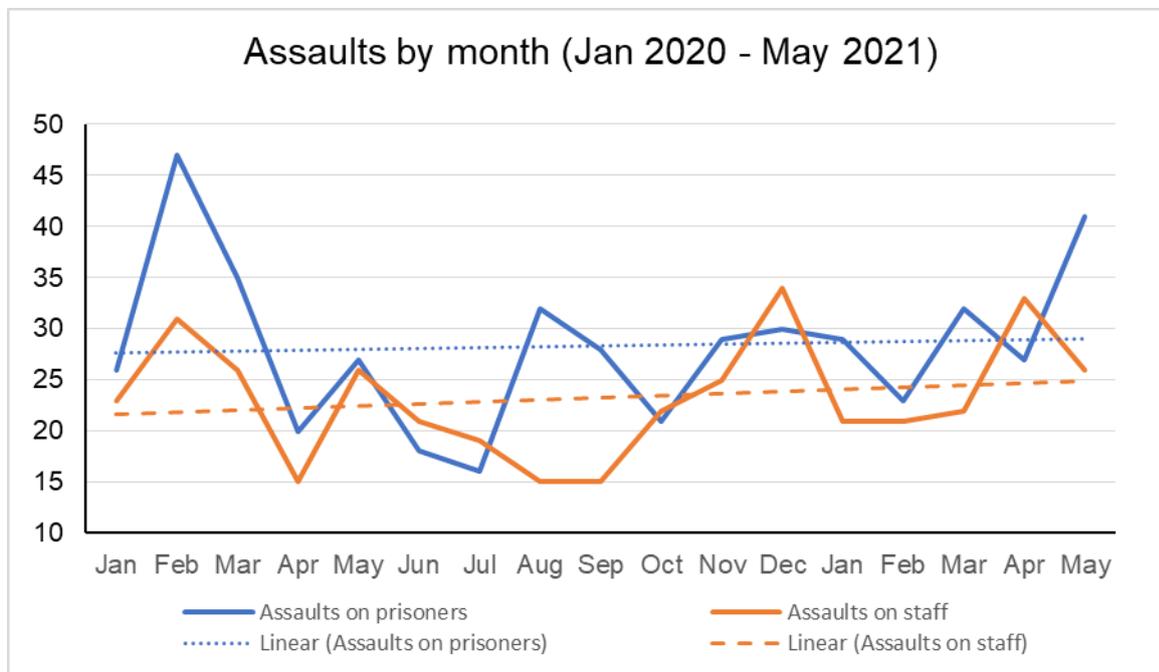


Figure 2

4.4 Use of force

4.4.1 There were 1,295 (2019/20: 1,255) instances of use of force, an increase of 3%. Body-worn cameras (BWCs) were used to capture 793 (61%) of the incidents; 245 (19%) incidents were interventions planned in advance. The others were in response to a developing serious situation; 112 (9%) incidents resulted in injuries to staff.

4.4.2 The reasons for use of force included disobeying a lawful order (26%), non-compliance with an instruction (14%), fighting (11%) and threatening/abusive behaviour (10%). Fifty-eight percent of incidents involved prisoners aged under 30; this cohort represented a third of the prison's population.

4.4.3 Staff continued to focus on improving the timeliness and accuracy of reporting. Reports were submitted by staff involved in 92% of the incidents recorded. In March a digital reporting platform for use of force was introduced, this made it easier to manage and track reports.

4.4.4 PAVA (an incapacitant spray) was not used, although there was one occasion where it was drawn. Training for PAVA was paused when Covid restrictions were introduced and has not re-started.

4.5 Substance misuse

4.5.1 The widespread availability of drugs, principally psychoactive substances (such as spice) and cannabis, continued to be of great concern to the Board. Inevitably drugs

caused problems of debt and bullying that resulted in prisoners exhibiting violent behaviour and self-harming.

- 4.5.2** The number of drug and alcohol finds indicated that spice and alcohol remained the substances of choice and regrettably were easily available across all wings.
- 4.5.3** Mandatory drug testing (MDT) was not carried out during the reporting period owing to the Covid restrictions and associated emergency regimes. The number of drug and alcohol finds could not be used as a reliable proxy for MDT data as searches were infrequent and not carried out on a regular basis.
- 4.5.4** The regular drug strategy meetings were suspended during the first part of the reporting period and resumed in January.
- 4.5.5** Throughout the reporting period many of the security staff were cross deployed. When the prison was in stage 4 there were no visitors and prisoners had very little association. During stage 3 distanced visits were permitted. As a result, there were fewer intelligence reports and fewer than normal cell searches by security staff due to lack of resources; the find statistics therefore cannot be compared with previous years.
- 4.5.6** Although the MOJ authorised funding for an upgrade to the CCTV over a year ago, work on these essential systems had still not commenced.
- 4.5.7** The main supply routes for contraband were via corrupt staff, items thrown over the prison walls (“throwovers”), prisoners coming into the prison from court, passes on visits and drugs being smuggled in the mail, including counterfeit legal post.
- 4.5.8** During periods when no prisoners came into the prison from court and no property was allowed to be handed in, there was a notable increase in the number of throwovers. Processes were put in place to ensure exercise yards were thoroughly checked before prisoners were allowed access.
- 4.5.9** There was a decrease in the number of drone sightings for some months following arrests in July but the number increased to three or four sightings per month by the end of the reporting year. The prison liaised with police to increase patrols to check for throwovers and drone operators, and night staff patrolled the grounds.
- 4.5.10** Patrol and sniffer dogs were used regularly but as a regional resource they were not always in the prison.
- 4.5.11** All mail and sent-in property continued to be scanned for drugs by the Rapiscan. The machine was non-operational for significant periods during the reporting year. This was driven predominantly by technical problems as well as some health, safety and resourcing issues. Sniffer dogs were also used to check mail. There was a total of 169 finds of drugs and mobile phones in June and July. The monthly finds decreased when prisoners became aware of the high detection rate.
- 4.5.12** The X-ray body scanner in reception was installed in August and successfully located contraband which arriving prisoners were attempting to smuggle into the prison.

