



# **Annual Report of the Independent Monitoring Board (IMB) at HMP Winchester**

**For reporting year  
01 June 2020 – 31 May 2021**

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# 1 Statutory role of the IMB

The Prison Act 1952 requires every prison to be monitored by an independent IMB 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 IMB 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 IMB 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 (NPM) 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 NPM.

# 2 Description of the Establishment

Her Majesty's prison /Young Offenders Institute (HMP/YOI), Winchester is a complex local prison operating within the South Central group of prisons. Approximately 23% of the prisoners are young offenders aged between 18 and 25. The prison serves the criminal courts of Aldershot, Basingstoke, Bournemouth, Portsmouth, Salisbury, Southampton and Winchester and functions as a local and a resettlement prison.

The main fabric of the prison was built in 1846 in a radial design whereby wings emanate from a central area. The prison is constructed to accommodate a maximum of 690 prisoners, either on remand, charged, sentenced, or awaiting sentence. However, the occupancy has been greatly reduced during the planned rolling refurbishment programme starting in May 2019, leading to the closure of wings.

In a separate block from the main building 120 category C prisoners are accommodated in two resettlement units, West Hill and the Hearn. These units are adjacent but separate from the main prison. While the prison is designated for category B prisoners it holds B and C category prisoners on the four main wings. The lower ground floor of A wing houses the Care and Separation Unit (CSU)<sup>1</sup> in wholly unsatisfactory conditions. To mitigate this, whilst planning for the build of a new CSU is ongoing, the lower ground floor of D wing is being prepared to accommodate prisoners on a temporary basis.

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<sup>1</sup> Most prisons have a dedicated segregation unit, known as the care and separation unit or CSU, which allows prisoners to be moved to a location completely separate from the main residential wings.

A healthcare unit (HCU) is also situated on the prison complex accommodating 17 beds in a separate unit from the wings. E wing houses administrative services, the Governor's and other offices, the chapel and the control room.

### **3 Executive summary**

#### **3.1 Background to the report**

The background to this year's report has been dominated by the Covid-19 pandemic. The IMB's attendance has been minimal, with only one member continuing to visit throughout. Information has largely been collected by phone and email, with the personal touch lacking.

##### **Overall performance**

The progress, identified as part of last year's annual report, has continued during the current reporting period and is reflected in its removal from special measures, now known as the prison performance support programme (PPSP)<sup>2</sup>. Improvement has been at a slower pace, due to regime and management at HMP Winchester having been dominated by the Covid-19 pandemic and its impact on the operation of the prison. Time out of cell and meaningful activity have been areas particularly negatively impacted. The IMB notes that, despite these increased restrictions, there have been no major disturbances during the current reporting period. The IMB has been kept informed by the prison management about plans for return to a more normal regime and the steps outlined to achieve this. Of particular note is the imminent reconfiguration of part of the refurbished D wing as a new CSU which encourages hope that the much criticised current arrangement on A wing will be replaced by more suitable accommodation by early July 2021.

##### **Covid-19**

HMP Winchester is to be congratulated on its professional approach to managing the Covid-19 epidemic.

During the first wave of the disease, the prison took maximum precautions and isolated newly arriving prisoners. There were no cases recorded within the prison population but sadly one prisoner died in hospital, having contracted the disease whilst there. In October 2020, the situation worsened, in common with the rest of the country. Compulsory face mask wearing was introduced for all staff. A high number of staff were absent having contracted the illness or having to isolate. Prisoners were placed in small regime groups and were allowed the required exercise and showers etc. with one group at a time out of cells. The kitchen workers who normally come from Westhill and the Hearn were all relocated to the Hearn so that they could remain working in their bubbles. During this time prisoners were in their small, usually shared cells for 23 hours per day and their tolerance and understanding of the situation was impressive. Communication of regimes, bubbles and fluctuations depending on available staffing was efficiently delivered which mitigated behaviour problems. In late October cases of Covid-19 occurred in prisoners, appearing to stem from court contact. Visits were suspended.

By early December, there were 77 Covid-19 positive prisoners (16% of the population) with the numbers growing, and 54 staff sick or isolating. Two prisoners were ill enough

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<sup>2</sup> (PPSP) replaced special measures and offers a package of tailored support managed from a dedicated operations room.

to require bed watches and, sadly, in March, the prison recorded its second death in custody for Covid-19 related reasons.

Work for prisoners was suspended, including the 35 whose jobs were in the kitchen. The 10 stalwart prison kitchen employees and a few volunteer staff from other departments, went beyond the call of duty and provided three meals per day for each prisoner for over a month. During this time, the prison was under great strain, but with good management and hard work, cases slowly reduced and by mid-March the prison was Covid-19 free.

Gradually the very strict regime is beginning to ease with everyone only too aware that caution is still needed. Gyms opened in early December for a few people at a time and visits recommenced from the end of May.

From late March 2020, the IMB took the decision not to enter the prison because of Covid-19, both for the protection of members and to minimise the risk of introducing the disease to the establishment. Interim measures such as relying on prison staff emptying application boxes and forwarding scanned copies to the IMB via secure email and telephone attendance at meeting were put in place.

Very limited IMB on-site monitoring was resumed from July 2020, with a focus on the areas housing the most vulnerable inmates (CSU, healthcare). On-site monitoring was gradually increased, approaching near-normal levels by late April 2021 and the phasing out of off-site activities, in favour of resuming in-person attendance of the establishment, commenced. A transition phase is envisaged where some off-site monitoring activities, such as telephone attendance at meetings, will continue while members readjust.

The drastically reduced out-of-cell time during the lockdown periods was broadly accepted among the prisoners, who were aware of the very unusual and restricted circumstances on the outside. The rationale behind the regime offered by the prison was clearly communicated to the prisoners to achieve, by HMP Winchester standards, high levels of compliance. However, with the situation normalising on the outside the restoration of a more open regime with more purposeful activities is a significant challenge ahead. IMB has frequent communications from prison management on the subject. The constraints imposed by being a local prison with an average stay time per prisoner of around 12 weeks, and the high number of daily prisoner movements, makes this one of the most pressing concerns for all involved.

In addition to endeavouring to maintain a safe and rehabilitative environment for the prisoners, the task for prison senior staff is to manage things such as incidents, adjudications, assessment, care in custody and teamwork (ACCT)<sup>3</sup> reviews, grievances, investigations, staff issues, and the health/educational needs of the prisoners; at times the number and unpredictability of this is extremely challenging. Her Majesty's Prison and Probation Service (HMPPS) adds to this extensive workload with such things as new and/or revamped policies, complicated action plans, statistics gathering, training requirements etc; all valid, but time consuming, sometimes overly bureaucratic and not always geared to the needs or realities of the front-line staff, whilst rarely providing extra staff to meet these demands.

Covid-19 necessitated the production, by HMPPS, of quantities of instructions for prisons, many of them helpful but some unnecessarily long, with repeated changes and rewrites, albeit done in good faith. HMP Winchester is to be congratulated on managing

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<sup>3</sup> Assessment, care in custody and teamwork (ACCT) is the care planning process for prisoners identified as being at risk of suicide or self-harm.

to establish from this, an efficient system of necessary isolation and segregation which has kept virtually everyone safe whilst allowing the prison to function efficiently in its new restricted way. More recently vaccination and encouraging reluctant prisoners to be vaccinated has been added to the list - particularly challenging when required to accept 470 new prisoners every quarter.

## **3.2 Main judgements**

### **How safe is the prison?**

HMP Winchester continues to experience very high levels of violence. For much of the year the prison has been the highest in its comparator group<sup>4</sup> for assaults on staff and the second highest for prisoner-on-prisoner assaults. Covid-19 has undoubtedly adversely affected efforts to improve this situation in numerous ways, with the combination of limited purposeful activity, a significant backlog in staff training and the availability of drugs and contraband frustrating effective prevention and intervention.

The continued impact amongst new arrivals with mental health issues and a history of self harm exacerbates the strain on safety, creating the underlying volatile atmosphere on the main wings.

The lack of a facility appropriate to the housing of prisoners with very challenging behaviour, presenting as mentally ill, who fall below the threshold for in-patient health care, presents a risk both to the prisoners and staff in the CSU. On more than one occasion prisoners and/or CSU staff have suffered physical harm due to the limitations of this accommodation.

Despite this, focused attention on improving ACCTs has seen a reduction in the number of prisoners needing to be managed under this protocol, which will have contributed to the fact that there were no self-inflicted deaths during the reporting period.

Work to improve some of the physical conditions in which the prisoners live has continued throughout the year. However, there have been incidents of pieces of the building collapsing, and prisoners damaging the sub-standard walls and windows of their cells. It cannot be said that the fundamental fabric of the prison creates a safe or progressive environment.