4.5.13 Cell searches resulted in mobile phone finds, which ranged from 31 in June to 11 in December and from three in February to 24 in April. This compared with an average of 50 per month in the previous period. While there was some intelligence that the number of phones in the prison slightly decreased, the reduction in the number of finds was also attributable to reduced searching and fewer security staff. Phone scanners were deployed to locate illegal mobile phones. The Board was concerned that scanners were not being used on a more regular basis.

4.5.14 Extra staffing was put in place to manage the high demand for telephone PIN codes to enable prisoners to maintain contact with their families. In June and July, more than 300 PIN codes were generated daily compared with the usual average of around 200. Demand returned to normal levels by November but sporadic cross-deployment meant adequate levels of staffing were not consistently provided. The higher volume of PIN requests inevitably led to the need to monitor more calls and this process was not always resourced effectively.

5 Fair and humane treatment

5.1 Accommodation, clothing, food

- 5.1.1** The prison, built in 1851, was totally unfit for purpose. The ongoing programme of refurbishment and repainting meant that the wings were for the most part bright and clean, but the majority of prisoners had to share cramped cells originally built for single occupancy and remained locked in those cells for often upward of 23 hours a day. Throughout the year there were reports of the heating and hot water supplies failing; in October most residential areas and some administration buildings were without heating, hot water or both for a week.
- 5.1.2** Refurbishment of the Heathfield showers continued during the year to provide functioning clean showers on each landing with two sets on each of the divided wings. On Trinity, however, they were far from adequate; H wing only had six shower stalls to cater for 86 cells, most of which were double occupancy.
- 5.1.3** Vandalism continued to be a major problem leading to cells frequently being out of use (OOU); smashed toilets and sinks often led to flooded landings. There were also problems with broken windows, mould, leaking plumbing, leaking roofing, regular heating failures, pigeon faeces, rodents and other issues. In December Government Facilities Services Limited (GFSL), the facilities maintenance provider, reported that it had replaced 200 smashed observation panels in just two weeks. In September it was reported that one prisoner had wrecked 14 cells. Pigeons remained an intractable problem; by the period end the long-awaited hawk had not yet flown in.
- 5.1.4** At the start of the year accommodation fabric checks (AFCs) and decency checks (DCs) were prioritised. In June full in-cell checks were reinstated at first weekly then in the autumn daily, although staff shortages sometimes made this aspirational. DCs, which had at best been monthly last year, were carried out on each cell weekly. A system was developed late in the year for missing items to be logged centrally; this was much needed as throughout the year there were frequent complaints about the lack of essential items, particularly kettles and blankets.

Central movements team

- 5.1.5** In August a central movements team was established to ensure that cell allocations across the whole establishment were managed from a single point taking account of high risks, cell certification and OOU cells. Despite some teething problems, this centralisation was a significant improvement on the previous system.

Wing and prison council meetings

- 5.1.6** In person prison council meetings were not possible during the pandemic and at the beginning of the year they took the form of Q & A sessions with the Governing Governor broadcast on Radio Wanno. In September, the format was changed to a monthly forum attended by representatives from each wing and chaired by a residential governor with relevant members of senior management present to answer questions either from the wing representatives or submitted via Radio Wanno; the meetings were recorded and aired on Radio Wanno.

In-cell phones and TVs

5.1.7 The in-cell phone system enabled prisoners to maintain contact with their friends and families and the in-cell TVs offered 21 channels. A total of 114 kiosks on the landings enabled prisoners to make menu choices, order canteen, apply for jobs, book health appointments and submit complaints. Apart from the home page, the kiosk content was only in English, despite the large number of foreign nationals.

Kit

5.1.8 The optimism expressed last year that kit supply problems were close to being resolved proved short lived. Throughout the year there were complaints about inadequate supplies and infrequent kit exchange. For example, by February, Trinity was only receiving enough clean kit each week for just one third of its 390 prisoners. Reasons for inadequate supplies included: cleaned kit not being returned from the external laundries, prisoners hoarding items, soiled items being discarded, and items such as blankets being used for everything from mops when cells flooded, to doormats.

5.1.9 The second half of the year saw a major initiative to overcome the problem including cell checks for excess kit retention and a large purchase of supplies to ensure that there would be enough kit to provide the three sets needed for each prisoner. From February the priority was to ensure that newly arriving prisoners were issued with sufficient kit, something that had not been happening previously. This was vital during Covid lockdown when no clothing parcels were allowed into the prison. At year end, in spite of the best efforts of residential managers to address the issue, the problem was far from resolved with one prisoner complaining at the prison council meeting in May that he had not had a clean towel or sheet in three weeks.

Laundry

5.1.10 There was a laundry room on each wing operated by the laundry rep where prisoners could have their personal clothing washed using domestic quality machines. As last year, the machines frequently broke down, but with the promise of a new central laundry there was a reluctance to repair or replace them. In April the new laundry, completed three years ago with 45 washing machines and 45 dryers already out of warranty, at last began to operate a pilot scheme. By the year end it was out of commission awaiting a replacement part as the gas supply to the dryers had failed.

Catering

5.1.11 Food was varied and tasty, and distribution mostly efficient and punctual. Prisoners were able to order from a five-week rolling menu via the kiosks. Prisoners could select from six hot-food and four packed-meal choices daily, with the vegetarian option as the default. Extra snacks were well received and complaints about food to the IMB were rare. The daily hot meal was switched from evening to lunchtime at the beginning of the reporting period, enabling the kitchen to close earlier in order to reduce Covid risk.

5.1.12 Kitchen workers were the only prisoners allowed out of their cells for any length of time during restrictions. As a result, the kitchen remained fully staffed and morale was high.

5.1.13 Faulty equipment and lack of regular maintenance remained a problem, and the timeliness of repairs was patchy. Broken ovens and coppers were the norm and kitchen staff were to be commended for continuing to deliver meals despite this.

5.1.14 DHL, the canteen provider, delivered a generally good service, problems were quickly resolved by joint working between prison staff and DHL. The finance team rapidly established effective systems and processes to enable prisoners to place orders manually when self-isolating. Prisoners continued to request that more fresh food be made available. It was regrettable that delays in distributing canteen meant that some fresh produce had deteriorated by the time prisoners received it. This is the third year that this concern has been highlighted.

5.2 Segregation, special accommodation

5.2.1 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. The annex to the CSU was incorporated into the unit during the year to provide additional overflow capacity while the main unit underwent much-needed refurbishment.

5.2.2 A total of 471 (2019/20: 398) prisoners were detained in the CSU during the period: the average length of stay was 10.1 (2019/20: 8.1) days. Of the total, 125 (27%) prisoners were segregated on CC (cellular confinement) and 72 (15%) on GOOD (good order and discipline). 248 (53%) prisoners were detained on Rule 53, 17 (4%) on Rule 55 and 9 (2%) on Rule 45. Some prisoners told Board members that being in the CSU was “better than the wings” due to the regime restrictions on the wings.

5.2.3 Nine prisoners (2019/20: one) spent more than 84 days in the unit with two spending over 200 days (each comprising two separate stays). Eleven (2019/20: seven) prisoners spent between 42 days and 84 days in the CSU.

5.2.4 Special accommodation was used on 20 (2019/20: seven) occasions.

5.2.5 There were 5,281 (2019/20: 4,885) adjudications chaired by a governor. Charges included possession of an unauthorised item (19%), disobeying a lawful order (18%) and damage to prison property (14%). 3,538 (67%, 2019/20: 51%) adjudications were concluded, of which 68% (2019/20: 68%) were proven. There was an increase in the number of cases not concluded due to absence of reporting officer and/or legal representation (39%, 2019/20: 18%).

5.2.6 No independent adjudications (IAs) were held during the period. The Board was concerned that more serious cases which would normally be heard as IAs, were heard as adjudications by governors, who had restricted sentencing powers.

5.3 Staff-prisoner/detainee relationships, key workers

5.3.1 Welfare checks were carried out throughout the period for vulnerable and at-risk prisoners, including those on ACCTs.

5.3.2 Under OMiC 2 all prisoners should be allocated a key worker, with whom they should have an average of up to 45 minutes’ structured interaction a week. As a result of Covid restrictions key working did not start until December in a limited form following the national exceptional delivery model for prisons in stage 4. As a result, key worker sessions were held mainly by phone and for only the most vulnerable men. This amounted to approximately 175 sessions per month.

5.3.3 The small communications team did excellent work providing prisoners and staff with information. Each wing had a communications rep; FAQs, notices to prisoners and surveys were posted on the kiosks and further information was disseminated on noticeboards, posters and via door drop letters and flyers, and six editions of the

prisoner newsletter 'The Journey' were produced. A much-needed induction booklet was produced for new arrivals, and the Radio Wanno induction programme aired twice daily. For staff there was a weekly newsletter 'The Bulletin', posters on sites across the prison, global emails and a local section for HMP Wandsworth on the intranet. The TV system underwent a complete refit to create clearer signals.

- 5.3.4** Radio Wanno received two major award nominations. It reached the last five out of 300 entries in the Audio Radio Industry Awards 2020 Special Award for work linked to the Covid pandemic. It also received another four Koestler Awards including a platinum one for a documentary about life as an LGBT+ prisoner.

5.4 Equality and diversity

- 5.4.1** The equalities team was small, comprising a manager, an assistant and one uniformed officer. For over half the reporting year they suffered absences caused by Covid. Consequently, many meetings had to be cancelled leading to reports not being fully discussed and prisoner representatives not able to bring issues to the wider equalities board.
- 5.4.2** A prisoner could submit a discrimination incident reporting form (DIRF) if he believed he had been discriminated against and this would then be investigated. The quality of investigations slipped during the year mainly as a result of lower staffing levels resulting in incomplete scrutiny and reporting. The Board was pleased that daily reporting of DIRFs was included in Governor's morning briefings and this was making a difference. Over the year under review there were 77 (2019/20: 107) DIRFs submitted, five were upheld and 31 not upheld. Seven cases were not concluded due to insufficient evidence and the balance remained outstanding.
- 5.4.3** The Zahid Mubarek Trust (ZMT) normally oversaw responses to the DIRF process but was not able to attend the prison during the year. In the past, ZMT gave valuable support to officers carrying out investigations and also provided independent quality checks. It was unfortunate that this support was not available.
- 5.4.4** Once a foreign national had completed his sentence he usually remained in prison as a detainee pending a Home Office decision on whether he could remain in the UK. Home Office immigration enforcement officers left the prison in March 2020 and worked remotely; they did not return for the duration of the reporting period. Their absence meant that in most cases foreign nationals relied on prison officers and the charity, Befriending Support Team (BEST) to serve notices of case progress and/or removal. This was a most unsatisfactory situation. The Board was notified of several cases of incorrect paperwork, which resulted in delay and miscommunication and further hardship and stress to the detainees.
- 5.4.5** The Board greatly valued the time and effort given by BEST in supporting foreign nationalss but remained very concerned that the Home Office was not more engaged.
- 5.4.6** The lack of adapted cells for wheelchair users remained a major concern and at times the only space available was in the Jones unit. As a result, an otherwise healthy wheelchair user became a bed blocker preventing an unwell prisoner from being admitted to Jones. The Board considered this unacceptable.
- 5.4.7** LGBT focus groups were held during the year. LGBT prisoners were often cautious about attending and this led to some meetings attracting low numbers. These fears were addressed by ensuring meetings were attended by LGBT staff.