### **How fairly and humanely are prisoners treated?**

The severely restricted regime resulting from the Covid-19 pandemic, was such that a significant minority of prisoners had only 45 minutes a day out of their cell for just three days per week. 64% of prisoners surveyed stated that they spent less than an hour out of cell daily, which cannot be regarded as humane. The rapid turnover of the varied type of prisoners, a length of stay averaging only 12 weeks, the overcrowding and high number of 18-25 year-olds with a propensity for violence, also makes consistency difficult to achieve in the poor physical conditions. However, given the unprecedented pressure thus created, the staff at HMP Winchester have treated prisoners as humanely and fairly as circumstances have allowed, bearing in mind the stress they have been experiencing in their own lives

IMB's previous findings about the difficulty of prisoners with physical disabilities gaining access to facilities remain extant. Although some mitigating measures have been put in place, the design and structure of the building makes it almost impossible to meet this

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<sup>4</sup> The comparator group of prisons similar to Winchester currently consists of Bedford, Bristol, Durham, Exeter, Leicester, Peterborough, Preston and Swansea. For most of the year 2019/20 the group included Chelmsford and Norwich but in April 2020 these were removed, and Durham was added.

basic requirement, with disabled prisoners having to be helped by staff or fellow prisoners to shower, receive food or enter their cells.

The management of equality issues has benefited from the continuity afforded by the dedicated equalities officer, although the need for greater focus is reflected in the search for a senior officer to take it over.

### **How well are prisoners' health and wellbeing needs met?**

The prison is to be commended for its response to Covid-19 and its success in preventing internally generated infection. Winchester was one of the last of all the local prisons to be designated as an 'outbreak' site (in January 2021), whereupon it controlled and reduced the incidence as well as could be expected. Healthcare and prison staff are now better integrated than before, following the arrival of the new contract holders, Patient Plus Group (PPG) in July 2020. Fewer clinical appointments are being missed and mental health services - while under continual strain - are managing their large case load effectively.

### **How well are prisoners progressed towards successful resettlement?**

The pandemic has had a considerable impact on the ability of the prison's partnering organisations to develop prisoners' capabilities or prepare them for a more productive life upon release; finding suitable accommodation for them on leaving the prison remains problematic. The reducing reoffending department has made tremendous efforts to offer education, despite not being able to use classrooms. While commendable, it has not been able to provide the levels of service or progress that are required or expected in normal circumstances. Purposeful activities such as workshops, have been very significantly constrained, and early release and work experience schemes curtailed. Moreover, over nine months of the last year for which data have been made available, approximately two thirds of released prisoners have been categorised as having no fixed abode.

## **3.3 Main areas for development**

### **TO THE MINISTER**

What is the Minister's plan to resolve the issue of permanent cell overcrowding and the fact that prison service instruction (PSI) 17/2012 states prisoners must be 'able to use the wc with some privacy' (see sections 3.2, 4.4, 5.1), which is impossible to achieve in HMP Winchester?

Many cells get very hot in summer due to poor ventilation, even before the impact of climate change and the resulting incidence of extreme heat. Should there be a specified limit on the upper temperature in a prison cell? (See section 5.1).

### **TO THE PRISON SERVICE**

What is the prison service's plan to ensure that prisoners with mobility challenges have access to all parts of the prison, including the entrance and cells? (See sections 3.2, 4.1, 5.1).

Any necessary improvements that require central budgeting approval take far too long to get through the process. What is the prison service's plan to deal with the long-standing surveillance issues which the IMB will identify in a separate letter, and the continuing problem of the defective vehicle entrance barrier? (See section 4.7).

HMP Winchester is right in its view, particularly given the state of its infrastructure, that the clean and decent project remains a vital initiative. Although the additional funding

that accompanied its roll-out has been stopped, the prison is continuing to fund it. Can the extra funding be reinstated as a matter of urgent priority? (See section 5.1).

What is the prison service doing to hasten the upgrade to the healthcare bathroom and shower area which should be condemned? This work is very long overdue and the need for it was raised in our last two annual reports. (See section 6.3).

Can the prison service prioritise and reduce the extra policy initiatives and tasks, such as those examples given in Section 3.1, that it expects senior prison staff to action, to give them more time to concentrate on progress at HMP Winchester? (See Section 3.1).

In view of the apparent inconsistencies between prisons concerning which game consoles are approved for use, will the prison service review the policy on the types and availability of consoles that can be purchased and used by prisoners when transferred between establishments? (See section 5.3).

Will the prison service introduce a barcode/tracking system to identify prisoners' personal property? (See section 5.9).

Can the canteen list include more items of fresh fruit and vegetable for prisoners who wish to purchase them? (See section 5.1).

The provision of clerking to the board as agreed in the memorandum of understanding between the IMB and the Ministry of Justice (MOJ), continues to be an issue. Despite best efforts, it has not been honoured fully due to the shortage of administrative staff in the business hub. Will the prison service provide the additional resources necessary to enable this requirement to be fully accommodated? (See section 8).

### **TO THE GOVERNOR**

Can the installation of a more secure gate to the dispensary on A wing, mentioned last year, be made a priority? (See section 6.3).

When will a photocopier, able to copy all mail, be available in the prison? (See section 4.6).

More clinical space is needed on the wings, especially for confidential mental health consultations. When will this be facilitated? (See section 6.3).

Can ACCT review be planned so that daily demands on prison and healthcare staff are manageable, thereby improving the quality of reviews? (See section 6.4).

### **3.4 Progress since the last report**

HMP Winchester's progress is demonstrated by its removal from special measures, now known as the PPSP. (See section 3.1).

With the appointment of Practice Plus Group (PPG), the prison health care provision has improved.

The reduction in the number of ACCTS open at any one time is welcome. (See section 6.4)

During the period covered by this report there have been no self-inflicted deaths. (See sections 3.2, 4.2, 6.1).

The provision of the new tailoring workshop has provided additional full time jobs. See section 7.2).

The reception department, where new prisoners are processed, has enhanced both its environment and communication, providing more pleasant surroundings and an effective information booklet. (See section 4.1).

There has been an encouraging increase in the number of emergency call bells in cells being answered within five minutes. (See section 5.1).

## 4 Safety<sup>5</sup>

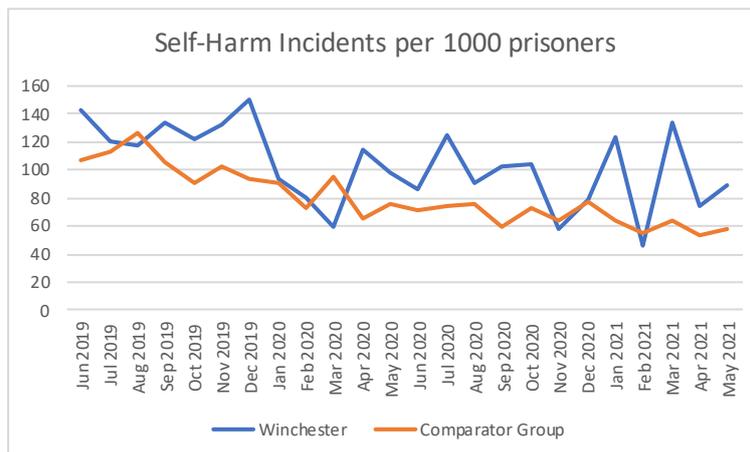
### 4.1 Reception and induction <sup>6</sup>

During this reporting year IMB has not been able to witness reception or induction regularly or in detail. It is clear however that, in our absence, prison staff have put a great deal of time and effort into improving the environment and processes of both reception and induction. This has included the fitting of a new x-ray machine which has markedly improved the detection of illicit objects. Reception areas are now clean and bright, if a little austere. Some decorations and notices in the waiting rooms might help to ease the shock of first arrivals. The existing exterior iron staircase still inhibits prisoners with mobility issues and prevents wheelchair access.

Dedicated staff have spent much time improving the induction process and producing a comprehensive guide- book, ‘Early days in custody’, which is given to all arrivals. The standard induction process, occurring the day after arrival, now takes place in a much improved and comfortable induction room in C wing. The attendance of all relevant agencies appears a little haphazard but recent relaxation of Covid-19 restrictions should overcome this deficiency. It is understood that wings now have cleaners responsible for the cleanliness of first night cells. It has not been possible to date to witness the results.

### 4.2 Suicide and self-harm, deaths in custody

During this reporting year there was varying frequency of incidents of self-harm. The figure below shows the monthly numbers of incidents per 1000 prisoners at HMP Winchester over the last two reporting years, along with the relevant figures for the rest of the comparator group of prisons. The number of incidents has reduced year-on-year at Winchester, but not as much as in the comparator group, indeed the discrepancy has grown.



<sup>5</sup> In this section all figures are extracted from or derived from Her Majesty’s Prison and Probation Service’s (HMPPS) prison performance tool (PPT).

<sup>6</sup> All prisoners new to custody or to an establishment are provided with an appropriate reception and induction process to assist integration into the establishment.

	Winchester		Comparator Group	
	2019/20	2020/21	2019/20	2020/21
Average monthly self-harm incidents/1000 prisoners	114	93	95	65
Reduction year-on-year		19%		31%
Winchester greater than comparator grp	20%	42%		
Average individuals involved/1000 prisoners	60	52	46	40
Incidents/individual	1.9	1.8	2.1	1.6

In summary, the rate of self-harm in Winchester has reduced by 19% year-on-year, although the comparator group saw a greater reduction, 31%, in the same period.