5.5 Faith and pastoral support

- 5.5.1** 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 healthcare units and CSU. The chaplains aimed to attend all GOOD reviews, and to see every prisoner on an ACCT on the day it was opened and at weekly intervals thereafter.
- 5.5.2** Chaplaincy staff worked hard during the reporting period, despite being reduced to only three members per day, to enable social distancing in their office, and without the usual support of volunteers. Despite these challenges, chaplains were able to fulfil their duties and were the only staff allowed onto the RCU beside E wing officers. Chaplains managed an above normal number of prisoner bereavements and had the welcome use of tablets to enable prisoners to 'attend' hospital visits and funerals.
- 5.5.3** As physical faith services could not be held, the chaplains broadcast into cells. This particularly affected men during Ramadan, so prayer time lists were issued and the imams had a greater presence on the wings.
- 5.5.4** Ramadan passed smoothly, with approximately 250 Muslim prisoners receiving a food 'goodie bag' in lieu of the Eid feast. Christians celebrating Easter were also given 'goodie bags' while Jewish prisoners received meals in accordance with Passover.

5.6 Complaints

- 5.6.1** The IMB initiated a process of telephoning prisoners in the RCU from the IMB office to ask about their experience. While this was a random exercise, it revealed in particular the persistent shortage of basic kit and concerns about decency.
- 5.6.2** The lack of adequate kit was a recurrent issue throughout the year and was a matter of great concern. The Board was also concerned about the number of complaints concerning the lack of privacy curtains in shared cells.
- 5.6.3** There were 506 (2019/20: 670) applications to the Board (see section 8) in the reporting year, a decrease of 24%. This continued the longer-term trend of falling application numbers.
- 5.6.4** 11 categories showed a decrease, three showed an increase and one was unchanged. Applications relating to healthcare exhibited the sharpest fall in numerical terms (53), while the largest percentage decrease (63%) was for applications about discipline. The largest increase in numerical (25) and percentage (142%) terms was for applications concerning equality and diversity.

5.7 Property

- 5.7.1** The Board continued to be very concerned about instances of prisoners' property going missing when they changed cells. Although staff were regularly reminded of the correct protocol, this was the fourth consecutive year in which the Board had expressed its concern about this matter, with no sign of it being resolved.
- 5.7.2** The storage garage for incoming property for prisoners reopened in October and a new Covid-secure booking system was put in place.
- 5.7.3** From December no incoming cash or postal orders were accepted: only online payments to prisoners were permitted. The transition was relatively smooth as most money was already being transferred digitally, although it did disadvantage those in the community without IT facilities.

5.7.4 The Board was disappointed that delays in prisoners receiving post continued for most of the reporting period. This was usually due to wing staff not collecting mail from the post room in a timely manner. In May a new system was introduced whereby external post was date stamped upon arrival to help identify blockage points. Internal post delays inevitably increased when wings were in outbreak.

5.8 Incentives and earned privileges

5.8.1 Basic remained suspended throughout the period, although the entry remained on the prisoner's record. This was to give men more privileges during the long time spent each day confined in their cell.

Health and wellbeing

6.1 Covid

- 6.1.1** During the reporting period 269 prisoners and 92 staff tested positive. February was the peak month with 91 prisoners and 34 officers testing positive. Data are not available for the period from May to September as routine testing of staff was not available, and positive cases were not logged. During that period, it was likely that someone would become symptomatic and isolate for the required period rather than take a confirmatory test.
- 6.1.2** From October staff were offered onsite PCR tests and lateral flow tests were also available from January. In March home kits were available for staff and this enabled the establishment to identify and isolate cases earlier.
- 6.1.3** Prisoners were PCR tested on arrival and also when they were ready to leave the RCU. They were offered lateral flow tests prior to court, transfer and release.
- 6.1.4** Prisoners were offered vaccinations by age group in line with NHS protocols. By the end of the reporting period 650 men had received at least one vaccination and 434 of these men were still in the prison. A further 526 declined to be vaccinated.
- 6.1.5** Prison staff were eligible for vaccination in the community in line with the NHS timetable; a vaccination clinic was set up in May, which vaccinated 117 staff. Nine clinics in the Wandsworth area offered to vaccinate anyone with a prison ID.
- 6.1.6** Staff confidentiality prevents an accurate picture of vaccination numbers but it is believed that around half of the prison staff have had at least one vaccination.

6.2 Physical healthcare

- 6.2.1** Primary and secondary healthcare was provided by Oxleas Foundation Trust. Prisoner Centred Dental Care took over from NHS dental care in April.
- 6.2.2** The Board remained very concerned that the six-bed Jones unit was far too small for the size of the prison population; this inadequacy was aggravated by the lack of wheelchair- accessible cells on the wings. Throughout the year a number of Jones' beds were occupied by otherwise healthy wheelchair users. These men would have been located on the wings if there was adequate provision of adapted cells or medical beds. Two men stayed in the unit for over six months.
- 6.2.3** A small number of prisoners did not engage with first day healthcare screening. All first day screenings missed were picked up by the duty nurses on secondary screening. Where a prisoner refused to engage or presented challenging or disturbing behaviour, an ACCT was opened. There was, however, a concern that a minority of prisoners missed screening because of lack of communication between officers and medical staff in reception. The procedure was reviewed in April and a new process put in place covering both new prisoners and those returning from court or hospital.
- 6.2.4** Approximately 5% of arriving prisoners refused secondary screening and a further 4% missed it because they had left the prison. Peer supporters, those prisoners who were trained to work as mentors, liaising with healthcare staff, continued to encourage prisoners to attend health assessments and appointments.
- 6.2.5** All contracted healthcare services were provided throughout the period, although some were adapted as a result of the restrictions. Appointments took place in clinics or by

cell visits, remote prescribing or telephone. Healthcare staff had access to adequate supplies of PPE and followed Public Health England (PHE) guidelines for its use during essential contact with patients.

6.2.6 Prisoners failing to attend (DNA) booked clinic appointments averaged 31% (2019/20: 32%). DNA data were:

- podiatrist 47% (2019/20: 35%)
- optician 34% (2019/20: 38%)
- sexual health 30% (2019/20: 38%)
- dentist 25% (2019/20: 25%)
- mental health 23% (no data for previous year)

6.2.7 DNA reasons included: clashes with visits or work, prison transfers and some prisoners simply refused to attend.

6.2.8 The average waiting time for a clinic appointment was very high during stage 4. In December it was 13 weeks for a GP (2019/20: four); 49 weeks for the dentist (2019/20: 11); 28 weeks for podiatry (2019/20: seven) and 23 weeks for the optician (2019/20: 16). By April waiting times had reduced to near pre-Covid levels: five weeks for a GP; nine for the dentist; 12 for the optician. Figures for podiatry remained high at 20 weeks.

6.2.9 The primary care team facilitated Covid testing as directed by PHE, HMPPS, and NHS England – for example, day zero and day five symptomatic polymerase chain reaction (PCR) testing, whole wing PCR testing, whole wing lateral flow (LFD) testing, and whole prison surge testing.

6.2.10 The primary care team also carried out vaccinations according to the Joint Committee on Vaccination and Immunisation (JCVI) programme. The number of prisoners declining the vaccine was comparable to the rest of the London Prison Group.

6.2.11 Safe staffing levels in healthcare were maintained throughout the period, with shortfalls covered by agency staff to ensure an approximately 90% fill rate.

6.2.12 Dedicated healthcare officers carried out escorting duties for hospital appointments. In the early part of the reporting period, average monthly figures for cancelled appointments were low (average 12) and were mainly due to prisoners refusing to engage. This number increased rising to 32 in March and 33 in April. Reasons for cancellations included prisoner refusals, hospitals cancelling appointments, and clinical emergencies for other prisoners.

6.2.13 Work on the new healthcare building commenced and was on schedule. The Board was concerned and surprised that the new facility would not include any cell accommodation to relieve pressure on the totally inadequate Jones and Addison units.

6.3 Mental healthcare

6.3.1 Mental healthcare continued to be provided by South London and Maudsley NHS Foundation Trust.

6.3.2 The Board was very concerned that, as reported in many previous reports, the 12-bed Addison unit remained unfit for purpose. It had insufficient beds, with cells frequently out of use for long periods awaiting repair. Cells had multiple ligature points and staff managed this very concerning problem with increased patient observations. The service provided a yearly ligature risk assessment, and audited patient observations.

- 6.3.3** During the period, 29 (2019/20: 32) Addison prisoners were transferred to secure psychiatric accommodation. The average wait for a secure bed was 27 days, post-assessment in the prison and referral to hospital, but one patient waited over 12 months. Delays in transfers, reported by the Board each year since 2009, remained a national issue, 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** The mental health service, as in previous years, received multiple referrals averaging 510 each month, with the majority being assessed within 48 hours. There was a significant rise in the number of assessments, due to an increase in the number of prisoners who were seriously unwell, and those who, whilst not diagnosed as psychotic, presented with worrying behaviour. Figures climbed from 496 in June to a high of 608 in March, giving a total for the reporting year of 6,153; over 50 percent were accepted by the mental health team. The increase was due to a number of factors, including the impact on prisoners' mental health of the restricted regime and being in their cells for up to 23 hours a day.
- 6.3.5** The mental health team continued to offer a duty service Monday-Saturday and same day assessments. During Covid restrictions, the service offered welfare checks to monitor patients. The service also designed a booklet, containing information and self-help techniques, given to new prisoners and those on the mental health caseload.
- 6.3.6** The waiting time for the prison's psychology clinic averaged two weeks (as last year), and the wait for the 16-week psychotherapy counselling averaged 14 weeks (2019/20: 10-12 weeks).
- 6.3.7** Of particular concern to the Board was the lack of prisoners attending specialist clinics, for example the PTSD and psychology clinics. This was not due to prisoners refusing to attend, but lack of officer escorts. Owing to the high numbers of ACCT reviews, healthcare staff only attended initial reviews. Board members attended many ACCT reviews where no mental healthcare staff were present; this was troubling as their specialist input would have been of assistance.
- 6.3.8** The Board was encouraged that funding was applied in April to appoint a dedicated officer for healthcare, a post which was withdrawn in 2019. The appointee liaised between the wings and the Jones and Addison units, improving transition for prisoners and supporting officers.

6.4 Therapeutic regime

- 6.4.1** The regime was badly affected by restrictions on patient movement. The Board was pleased, however, that prisoners spent more time out of their cells when restrictions eased. In March the therapeutic regime opened up and the staff facilitated a psychology, occupational therapist group and a weekly community meeting group, for prisoners to meet.

6.5 Social care

- 6.5.1** Social care continued to be provided on the wings and in the Jones unit by Wandsworth Adult Social Services, who were invited to the partnership meetings of the local delivery board. Carers ceased coming into the prison during outbreaks. In stage 4 patients were, wherever possible, moved to the Jones unit, where nurses took over the carers' duties, and mental health nurses supported prisoners on the wings. With the easing of restrictions in stage 3, carers returned to the prison.