The table also shows that the average number of self-harm incidents each month is roughly double the number of individuals involved. On average those prisoners who self-harm, do so nearly twice each month.

It is notable however that, in Winchester, there are a significant number of prisoners who are prolific self-harmers. For example, in December 2020, four individuals self-harmed three times and six prisoners self-harmed twice, accounting between them for 24 of that month's 39 incidents.

As last year, easily the most common form of self-harm was by cutting, typically around 40-80% of incidents. Ligaturing or attempted hanging are relatively less frequent (around 5-20%) but of course can have very serious consequences.

Given the high levels of self-harm and mental health problems experienced by prisoners at HMP Winchester, IMB are pleased to report that there were no self-inflicted deaths during the year. However, five deaths were recorded of prisoners who died of natural causes, although none was directly attributed to Covid-19 contracted within the prison.

In most cases, the prison & probation ombudsman reported that the individual concerned received care at least equivalent to that which he could have expected to receive in the community.

Recommendations concerning the care delivered in these cases included:

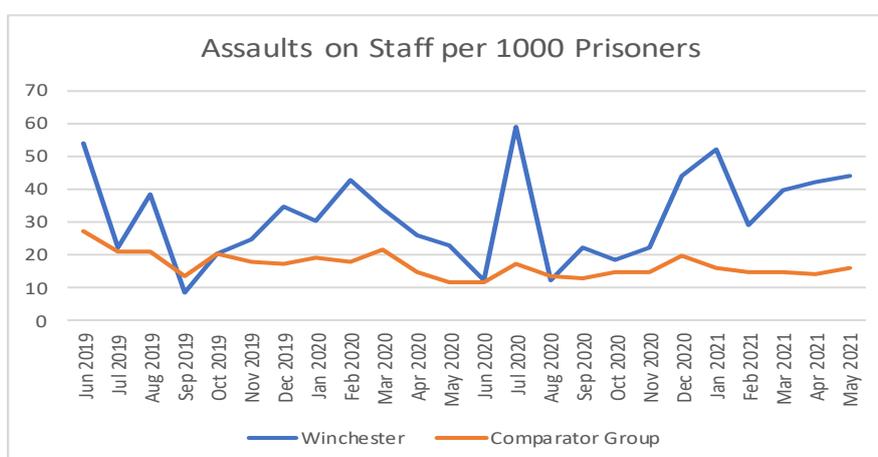
- a triage system should be started to ensure that, where a prisoner cannot be accessed, he is visited the following day
- the care plan formulation for patients with chronic diseases should be reviewed
- there should be full and accurate entries on prisoner health records and consistent use of the national early warning score tool, to ensure the appropriate and timely escalation of unwell patients
- staff should be reminded to document fully that patients have capacity to make decisions about their healthcare and the reasons for not accepting advice given
- finally, in one case, the completion of risk assessments was again highlighted as an area of weakness.

### 4.3 Violence and violence reduction, self-isolation

#### Assaults – Prisoner on Staff

There were 193 assaults by prisoners on members of staff during the reporting year, an increase of 28 (17%) over the previous year. Eight of this year’s assaults were rated as serious<sup>7</sup>, just under half the figure for the previous year.

The graph below shows that there was very considerable fluctuation month by month, July 2020 being exceptionally high. It is notable that the period from the first Covid-19 lockdown in March 2020 through to November 2020 saw a reduction in assaults on staff (save for July 2020) compared with the winter of 2019/20, although there was a regrettable rise in January and February 2021. It is thought that prisoners initially accepted the more austere regime under the Covid-19 restrictions while similar conditions held outside the prison, but impatience for relaxation led to an increase from December 2020.



The graph shows the corresponding information for the rest of the prisons in Winchester’s comparator group. It may be seen that assaults on staff in Winchester are generally higher than the comparator group; further, Winchester saw a 10% increase in assaults on staff, year-on-year, whereas the comparator group saw a 20% reduction.

Average Assaults on staff per month per 1000 prisoners	2019/20	2020/21	increase
Winchester	30	33	10%
Comparator Group	19	15	-20%

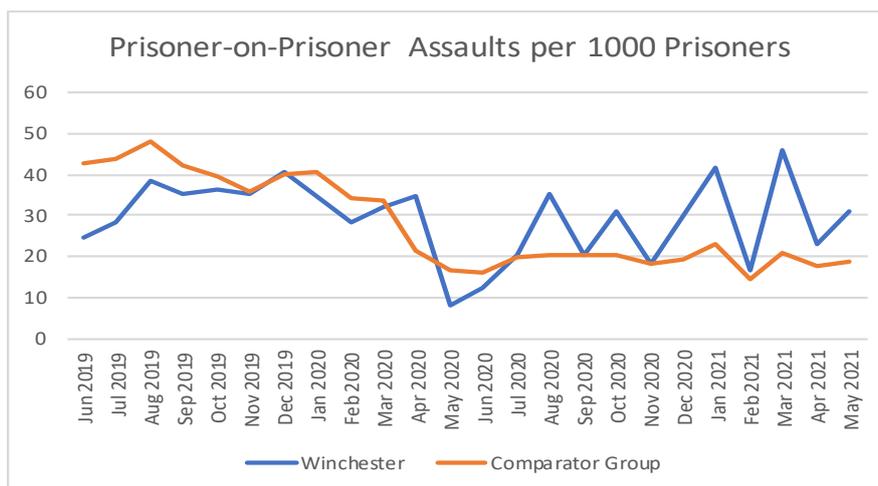
An independent investigation into the circumstances surrounding the excessive figures for July 2020 was carried out, including a close look at four particularly hostile and violent prisoners who were involved in the majority of the incidents requiring use of force. The report, completed in November 2020, made several recommendations about management actions, training etc, which were covered in subsequent safety intervention meetings, but assaults on staff have nevertheless averaged 22 per month between December and May.

<sup>7</sup> An assault is classified as serious if it involves a serious injury, concussion, detention in outside hospital as an inpatient or is sexual.

## Assaults – Prisoner on Prisoner

There were 158 recorded incidents of prisoner-on-prisoner assault during the reporting year, an average of 13 per month, which is a decrease of six percent compared with the previous year. Nine of this year's prisoner-on-prisoner assaults were classified as serious (as defined above), compared with 26 in the previous year, a reduction of 65%.

The graph shows a comparison of the monthly number of prisoner-on-prisoner assaults per 1000 prisoners, alongside the figures for the rest of Winchester's comparator group of prisons. Winchester saw a welcome reduction of 14% in the average monthly number of these assaults compared with the previous reporting year, although this compares with a halving of the values in the rest of the comparator group.



Average Prisoner-on-Prisoner Assaults per 1000 prisoners	2019/20	2010/21	decrease
Winchester	31	27	14%
Comparator Group	37	19	49%

## Self-Isolation

There are always a number of prisoners who choose to self-isolate through fear for their own safety, perhaps because of the nature of their offence or because they are in drug debt to others. Those leaving the CSU sometimes report a fear of returning to the wing, but the prison's options to disperse prisoners across the wings is very limited. Self-isolation causes extra work for staff as such prisoners are reluctant, or refuse, to shower or exercise when other prisoners are out of their cells and require separate attention.

### Young Adults (YAs) aged 18-25.

A thematic report by HM Inspectorate of Prisons (HMIP), 'Outcomes for Young Adults in Custody', January 2021, points out that outcomes for such prisoners are poor. It concludes that young adults, particularly black, Asian and minority ethnic (BAME) prisoners, are generally not well-managed in prison. They are more often involved in violence and are less likely to attend work or education. It states that 'custody should be an opportunity to provide them with structure, meaningful activity and opportunities to address their offending behaviour' but 'less than half of young adults (46%) reported that their experience in their current prison had made them less likely to offend in the future.' HMIP believe this is a 'missed opportunity' and they lament that 'nearly all young adults have simply been placed into mainstream establishments, which have neither the resources nor the interventions to meet their needs.'

The conclusions of that report certainly apply to HMP Winchester, whose population of YAs is currently about 23% of the whole. The prison's data shows consistent spikes of violence involving young perpetrators. In 2020 they were involved in 32% of reported violence and the perpetrators of 34%. In February 2021, 41% of necessary use of force was used to restrain YAs, despite being less than a quarter of the population. Between January and May 2021 inclusive, they were involved in 46.6% of violent incidents. Data also shows that YAs are over-represented in other areas, such as the receipt of negative incentive reports, being placed on adjudication<sup>8</sup> and use of force events. It is a clear indication that this young age group is responsible for significant violent incidents, consequent use of force by officers and other problems.

Young offenders, aged 18-21, in prison, should receive extra, more nourishing food, more exercise and increased opportunities for education. HMP Winchester is neither provided with the budget nor the staffing levels to fulfil this obligation.

#### **4.4 Vulnerable prisoners, safeguarding**

Vulnerable prisoners (those convicted of sexual offences, under threat of violence or bullying, and those finding prison life particularly difficult to cope with) are housed on A wing. Their work, education and exercise take place separately from other prisoners, with an alternative regime<sup>9</sup> to ensure that they have access to the full range of prison services. A number of A wing prisoners are older and suitably adapted accommodation is in very short supply; only one cell on the main wings will admit a wheelchair.