6.6 Exercise, time out of cell, gym

- 6.6.1** The regime was constrained by the restrictions. Each wing handled unlocking differently, depending on ease of access to exercise yards. A bubble system was introduced in November with 15 prisoners (a quarter of a landing) being unlocked at a time for either social and domestic (S & D) or exercise. The unlock bubble numbers fluctuated depending on the Covid level and circumstances on individual wings, but time out of cell was always extremely limited, often less than one hour a day. During that short period prisoners had to shower as well as use the kiosks. Residential managers tried to make the best of a very difficult situation and the vast majority of prisoners responded well with few complaints despite very challenging conditions. Access to fresh air and exercise in the yards was unacceptably low, often limited to twice, or on one wing, once a week. Weekends often saw only a minimum regime owing to staff shortages.
- 6.6.1** The use of the sports hall and gyms fluctuated depending on cross deployment and staff shortages and the average access for prisoners was once every three weeks. In January, there were eight physical education instructors, and by February only six, the full complement being 12. The indoor gyms were open in July and August and from November to January when they were being used by about 800 men per week. In January the outdoor gyms were used by around 185 men per week. In addition to circuit training, staff were able to offer badminton, soft tennis and spinning classes in the sports hall. Team sports could not be played due to the restrictions.
- 6.6.1** Gym staff produced a number of in-cell 20-minute video workouts which were well received.

6.7 Drug and alcohol rehabilitation

- 6.7.1** An average of 16% of new prisoners were enrolled in a substance misuse treatment programme each month.
- 6.7.2** The Board was impressed that Change Grow Live (CGL) staff, specialists in substance misuse intervention projects, continued to work in the prison all year offering psychosocial support programmes to help substance abusers.
- 6.7.3** While CGL staff were not able to undertake face-to-face work with prisoners until March, those identified as requiring support were provided with distraction packs as well as an in-cell version of CGL's Foundations of Change programme. In the 12 months from April to March, CGL delivered 2,055 in-cell packs to prisoners; 817 (40%) were completed and returned. Being able to communicate with the men via in-cell phones proved very helpful.
- 6.7.4** Small, socially-distanced group sessions, a maximum of five prisoners, pop-up information hubs and workshops resumed in March.
- 6.7.5** CGL's offerings included:
- Foundations of Change; a group work programme, delivered over four sessions.
 - Foundations of Growth; a six day programme that followed on from Foundations of Change.
 - Various pop-up information hubs on the wings, to educate prisoners about the risks associated with hooch, cannabis, psychoactive substances, heroin and cocaine.

- Family work.
- Peer mentors.
- Mindfulness.

6.7.6 It was difficult to assess the effectiveness of these programmes during such a disrupted period but testimonies from a number of prisoners were positive.

6.7.7 Alcoholics Anonymous and Narcotics Anonymous were unable to hold any meetings during the reporting period.

7 Progression and resettlement

7.1 Education, library

- 7.1.1** Novus, the education provider, left the prison when restrictions began, preparing and checking work from home. They began to return in small numbers from July, initially three days per week, returning to the wings in November. They continued to produce education packs, with prison staff delivering them to those prisoners who applied for them (about 900 packs per week at the start of the year down to about 240 by the end of September). Of these, usually around 50 percent were completed and returned to Novus. However, completed packs were not marked and returned, prisoners did not make progress whilst being allowed to remain on the caseload, waiting lists built up, and withdrawal levels were high. The management information Novus provided was inconsistent, making it difficult to be certain the process was well managed.
- 7.1.2** In February the prison exercised its contractual right to withdraw five percent of the Novus budget, applying it to commission a general support service for foreign nationals. In March the prison notified Novus of its intention to draw up and implement a new action plan with a view to improving the level of performance. As at the end of the reporting year, the prison and Novus were unable to reach an agreed set of targets for inclusion in the action plan.
- 7.1.3** The library remained closed to prisoners throughout the year. Books were distributed to the wings by chaplaincy staff until the return of library staff in August. Library representatives were appointed on the wings to take orders for books, which were delivered and collected by library staff. The library representatives were able to deliver books to the wings from April. By February, book clubs were running on Trinity and the VP unit, and on B and D wing by April.

7.2 Vocational training, work

- 7.2.1** The provision of education and training was severely restricted throughout the reporting year. Essential work continued, providing full-time employment for up to 234 prisoners (including 141 on wing work and 48 in the kitchens) as well as occasional jobs for 14 men to deliver cell packs and 19 biohazard cleaners. In addition, 12 prisoners worked in textiles producing face masks, towels and blankets for prison use, eight men repainted the visits hall and its entrance, and there were eight places on the BICS foundation course for cleaners.
- 7.2.2** In February it was reported that the prison had been awarded additional funding (as part of the 'Accelerator' project) to enable it to employ two senior staff to advise on employment and housing for prisoners awaiting release. Prior to this the prison had already appointed a new employment coordinator: she and the new senior employment adviser work together in identifying job opportunities outside the prison, preparing prisoners for employment, and assisting them with their job applications.
- 7.2.3** During the year the activities department developed plans for the introduction of a new education induction process for implementation once restrictions were lifted, and also a new process for matching applicants with vacancies for jobs and training in the prison.