Complaint topics are similar to those in the wider prison but there is an ongoing issue regarding their emotional protection during exercise; their prison exercise yard is overlooked by B Wing and its prisoners shout abuse, and occasionally throw things at the vulnerable during A wing's exercise period. This is a constant problem with a number of A wing prisoners consequently refusing to go outside.

There are always a number of prisoners, otherwise eligible for release, held under IS91<sup>10</sup>. This is a form issued by immigration enforcement, to prison authorities, authorising detention under Immigration Act powers. The extent of the individual's extra stay is unknown and can be for a considerable time, adding to the overcrowding problems in HMP Winchester. This is an area of weakness in the wider system which creates considerable pressure on the prison and is beyond its power to control.

#### **4.5 Use of force**

The frequency of incidents necessitating the use of force for control and restraint (C&R) of prisoners has altered considerably during the reporting year. The graph below shows the way this has varied month by month<sup>11</sup>, including, for comparison, the figures for 2019/20, the previous reporting year. The graph compares the number of incidents per 1000 prisoners at Winchester with those in Winchester's comparator group. Note that the data are presented in this way to take account of fluctuating populations.

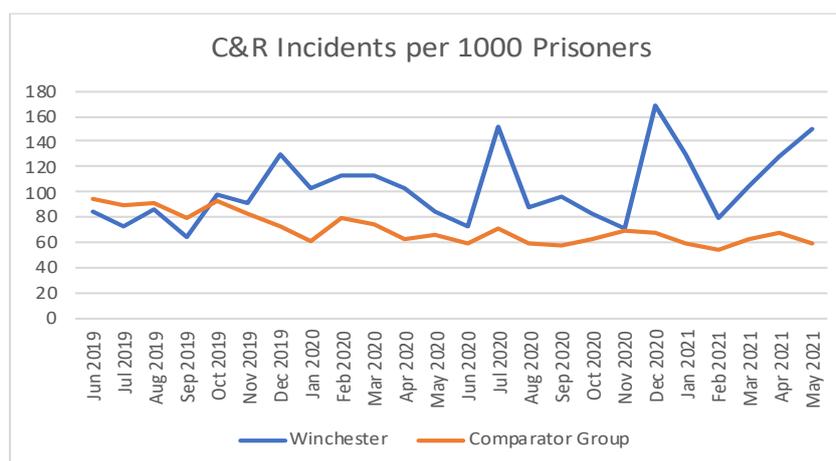
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<sup>8</sup> If a prisoner is alleged to have breached a prison rule, he can receive an adjudication. This is essentially a mini-court hearing which takes place within the prison. A finding of guilt at an adjudication can result in a punishment being imposed.

<sup>9</sup> The regime is the prison routine which determines when you will be unlocked for work, association, meals and access to other services. Regimes are different in different prisons

<sup>10</sup> IS91 is a form issued by Immigration Enforcement to prisons authorising detention under Immigration Act powers.

<sup>11</sup> Figures are retrieved from the HMPPS Performance Hub VR023, except that the value shown for HMPW for March 2021 was clearly in error, showing seven incidents compared with 50 identified from a review of the daily briefing sheets for the month. The latter figure has been used.



The average values over the two reporting years are:

Average monthly C&R incidents per 1000 prisoners	2019/20	2020/21	% Increase
HMP Winchester	95.6	110.5	15.6
Comparator Group (excl. Winchester)	79.0	62.9	-20.4

In other words, whereas the use of C&R at Winchester increased in 2020/21 compared with 2019/20, it decreased in the rest of the comparator group.

Following the high figures of July 2020, the safer custody department carried out a review, involving a clinical psychologist. It was found that the large number of incidents was principally attributable to interventions with four key prisoners, one of whom had been involved in nine incidents involving use of force in one week. It was concluded that the events had been handled reasonably but there were lessons to be learned about advanced planning for specific individuals.

Following a second peak in December 2020, February 2021 was a relatively good month, but since then the need for C&R has increased to levels similar to previous peaks, again influenced by a relatively small number of disruptive prisoners.

In an extension to the above analysis the safer custody department established that about two-thirds of C&R incidents were with prisoners who had been in the prison for less than two months. These conclusions have led to a greater concentration by safer custody staff on guiding and advising prisoners, particularly young adults, during their early days in custody.

A measure of the influence on the statistics of a small number of disruptive prisoners can be gained from the performance hub figures for unique offenders<sup>12</sup> compared with the number of incidents.

<sup>12</sup> The term 'unique offenders' is used in the HMPPS PPT to count the individuals involved in the incidents concerned. When they are involved in repeat incidents in a month the separate incidents are summed to give the total number.

	2019/20	2020/21
Average unique offenders per month	36	37
Average C&R incidents per month	44	53

In other words, a similar number of offenders have been involved in an increased number of C&R incidents this reporting year compared with last year. It is not clear whether this is due to increasing disruptive behaviour or a greater readiness on the part of officers to use force.

### **PAVA Spray<sup>13</sup>**

The prison has been authorised to use PAVA under very tightly specified conditions since 2019. During the 2020/21 reporting period PAVA was deployed and used twice:

- once in July 2020, drawn and used by the national tactical response group (NTRG) to control a prisoner
- once in January 2021, drawn and used by an HMPW officer

This compares with the 2019/20 reporting year, when there were three occasions when PAVA was deployed:

- in August 2019 during the disturbance in which the fabric of B wing was seriously damaged, PAVA was used by NTRG to restore order. It is not known how many times it had to be used on that occasion
- once in April 2020 when it was drawn but not used, the appearance of an officer with the spray being enough to convince the prisoner to de-escalate
- once in May 2020 when a double shot had to be used by an officer to control a prisoner

All occasions when PAVA is used are included in the regular reviews of the body worn video camera evidence of use of force, to which the IMB are invited.

It is believed that frustration among prisoners as a result of the restrictions to the regime due to Covid-19 has led to increased disturbance and therefore use of force. Initially, when lock-down was imposed, the feeling was that this was similar to what was happening in the wider community and the mood was resigned. As time went on and the restricted regime continued, the prison population became more fractious. This is a judgment based on observation and discussion with prison staff.

## **4.6 Substance misuse**

Illicit substances continue to be a major issue in the prison. However, because of Covid-19, some routes for drugs to enter the prison have been curtailed; for example, social visits were suspended meaning that this particular avenue was closed. There have been occurrences of parcels being thrown over the prison walls during the year, some have been intercepted and contained drugs and/or other illicit items. It is probable that some of these are not intercepted and reach the hands of prisoners. There is certainly still a prevalence of psychoactive spice<sup>14</sup>, which often leads to those taking it becoming

<sup>13</sup> PAVA is an incapacitant spray similar to pepper spray. It is dispensed from a handheld canister, in a liquid stream.

<sup>14</sup> Spice is an illegal drug made of a random mix of plant material and laboratory-made chemicals, which can have mind-altering effects.

unwell, irrational and/or aggressive, putting extra demand on healthcare and staffing if a hospital visit is required.

Mail soaked in new psychoactive substances is still regularly being sent to prisoners, including that disguised as Rule 39<sup>15</sup> mail. Some of this is intercepted by sniffer dogs which are shared across the region and hence not present every day. Staff need to photocopy each piece of mail, giving prisoners the copied version to alleviate the problem. There is no suitable photocopier in the prison so one has been ordered but its arrival date is unknown.

## **4.7 Surveillance**

There are significant deficiencies in the surveillance arrangements on the prison site. More detailed information on this sensitive matter will be forwarded to HMPSS under separate cover. The IMB believes it is imperative that the resources and actions needed to correct these failings are implemented urgently.

# **5 Fair and humane treatment**

## **5.1 Accommodation, clothing, food**

The accommodation in HMP Winchester is becoming increasingly unsafe for use by staff and prisoners alike. During the last year there have been numerous instances of the building's unsuitability.

- July 2020 - a large chunk of masonry, approximately two to three feet long, fell from the roofline of B wing and smashed on the ground.
- August 2021 - the prison was struck by lightning, causing bricks and mortar to be dislodged on D wing. Subsequent access to this wing was banned because of fears of asbestos issues. This problem has been resolved but the wing is not yet open.
- In separate incidents two prisoners have removed their windows and window frames from their cells. In September 2020 this occurred on A wing and in May 2021 on B wing. The latter's windows are wooden and therefore more easily removed than the metal ones in C wing. When being modernised, B wing's windows were not replaced by new metal/double glazed ones because the brickwork was not deemed sound enough to bear them.
- October 2020 - an accommodation and fabric inspection found a hole in the interior wall of a cell on B wing, this had been illicitly covered and painted.
- November 2020 - the entrance to E wing had to be closed temporarily because of masonry falling from above the front door.
- February 2021 - a prisoner had to be moved from his B wing cell. He was kicking the wall; brick dust was coming through to the landing and there was significant movement of the wall as it was kicked.
- April 2021 - a prisoner in healthcare removed a large piece of ceramic coated slab from his cell wall, wrapped it in a bed sheet and used it a weapon to threaten staff.

### **Vermin**

The control room is situated in a small, dark basement with repeated influxes of rats. They appear to live in the wall cavities making removal difficult and poisoning produces

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<sup>15</sup> Mail to and from legal professionals is permitted to have "Rule 39 applies" written on the front of envelopes to ensure the letter is not opened by prison staff.

unpalatable smells from the rats' corpses. This is not an acceptable working environment.

### Overcrowding

Overcrowding in the prison is an ongoing problem. Most cells are designed for one person but are almost always used to house two. Some prisoners are judged too dangerous to share, using the cell sharing risk tool. This adds to the accommodation problem. The metrics used to evaluate crowding are:<sup>16</sup>

- Certified normal accommodation (CNA), or uncrowded capacity represents the good, decent standard of accommodation that the service aspires to provide all prisoners. Baseline CNA is the sum total of all certified accommodation in an establishment, except cells in the segregation unit and those cells in healthcare not usually used to accommodate long-term patients. This figure is used for comparison purposes.
- In-use CNA is baseline CNA minus those places not available for immediate use, for example: damaged cells or those affected by building works.
- The operational capacity (OPCAP) of a prison is the total number of prisoners that an establishment can hold, taking into account control, security and the proper operation of the planned regime. It is determined by the prison group directors on the basis of operational judgement and experience.

In the last two reporting years the average value of these metrics has been as follows:

	2019/20	2020/21
Baseline CNA	469	466
In-Use CNA	324	377
OPCAP	464	500
Population	450	482

When the population is greater than the in-use CNA the prison is, by definition, overcrowded, as Winchester has been for several years. During 2020/21, on average 205 prisoners were in overcrowded conditions, although this is an improvement in percentage terms compared with 2019/20. Winchester's comparator group of prisons has had increased overcrowding over these two years.

Average % Crowded Prisoners	2019/20	2020/21
Winchester	49.2	42.4
Comparator Group	48.5	58.9

<sup>16</sup> <https://www.gov.uk/government/statistics/prison-population-figures-2020>

Ensuring there is sufficient cell space for new arrivals is a difficult, daily balance. Prisoners are received each day from courts and police stations in unpredictable numbers, sometimes arriving late in the evening, well after reception officers should have gone off duty. On occasions a newly received late arrival will threaten violence and be assessed as unsuitable to share, meaning an extra cell has to be found unexpectedly which may be in a location less suitable for a first-time prisoner, unprepared for life inside. The limited ability to disperse prisoners, either within the prison or nationally, is always difficult and Covid-19 has made it even harder.

The IMB has witnessed at least one incident where two prisoners have been restrained after several hours of violent protest and could not safely be put back in their shared cells, needing to be isolated. With the CSU only having one space, the location of the second prisoner was a major complication.

The combination of overcrowding and the availability of only B wing (while D wing was out of action for refurbishment) to house all prisoners, who were neither isolating for Covid-19 purposes nor deemed vulnerable, complicated the task of separating prisoners who were a risk to safety and security.

### **Catering**

The prison kitchen has faced enormous challenges in providing food during the Covid-19 epidemic. In normal times this is difficult as the prison has the modest sum of £2.11 to provide each prisoner with three meals per day. The fact that provision of meals continued efficiently through the epidemic was highly commendable. When the prison was locked down in March 2020, the 28 prisoner workers were withdrawn to meet isolation rules. The kitchen staff employed by the prison - five highly motivated chefs - with the help of a few staff volunteers, managed to maintain the supply of meals unaided. The fact that the IMB has received almost no applications or complaints about food over the course of the year speaks volumes. Of the 957 complaints received by prison staff in the year ending March 2021 only 2% were food related. In a recent survey, 65% of inmates described the food as good or reasonable. In March this year, 12 prisoners returned to work in the kitchen. The standards in the serveries, proper staff attire and officer oversight have also improved.

Lack of variety and quantity of fruit and vegetables have led to the IMB receiving a number of requests for fresh food to be made available on canteen.<sup>17</sup> The response has been that the delivery vehicles do not have temperature-controlled transport and the prison does not have the ability to store it, even just overnight. Prisoners are now seeking to purchase fresh items that do not need refrigeration and the outcome of these requests is awaited. Otherwise, the canteen provision is satisfactory with staff being receptive to suggestions for change.

### **Laundry and Kit**

Throughout the year there have been regular complaints of unserviceable washing machines across the wings, which cause continuous low level prisoner dissatisfaction. The machines seem unsuitable for their task and the repair contract unsatisfactory, meaning there are invariably too many out of action.

Kit, including bedding, clothing, towels and cell furniture, is regularly in short supply. The theory is that the laundry system should operate a dirty for clean method, whereby a prisoner hands over a used sheet and receives a clean one etc. In practice this does not work. Some prisoners adapt kit for other uses but still claim clean items, the system is

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<sup>17</sup> Canteen is the term used in prison for the weekly delivery of items bought by a prisoner from an approved list.

not monitored thoroughly and some items, particularly towels and T shirts are often unavailable.

In hot weather, prison cells can be hot and airless, and windows have restricted opening. Prison staff issue some fans during very hot weather, but can only offer a limited supply. Fans can also be bought from the authorised catalogue for about £13, but these are unaffordable to some. There appears to be no specified limit on the upper temperature in a cell. The IMB office, which is a similar size to a cell, has reached 86 degrees on a very hot day, with the windows open.

### **Emergency Call Bells**

Emergency call bells (ECBs) are located in each cell and should be used only in emergencies. They are required to be answered within five minutes, which is challenging when there are in the region of 700 calls per day. Late response times have been an area of concern for the IMB; however, the prison has worked hard to reach acceptable levels, being consistently in single figures. The prison management has clearly identified staff to take personal responsibility for response times and has challenged where these are unacceptable. There have been technical issues at times with the power supply to cell bells in the Hearn which raised safety concerns, but the problem was dealt with in an adequate timescale. There are constant issues with prisoners ringing the cell bells inappropriately which potentially threatens the safety of those making genuine emergency calls.

### **The Clean and Decent Project**

IMB welcomed the implementation of the clean and decent project in November 2020. This is designed to encourage improved cleanliness throughout the establishment and is supported by an in-cell work pack to consolidate learning from the training received prior to becoming a wing cleaner. Staff have worked closely with prisoners and created a work skills passport, which can be used to help obtain employment on release. During a visit in December the executive director for public sector prisons south found that there was clear evidence of painting, cleaning and other improvement work being undertaken.

In May, the project introduced toiletry boxes on the wings, containing such items as toilet rolls, toothpaste and brushes, shampoo, soap and deodorant. Prisoners have access to these boxes at lunchtime, and it is proving popular. It is hoped and expected that this will result in a reduction in the use of emergency call bells by prisoners requesting these items and ease the pressure on officers.

Unfortunately, at the end of May, project support and finance from the centre was withdrawn. However, given its importance, the Governor has continued to find the funds from his already overstretched resources.

### **Privacy**

The MOJ website lists PSI 17/2012 which details satisfactory standards of accommodation. It states that prisoners in double cells must be '*able to use the wc with some privacy*'. This is defined to mean body screening, when using the toilet, from the fixed points of the cell, i.e., with the exception of the table(s) and beds. For uncrowded cells, which must include all Winchester's single cells, the requirement is more stringent: '*Prisoners must be able to use the wc in private, where one is provided within the cell*'. This is defined to mean full body visual screening from all points in the cell or room, as would be provided at a minimum by a cubicle, though in practice most double cells and rooms have a sanitary annex. Practically every cell on the main wings in HMP Winchester fails to meet these requirements.

## **In-Cell Telephones**

Throughout lockdown the relatively new system of in-cell telephones has been both a blessing and a curse. The advantage is that prisoners can make calls to registered numbers from their cells, avoiding the risk of queues forming for the use of the wing telephone cubicles in the limited out of cell time available. The disadvantages of the system are that the handsets and sockets are frequently broken, either accidentally or smashed deliberately. The handsets go missing in large numbers, more than 400 during the year, meaning there is a constant problem with prisoners complaining to staff and becoming frustrated that they have no phone, particularly when the cell receives a new occupant. The delay in replacement translates into prisoners in such cells being denied the normal convenience of an in-cell phone for calls to family/relatives, but even more importantly, being unable to call Samaritans<sup>18</sup> at moments of crisis, or to lodge an application to the IMB through the new 0800 freephone facility, introduced so that IMB contact has been maintained during the epidemic.

## **In-Cell Entertainment**

The prolonged period of lockdown has had significant impact on prisoners' mental health. Although staff have made enormous efforts to provide in cell occupation/entertainment/education, the difficulty in obtaining games consoles is an area of major unhappiness. This problem is exacerbated by the fact that some transferred prisoners arrive with consoles that they have been permitted to use in other prisons, causing console envy and discontent. The MOJ incentives policy framework (IPF), July 2020, permits possession of a dozen systems which may be purchased from two approved vendors. Of the 12 nominated systems, seven are no longer sold by either vendor, one has been forbidden for want of an approved controller and one is known to be old and unreliable. The three remaining systems are not deemed, by prisoners, to be attractive options. The IMB has had many requests to help with provision of systems which were originally built with wi-fi/usb facility. Vendors have modified them to remove these capabilities so they have wireless (not bluetooth) controllers. One popular brand, apparently available in some prisons, is not permitted in HMP Winchester as there is some evidence that prisoners can overcome these modifications, thus gaining illicit internet access. The IMB asks the prison service to review the policy framework with a view to approving further appropriate models, believing that their availability would have significant impact on mental health, levels of violence and unruly behaviour.