7.3 Offender management, progression

- 7.3.1** The offender management unit (OMU) is a labour-intensive department providing essential information to prisoners, staff and outside agencies. The disruption caused by restrictions affected the department's ability to provide information on a timely basis but great credit is due to the team for their commitment. Probation prison offender managers (POM)s were only in the prison on a rota basis and mainly were working from home. Prison POMs and OMU staff also had to try and cover for the Home Office immigration enforcement team who were not in the prison for most of the year.
- 7.3.2** The Board was encouraged that by the end of the reporting year there were 15 (2019/20: 14) POMs. In addition, there were 10 (2019/20: 10) probation POMs. The department is now fully staffed although one POM was seconded to the temporary role of Covid lead and there have been absences due to Covid shielding. Cross-deployment was a major issue throughout the period and particularly since December. Probation POMs were still attending the prison on a rota basis while working from home.
- 7.3.3** OMIC key working was not running fully due to Covid restrictions and was operating in a limited form as per the national exceptional delivery model (EDM). This involved officers communicating with priority prisoners (as identified by the EDM) via the in-cell phones. Wing staff also completed in person welfare checks on high-risk individuals.
- 7.3.4** There were 63 (2019/20: 72) prisoners' applications to the Board concerning sentence-related issues.
- 7.3.5** The target time for completing sentence calculations was 5 to 10 days from sentencing. While the department worked to meet this, some calculations were late owing to information (e.g. updated warrants) not being sent by the courts and staffing issues within the department due to shielding and training availability.
- 7.3.6** 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 25 (2019/20: 14) recategorisations and 22 (2019/20: 17) initial categorisations outstanding although these figures can fluctuate significantly on a daily basis. In the period January to May there were 530 initial categorisations with 71% on time and 222 recategorisations with 54% on time. Complicating factors included licence recall and public protection issues, as well as delays in obtaining information from external sources. Categorisation has now moved onto the digital prison system and is being done under the new security categorisation framework. There are still some issues with reviews being on time, generally due to absences and cross-deployment and partly to delays with sentence calculations.
- 7.3.7** 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. This changed during the year to 10 weeks for all prisoners. The number of outstanding assessments varied considerably throughout the reporting year, ranging from a peak of 23 (2019/20: 94) in May 2020 to 5 in November 2020, and 12 (2019/20: 22) at the year end. The number of OASys assessments completed averaged around 19 (2019/20: 45) a month, this lower outturn was as a result of lower staffing levels. OASys backlog significantly reduced over the year though the number being completed was affected by the reduced staffing situation.

7.3.8 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 84 (2019/20: 110) prisoners released on HDC during the year. There were 6 (2019/20: 16) 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.

7.3.9 Parole hearings were paused for part of the year, which created a backlog with 73 prisoners on parole hold at the period end. At the period end there were 235 prisoners either awaiting extradition or involved in extradition proceedings. The Board was concerned by these high numbers which were outside the control of the OMU.

7.3.10 During the reporting year, 3,036 (2019/20: 3,007) prisoners were released into the community (including HDC), an average of 58 (2019/20: 57) per week. At the end of the reporting year, there were 14 (2019/20: 18) lifers, 22 (2019/20: 19) prisoners serving IPP sentences and 268 (2019/20: 276) held under multi-agency public protection arrangements (MAPPA).

7.3.11 The OMU received 9,590 (2019/20: 10,708) applications, enquiries or comments via the kiosks during the reporting period with 95% (2019/20: 97%) answered within five days.

7.4 Family contact

7.4.1 Visits were severely disrupted as a result of the restrictions. Visits restarted in July under tightly controlled conditions with social distancing. It was only possible to accommodate 16 visits at a time in the visits hall so their duration was reduced to one hour and three visit sessions were held in the morning and three in the afternoon. Staff were sympathetic and understood the strain that reduced visiting had on the prisoners and introduced a number of initiatives including a children's art competition.

7.4.2 Visits were suspended in November and video or "purple" visits commenced using equipment in a room in the Heathfield building. Six purple visits were held at one time and each lasted 30 minutes. The room was far from ideal: it was noisy and there was very little privacy even though the men were using headphones. The software used facial recognition which required the visitor participants to sit very still and often, if they moved, it cut out.

7.4.3 Physical visits had not restarted by the period end.

7.5 Resettlement planning

7.5.1 The London CRC, through its subcontractors Penrose, who were replaced by Catch-22 in August, 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 quality of the resettlement provision improved markedly following the appointment of Catch-22 who supplied data quickly and efficiently, a significant advance on its predecessor. For the reporting period, on average 94.8% (2019/20: 97.8%) of BCST2 meetings (the assessment undertaken within five days of a prisoner arriving in Wandsworth) took place. On average 88.3% (2019/20: 30.5%) of BCST3 meetings (the assessment undertaken in the 12 weeks prior to release) took place. The reasons

for meetings not taking place included language difficulties, refusals, men not being there when visited and poor communication with the OMU.

7.5.3 Relationships with other partner agencies improved, and quality assurance work and exit surveys were undertaken. In October, 93% of BSCT3 plans scored by Catch-22 "met expectations" or above.

7.5.4 Catch-22 continued to visit prisoners on the wings during the restrictions, carrying out assessments either 'through the cell door' or one to one with masks and social distancing. St Mungo's experienced periods of staff shortages resulting in reduced presence on the wings and reporting being sporadic.

7.5.5 Morale at Catch-22 deteriorated half way through the reporting period owing to news that its contract would expire in June. There was also uncertainty among Catch-22 staff about what would happen after the contract termination when the National Probation Service was due to take over management responsibilities from the CRCs.

7.5.6 Releasing prisoners to appropriate accommodation is a vital element of rehabilitation and reducing recidivism. St Mungo's continued to provide a housing service through their contract with the London CRC. In addition, the housing staff attempted to secure those leases on prisoners' rented housing that had been put at risk as a result of imprisonment. The Board was concerned at the high percentage of prisoners leaving without adequate housing provision. The average recorded monthly proportion of prisoners released into 'settled' accommodation during the reporting period varied from 18.4% to 48.6% (2019/20: 24% and 48.6%), averaging at 37% (this included staying with friends, which may have been temporary).