## **5.2 Segregation**

The CSU at HMP Winchester continues to be an ongoing major concern to the IMB. During the current reporting period the accommodation has seen no significant improvements, which leads the IMB to restate last year's assessment that delivery of fair and humane treatment of the prisoners located there is verging on the impossible. The inappropriate overall siting of the unit with the previously highlighted deficiencies including narrow and very steep access steps, exposing staff and struggling prisoners to dangers of a fall, the lack of natural light and cramped corridors, have been further exacerbated by cells frequently being damaged and hence taken out of action, severely impacting prisoner management. According to the unit's daily report sheets, during April 2021 at least one cell has been out of action every day.

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<sup>18</sup> Samaritans is a telephone based charity offering listening and support to people in need.

The unit's thus reduced capacity from a maximum of seven cells has on several occasions, especially during incidents on the main wings, led to some of the individuals being moved prematurely out of the unit or placed on cellular confinement on the wings.

The encouraging news is that plans to replace the CSU with a purpose-built facility have progressed to phase 1 (enabling work consisting of some site clearance). Further progress is contingent on the final go-ahead for the project, expected around the end of this reporting period. If this is granted then phase two of the work is planned to start in July 2021, with the whole project scheduled for completion 12-14 months later.

In the meantime, due to the fire safety work to be carried out on A Wing, which houses the current CSU, the unit will shortly be temporarily relocated to the ground floor on D Wing. As part of the refurbishment of D Wing, this area has been substantially improved and the ground floor adapted to meet better the challenges of prisoners housed in the CSU. Some of these improvements include an increase in the number of available cells (up from seven to 10) with integrated toilet and shower facilities in-cell, much improved natural light through larger windows and being adjacent to one of the main exercise yards. At the time of writing, the unit had not yet been commissioned, but visits to the unreleased accommodation raise hope for a major improvement in this area.

In contrast with the deplorable state of the physical environment, the IMB can report observations indicating commendable care offered by the prison officers attending the unit. Several of the prisoners have praised the staff and the consideration they have shown. This impression is reinforced by the approach shown by officers when responding to IMB enquiries about individual prisoners, their needs, challenges and plans for the improvement in their circumstances.

### **5.3 Staff-prisoner/detainee relationships, key workers**

With prisoners having less time out of cells and little-to-no free association<sup>19</sup> time, the continuing Covid-19 related restrictions have created a level of tension. This is sometimes exacerbated by the inexperience of some staff whose engagement with prisoners has been curtailed as a result of the protracted lock down regime and a burgeoning attrition of experienced officers.

Considering the extremity of the situation, the relations between staff and prisoners are acceptable. There is some concern around the prisoner culture on B Wing where many young prisoners are lodged. Some have felt that protest is the only means of getting their point heard.

The prison has done its best to resolve low level issues and improve the staff-prisoner dialogue on the wing, however this remains a concern. Staff attitudes, again on B Wing, have been raised as an issue along with misgivings that some prison officers lack confidence and experience in handling difficult situations. The prison council has met sporadically, with reduced membership due to Covid-19, but is slowly rebuilding momentum, and all sections of the prison, including prisoners, are represented. The agenda can be rather single-issue, and led by staff, so work needs to develop to give prisoners a greater sense of meaningful involvement in this forum. There is a need to ensure that there is a greater diversity amongst the representatives in order to represent the prison population more fully. The council was instrumental in regime adjustments to allow for further predictability for prisoners, and preparation for increased time out of cells in the coming months. There is some work to be done to ensure that the prisoner

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<sup>19</sup> Association is the time a prisoner is allowed out of cell.

information desk workers (PIDs)<sup>20</sup> feel confident in expressing their views at these meetings and for the prison to feel confident that the representatives are accurately representing all prisoners' views, rather than their own personal agendas.

### **Key Workers**

With the advent of Covid-19, lockdown and the increased pressure on staff the keyworker scheme was placed in abeyance last year. It was replaced by a scheme for approximately 130-150 prisoners, nominated in various categories of vulnerability, to be overseen by about 15 selected keywork officers, on a daily basis. During the year, an average of 55% of targeted sessions has been achieved. Whilst disappointing, there have been significant shortages of staff due to sickness and Covid-19 related absence; the ensuing need to reassign staff at short notice has severely impacted this task.

Information about welfare checks required for the remaining prison population is only available for January – March and indicates a completion rate of about 76%. The efficacy of such checks is unknown.

In a survey conducted by prison staff in March 2021, 81% of prisoners who responded<sup>21</sup> stated that they were treated with respect by staff, 83% that there are staff they can turn to for help and 54% that they had been asked how they were getting on in the last week. This suggests that the majority of staff are very supportive of prisoners and treat them fairly and humanely.

## **5.4 Equality and diversity**

Although there is an active equality action team, latterly its work has been hampered by its uniformed officer being deployed to wing work. This is disappointing, considering he was appointed in only October 2019. However, plans for some work to be handled by case managers, due to be appointed later in 2021, will ease the situation somewhat. Another challenge for the team is that of getting the leads for protected characteristics to participate in diversity and Inclusion meetings and to provide updates. These meetings are considered to be of a poor format, with no opportunity for discussion.

There are currently 168 prisoners in Winchester with a declared disability, the two most common being mental illness and learning difficulties. There are generally around 20 people with a personal emergency evacuation plan in place. Further breakdowns of the only lift available, on C wing, has affected the ability of those with mobility problems to attend the library or any events in the chapel as lockdown has eased.

In terms of the incentives scheme, data shows that a disproportionately high number of BAME and young prisoners receive negative entries. The IMB considers that the prison should prioritise improving this, rectifying the unfairness of prisoners not being informed officially informed of such entries.

There has been a drop in the number of discrimination incident reporting forms (DIRF) submitted and upheld over the reporting period. There is a reduction in the first half of 2021 in DIRFs concerning ethnicity, compared to 2020. The prison has continued to work on awareness activities, and has conducted events raising the profile of equalities. The team is gradually reintroducing socially distanced forums for various groups

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<sup>20</sup> In HMP Winchester the PID is a prisoner whose job is to provide information to other prisoners, to sign-post the best place to answer a query and to relay general concerns back to staff. Each wing has a PID.

<sup>21</sup> 135 out of a population of circa 485.

including members of the gypsy/Roma/travellers' community as well as older prisoners. Pride<sup>22</sup> events were cancelled due to Covid-19.

In terms of staff diversity, there is poor female representation in specialist roles; eg 100% male officers in use of force teams; 85% male officers at custodial manager level.

## **5.5 Faith and pastoral support**

Covid-19 has had a significant impact on the provision of chaplaincy, including increased demand due to anxiety and tension. The service rose to the challenge by developing in-cell worship resources which has increased interaction across those with faith and those with none. Face-to-face pastoral support to prisoners and staff continued through the pandemic. The IMB considers that the chaplaincy team continues to offer a good service, providing prisoners with faith packs and ensuring those of different beliefs have support from their own faith leaders. However, there continues to be no Buddhist items available for purchase on the canteen sheets.

## **5.6 Incentives**

The incentives<sup>23</sup> scheme (formally the incentives and earned privileges scheme) was paused during Covid-19. With prisoners locked up for almost 24 hours per day there was little or no chance to gain benefits through effort. Staff emphasis changed to protection from disease and maintaining the prisoners' acceptance and tolerance of the challenging conditions they were finding themselves in. Incentives will be reintroduced in July 2021, with a new format that places more focus on rewarding those prisoners who do engage well and restricting opportunities for those who don't.

## **5.7 Complaints**

Prisoners have the right to make written complaints via the prisons business hub, which then has seven working days to reply. During this year approximately 86 complaints were received each month. This does not necessarily equate to the number of prisoners complaining, as some may make more than one application in the same month. By far the most common cause of complaint is the loss or misplacement of personal property, followed by concern over living conditions on wings, then problems with canteen.

It is pleasing to note that last year's improvement in meeting the required complaints' response time has been maintained, with only 16 complaints across the year missing the deadline. Most of these involved events that occurred in other prisons where the complainant was previously located. It seems difficult or impossible to persuade prisons to act together to resolve a complaint and is the source of much irritation for both staff and prisoners. Of 1,000+ complaints made, 27% were resolved in the prisoner's favour.

## **5.8 Property**

Property continues to be a pernicious problem in the prison as evidenced by the preponderance of complaints. It remains top of the prison table at 20% of all complaints. The IMB recently observed large numbers of approved parcels waiting some days in the property store for want of officers detailed to deliver them to cells. More parcels await dog sniffer checks to ensure they are free of drugs. Prisoners are aware of these problems and very unhappy with the holdups, adding to discontent. Delays in delivery,

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<sup>22</sup> 'Pride' events celebrate achievements and acceptance of lesbian, gay, bisexual, transgender, non-binary groups

<sup>23</sup> The incentive scheme gives each prisoner a status based upon behaviour. Initially this is as an entry prisoner, allowing a certain number of visits each month and access to TV etc. Good behaviour results in status improvement and increased privileges.

loss of personal possessions between prison and court transfers, and poor or delayed communications between prison property offices remain significant problems. In this financial year HMP Winchester has paid out almost £1500 to prisoners in compensation for property lost.

The IMB remains convinced that this area of dissatisfaction will not be resolved until the prison has available budget and staffing to appoint a dedicated officer, and HMPPS introduces a simple barcode/tracking system as used by virtually every organisation of any size.

## **5.9 Government Facilities Services Ltd. (GFSL)**

The prison is well supported by the GFSL. One of their regular tasks is constantly replacing observation panels. These are rectangular panels in the door of each cell, allowing two-way visibility, although with a shutter on the wing side to be closed if necessary. These are partly made of glass and are frequently smashed in acts of vandalism, needing to be replaced by GFSL. In one month £7,000 was expended in HMP Winchester on replacing broken panels. Supply of these ceased as they are constructed in the workshops of other prisons which were closed to fulfil pandemic isolation obligations. This left no choice but to remove panels from D wing which was under refurbishment, but soon availability ran out and placing cells out of action could only be avoided by careful selection of resident. Limited opening of panel building workshops recommenced recently, but the first consignment of 50, received by HMP Winchester in late May, were too big for the apertures and thus unusable.

HMP Winchester is one of the most challenging of GFSL's 52 prison sites. The company maintains a list of vandalism costs per prison for accountancy purposes and Winchester always features in the top ten most expensive and has been as high as 3rd; in recent months it has been the 5th most expensive, with excess vandalism costs being charged at £11,500 per month.

Despite being continuously understaffed due to difficulty in recruiting, 95% of GFSL's planned maintenance targets are achieved on a monthly basis and shortfalls are completed during the following month. An average of 590 reactive repair demands are made each month of which 92% are completed within target times.

On the recommendation of the Governor, the chief executive officer of GFSL has made awards this year to both the site manager and the team for their good performance.

## **6 Health and wellbeing**

### **6.1 Healthcare general**

The HCU has 17 beds of which 10 are for prisoners with mental health needs. Data from the monthly health and justice indicators of performance (HJIP) indicate that, on average, the prison had around 150 new receptions/transfers in, and 120 discharges/releases each month, although these figures varied due to Covid-19 restrictions, especially whilst the prison was in outbreak status. This level of churn presents inevitable challenges to providing healthcare to an everchanging population.

The service contract was transferred from central and north-west London NHS foundation trust to PPG on 1st July 2020 and the effects of the transition had a major impact during the year.

Great efforts were made to keep service disruption for prisoners to a minimum and to manage the transfer sensitively for the staff, although some key members left, with significant knock-on effects. Several unavoidable changes of head of healthcare made

bedding-in difficult. A new incumbent started in mid-April. Fortunately, the postholder of a newly created deputy head of healthcare role very effectively maintained continuity and liaison with the prison.

PPG restructured the service profile and established team leaders for different sub-specialties which increased clarity as to where day to day responsibility lay and strengthened leadership across the service.

Staff rotas were re-designed to ensure consistent nursing presence for key functions and to improve the continuity of care. Psycho-social services for substance misuse were brought in-house and integrated with the broader clinical service.

Major efforts to recruit staff continued during the year with good results although, due to turnover, it remained a constant challenge to maintain consistent staff levels especially for primary care nursing and mental health.

The prison has established a custodial manager (CM) level post with responsibility for healthcare which has strengthened relationships, with both sides reporting increasingly positive, open and transparent communications.

Staff development programmes were a major casualty of Covid-19 but were being reinstated towards the end of the reporting year.

A new concerns and complaints procedure has been introduced with a clearly laid out form, describing the process and timescales, made available to prisoners. Approximately 35% are related to medicines and 30% to treatment received. Submitted forms are actively investigated and followed up.

Prisoners have been offered post clinic feedback questionnaires since February 2021. Results for the first three months showed continuing improvement with over 90% reporting they would recommend the service to other prisoners, as well as reporting high levels of confidence in the clinical staff. Patient champions representing different prison areas, and peer supporters for individual prisoners using substance misuse services, are being established. The charity 'user voice' has been commissioned to support themed, prisoner led forums once Covid-19 safety allows.

The HMIP short scrutiny visit in June 2020 found that the healthcare/prison partnership was "mostly effective and responsive" and that, bearing in mind the circumstances, the health care provided was acceptable.

## **6.2 Physical Health**

### **Covid-19**

Covid-19 had a major impact on the health care available to prisoners and placed considerable pressure on healthcare staff.

The prison and HCU jointly managed the situation very well. The need for mass prisoner testing, and focus on regular staff testing, was handled effectively and the spread was contained. The vaccination programme was similarly professionally managed and mirrored roll out in the community. Approximately 34% of prisoners had declined vaccinations by the end of our reporting year, leading to a drive to encourage them to change their minds. Creditably, Winchester was one of the last prisons in England to enter outbreak status and came out of it relatively early.

Sadly, two prisoners died, one of whom is believed to have contracted the virus whilst in hospital for other reasons.

The IMB was unable to attend for several months, although some visits were made between lockdowns, and key meetings were attended virtually. Healthcare data was

received on a weekly and monthly basis although this tailed off towards the end of the year. Data quality was patchy, partly due to reconciling the different data systems of the providers, and partly due to staff pressures leading to inconsistent data entry.

Ongoing monitoring was undertaken through regular telephone calls to the head/deputy head of healthcare and the relevant prison governor. These calls were replaced by face-to-face meetings when it was safe to do so.

Healthcare related applications to the IMB were collected within the prison and forwarded to members via a scanning and e-mailing process; these, together with those received from the national IMB telephone line, were discussed by telephone with the head or deputy head of healthcare. Communication with individual prisoners was achieved through E-Mail a Prisoner (Emap). Efforts to engage a prisoner representative to provide regular feedback about experience of care in the HCU were unsuccessful.

IMB would like to acknowledge the extremely positive and active support received from both healthcare and prison staff, and for the frankness and transparency of discussions.

### **Other physical healthcare**

Primary care clinics were initially affected by the number of registered general nurse vacancies following the contract handover. They were provided for emergency and urgent care with around 800 appointments attended each week. These included general practitioner, dental, primary care nursing and mental health clinics. Difficulties providing a Covid-19 safe service produced a backlog of dental patients needing fillings and this service restarted in May.

The psycho-social care team for prisoners with substance misuse challenges maintained their case load numbers, just under 30% of the prison population, and continued to address their needs through one-to-one contacts and in-cell packs and telephony. 100% of new referrals were assessed within 5 days.

Prisoners with long term health conditions have individual care plans and long term care clinics are run three times weekly by a specialist nurse.

Weekly physiotherapy clinics began in November 2020 followed by podiatry and optician clinics in May 2021. Smoking cessation clinics, providing nicotine patches, were maintained weekly. Cognitive behaviour therapy group interventions had to stop and will restart when Covid-19 restrictions allow.

Attention was paid to the worrying number of 'did not attends' at clinics, caused by the lack of available prison staff to provide escorts. Graphs show a broad reduction from last year, although with occasional days when numbers reached 10 or 12 missed appointments. Dental services were again impacted most.

The large backlogs for secondary screening earlier in the year were successfully eliminated by re-organising nursing priorities.

Lack of appropriate clinical space in the HCU and on the wings remained a challenge. More efficient and creative ways to meet the need are being urgently explored.

Tensions arose during the year when prisoners without explicit clinical needs were transferred to beds in the HCU. A jointly agreed policy between the HCU and the prison, and joint robust management, improved the situation but it continued to occur at times.

Infection control remained an issue during the year. Positive action brought all mandatory infection, prevention and control (IPC) audits up to date and results showed continuing improvement. An infection control newsletter drawing staff attention to important issues has been established.

The lack of a full-time pharmacist and several vacancies for technicians created considerable challenges to the service but the efforts of the pharmacy team leader and other staff reduced these to a minimum.

Medicines management presented a range of challenges which have mostly been resolved, although it is unfortunate that the lack of medicines management committee meetings has made it difficult to monitor medicine errors. More information is needed about the nature of these. More secure medicine cabinets were installed in the wing dispensaries but a more secure gate to the dispensary on A wing is still required. The lack of a dispensing pharmacy creates difficulties in providing medicines at weekends. If a medicine needed on a Friday is not in stock it will not be available until the following Tuesday morning.

Supervision of medicines rounds was improved with a clear set of guidelines for prison officers and a strict 'no identification no medicine' policy introduced.

Upgrading the bathroom and shower facilities, due to be included with the fire and safety upgrade to D wing, has not happened. Temporary alternative facilities with disabled access will be provided.