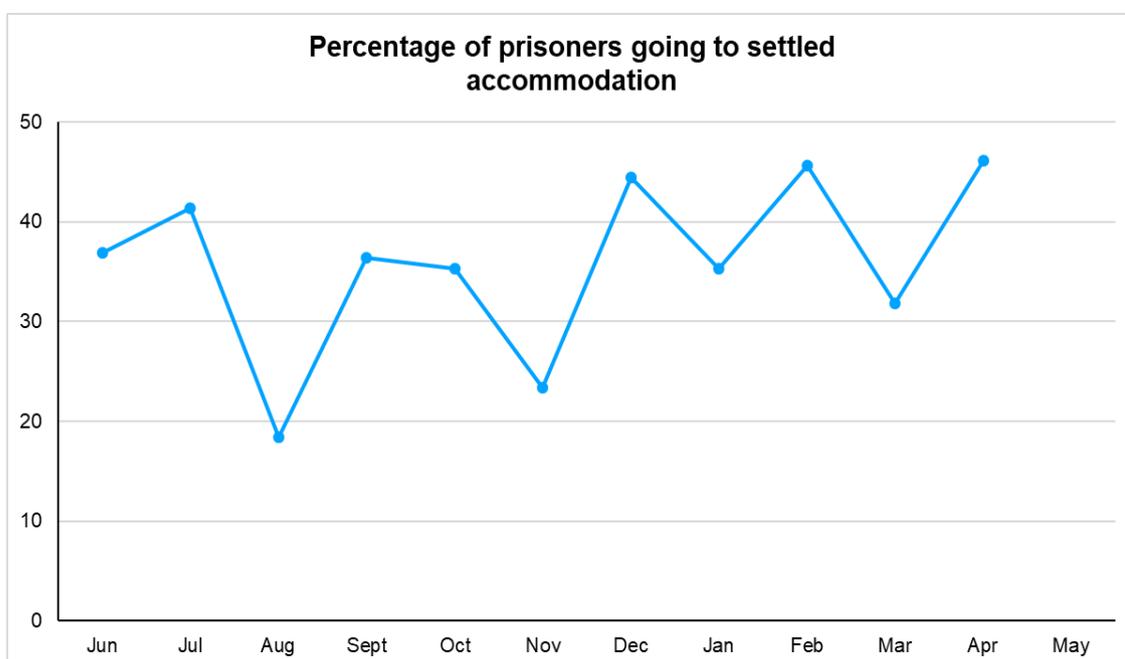


Figure 3

7.5.7 The Board continued to be concerned that a very low proportion of prisoners discharged from prison had an agreed employment, training or education (ETE) place. The average percentage of prisoners with a stated need who had an ETE post release averaged 24.1% (2019/20: 32.7%).



Figure 4

7.5.8 The monthly reducing reoffending meetings resumed in December and involved representatives from partner agencies and staff. A needs analysis to inform more detailed delivery decisions within the pathways was conducted in January; this included an analysis of population data and a prisoner survey and focused on HMP Wandsworth’s move towards becoming a reception prison and the need for a commensurate emphasis on short-term interventions.

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. Board meetings were held by Zoom online or in person, depending on Covid restrictions. Whenever possible, a Board member attended a coroner's inquest.

A voicemail system was introduced, allowing prisoners to call the IMB office from their cell and leave "telephone applications" This was an important service for prisoners particularly when the prison was in outbreak and IMB members were unable to visit the wings.

Board statistics

Recommended complement of Board members	24
Number of Board members at the start of the reporting year	17
Number of Board members at the end of the reporting year	15
Number of new members joining within the reporting year	0
Number of members leaving within the reporting year	2
Total number of Board meetings during the reporting year	12
Total number of visits to the establishment	606

Applications to the IMB

Code	Subject	2020/21	2019/20	2018/19	2017/18	2016/17
A	Accommodation	57	94	58	79	166
B	Discipline ¹	7	19	7	23	10
C	Equality and diversity (inc religion)	42	17	23	56	78
D	Purposeful activity ¹	18	30	22	45	107
E 1	Family/visits (inc mail and phone)	39	39	52	98	169
E 2	Finance/pay	20	14	44	54	73
F	Food/kitchen	10	9	9	9	19
G	Health	75	128	76	123	221
H 1	Property (within current establishment)	40	48	63	101	222
H 2	Property (external)	34	53	42	66	114
H 3	Canteen	17	28	26	64	54
I	Sentence related	63	72	71	139	239
J	Staff/prisoner concerns	49	60	44	76	92
K	Transfers	13	19	21	66	96
L	Miscellaneous	22	40	20	26	33
Total number of IMB applications		506	670	578	1,025	1,693

IMB confidential access	85	101	71	124	191
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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.

9 Glossary of terms

ACCT	Assessment, care in custody and teamwork
AFC	Accommodation fabric check
BCST	Basic custody screening tool
BEST	Befriending and support team (for foreign nationals)
CCTV	Closed-circuit television
CGL	Change Grow Lives
CRC	Community rehabilitation company
COVID	Covid-19
CSU	Care and separation unit
DIRF	Discrimination incident report form
ETE	Employment, training or education
GFSL	Government Facilities Services Limited
GOOD	Good order and/or discipline
HDC	Home detention curfew
HMPPS	Her Majesty's Prison and Probation Service
JCVI	Joint Committee on Vaccination and Immunisation
LTF	Lateral flow test
MDT	Mandatory drug test
OASys	Offender assessment system
OMiC	Offender management in custody
OMU	Offender Management Unit
OOU	Out of use
OPCAT	The Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment
OSAG	Operational and system assurance group
PACT	Prison advice and care trust
PCR	Polymerase chain reaction
PEI	Physical education instructor
PHE	Public Health England
POM	Prison offender managers
PPO	Prisons and Probation Ombudsman
RCU	Reverse cohort unit
ZMT	Zahid Mubarek Trust



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