Successful recruitment to the blood-borne viruses team improved the number of prisoners being offered screening for the human immunodeficiency virus (HIV), hepatitis B and hepatitis C. This increased from 0% to over 90% with related improvements in take up.

### **6.3 Mental Healthcare**

On average there are 52 prisoners with a mental health read code<sup>24</sup> at any one time and approximately 134 diagnosed with depression. The mental health care team carries a total caseload of around 120. There is a waiting list of 39 for talking therapies due to the clinical psychologist being on maternity leave. The shortage of appropriate space for confidential mental health consultations is of particular concern.

Great efforts were made to maintain services despite staff shortages, but group therapy interventions were not possible due to Covid-19 restrictions. Urgent referrals were seen within 48 hours although the picture for routine referrals is less clear. A 30% increase in referrals was reported in the monthly HJIP feedback but reliable data to show change over time during the year is not available. Regular welfare checks were made on those awaiting appointments.

Prioritising the care programme approach (CPA) meant mental health six monthly reviews showed an improvement from 0% to 67%. However, the way this data is being captured and extracted is being reviewed as its reliability is uncertain. CPA annual physical health checks, which were also lacking, are being addressed through a newly established clinic.

An initiative to identify prisoners with mild learning disabilities was begun so that their specialist needs can be identified. The prison does not receive prisoners with severe learning disabilities.

Availability of hatched cells, to allow safe handover of medicines for newly admitted prisoners with substance misuse related needs, was well managed with few reported problems.

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<sup>24</sup> Mental health read codes are a comprehensive list of clinical terms intended for use by healthcare professionals to describe the care and treatment given to patients.

The number of open ACCTs reduced from often above 30 to usually fewer than 20 early in 2021. A healthcare representative is required to attend ACCT reviews and on some days the number scheduled created demands that were very difficult to manage. Joint planning with the prison to implement a new ACCT process, known as V6, will hopefully resolve this, and ways to establish dedicated space to undertake reviews are being explored.

The ability to transfer prisoners with challenging mental health problems to secure, psychiatric, intensive care units has improved compared with previous years.

#### **6.4 Social Care**

A social worker and occupational therapist from Hampshire social services (HSS) visits weekly; all prisoners referred for social care were assessed by the end of the year and given individual care plans. A joint social care meeting, has been established for collaboration, although HSS attendance at these meetings was limited. The prison governor with responsibility for residence actively monitors the ongoing situation.

#### **6.5 Exercise, time out of cell, gym**

For much of the reporting year the gym and weights room has had to be closed.

The physical education (PE) instructors set up outdoor circuits for prisoners and staff to use between April and November, then moved the socially distanced circuit into the gymnasium from November, until the prison was declared an outbreak site in January 2021, when all PE activity had to stop. By May 2021, small groups, socially distanced, were once again able to use the gym for circuits. During the lockdown periods, when contracted education staff were not permitted to access the wings, the PE instructors were pro-active in encouraging prisoners with their in-cell education.

#### **6.6 Drug rehabilitation**

Psychosocial provision for substance misuse is operated by the PPG, who took over from phoenix futures in July 2020.

The service saw a reduction in referrals as admissions to the prison reduced, due to Covid-19 measures, with an active caseload of 174 in June 2020, falling to 144 in May 2021. The percentage of the prison population engaging with the service remained largely unaffected, at about 23%. Restrictions in movement around the prison meant limited access to clients, and difficulties with in-cell telephony also presented challenges for the service.

The internal television channel, 'Wayout' has been used to promote ways of harm reduction and information about the service. Working in partnership with MK College (MKC), the service has helped to deliver level two drug awareness gateway qualifications, and the college also offers peer supporters a mentoring qualification.

These supporters are volunteer prisoners with personal experience of substance misuse, trained to work to support others in recovery through developing empowering relationships. In the pandemic, supporters have continued to receive ongoing support and supervision to ensure they have basic helping skills.

Another vital arm of the service, group interventions, has had to stop during Covid-19. This has meant staff have had to devise creative ways to provide resources such as in-cell packs offering essential recovery-based material. Individual release packs are also given to those leaving prison, with community treatment appointments made and other sources of support provided.

## **7 Progression and resettlement**

### **7.1 Education and Library,**

At the beginning of lockdown, with prisoners confined to their cell for 23 hours per day, the learning and skills department, the library, and sections of the local community (rotary/churches etc.) worked together to offer distraction packs (word searches/drawing books/puzzles/cds/dvds/cards/board games) to the prisoners. The entry level reading plan 'yes we can read' managed to continue throughout the Covid-19 period by training literate prisoners to mentor their learner cell mates, or by coaching in the chapel where social distancing is possible.

By April 2020, Milton Keynes College (MKC) tutors began to create bespoke resources and in-cell packs which offered both distraction and learning to the prisoners. These came in the form of either accredited (projects such as coarse fishing) or non-accredited (e.g. art). These packs, combined with the accompanying video tutorials broadcast on Wayout TV, proved very popular. Anecdotally, the IMB has become aware that prisoners who might normally eschew classroom-based education have engaged with in-cell packs.

In the months leading to Christmas, Winchester was top of the league table of 103 prisons nationally for education uptake and completion of these packs. In January-March 2021 there was a sharp decline as HMPW became an outbreak site; many prisoners and staff contracted Covid-19, and education staff were unable to visit the wings. Up-take again increased substantially in April/May 2021.

The library has been closed to prisoners since March 2020. However, staff have been working valiantly alongside education, with their own innovations, to help prisoners with in-cell education and amusements. These include starting a book-club with exchanged comments between prisoners, learning to read packs, poetry writing guidance and chess. On average, throughout the year, librarians received 70 requests per week for particular books and were able to source 90% of them. The IMB has received very positive feedback about the library from prisoners throughout the reporting year, and appreciates the valuable contribution the library, MKC and reducing reoffending staff have made during very difficult circumstances.

### **7.2 Vocational training, work**

During this reporting year, most of the workshops have been closed or have had to adapt to mitigate the lockdown, for example the electrical assembly workshop became the "goodie-bag" assembly; these contained items such as chocolate bars and crisps and were regularly distributed to prisoners to help relieve the monotony of lockdown. The newly opened tailoring workshop did manage to keep working throughout the year, albeit with a reduced number of only five vulnerable prisoners, and remarkably managed to fulfill their contractual commitment of completed items of prison clothing for the prison estate. Barbering, painting & decorating and the proposed barista training have all been forced to cease during lockdown. For the same reason, there were no releases on temporary licence (ROTL)<sup>25</sup> until May 2021 when one prisoner passed his assessment for a placement starting the following month.

### **7.3 Offender management, progression**

The Offender Management Unit (OMU) has also had its usual methods restricted by Covid-19. During lockdown there were difficulties with wing access, and transmission in

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<sup>25</sup> ROTL is a system of being able to leave the prison for a short time to take part in paid or unpaid work.

the community meant that a number of prisoner offender managers (POMs) were isolating or shielding at home. At this time their initial contact with prisoners was by letter which was followed up by an in-cell phone call from the POM. As soon as permissible, personal contact was resumed. The offender assessment system (OASys)<sup>26</sup> continued throughout Covid-19 ensuring that prisoners had sentence and risk management plans. Home detention curfew (HDC)<sup>27</sup>, categorisation, parole, and transfers also continued as business as usual. During this time POMs completed additional work on behalf of the community offender manager to offer reassurance and communicate release plans, including additional planning for prisoners who were isolating for Covid-19 reasons, to ensure that there was no infection risk for the general public.

## **7.4 Family contact**

Family contact has been badly impacted by Covid-19. All social visits were cancelled for long periods, and when available there were restrictions in the numbers permitted. The uptake of visits has been low, with families not wanting to expose themselves to possible virus contamination; restrictions on travel and a ban on physical contact with prisoners also contributed to the reduction in visit numbers.

However, as all cells except those in the CSU have telephones, and extra phone credit was provided, phone calls have increased. The process of monitoring and distributing mail has been a challenge, due to both Covid-19 related staffing issues and a general increase in quantity. The email a prisoner service has seen a steady increase in use over the period, with nearly 1,300 sent - a 30% growth, and a 59% increase in replies.

Purple visits<sup>28</sup>, a national initiative, was introduced during the year to aid family contact during the pandemic. Prisoners were allowed one video call a month, paid from central funds. Initially it was not popular, so this was increased to two calls per month. There were teething problems, for example the staff responsible for setting it up not having the password, but by the end of the year the uptake was about 40%. IMB hopes that the system will be retained in the future to provide family contact for those at distance.

Spurgeons, the charity responsible for children and family services, has helped prisoners to maintain family ties during Covid-19. It has continued to support fathers and has maintained a caseload of between 70 and 85 prisoners. The number of child protection orders and children subject to care proceedings has increased, and staff have played a pivotal role in prisoners being involved in family decisions through liaison with agencies. This has included setting up a facebook page for families, distributing craft packs to children to share over the phone with fathers, and continuing 'storybook dads' (recording a cd or dvd for children). In addition, a video diary project was introduced enabling families to send in a short video and allowing fathers to record a response. Activity packs were provided for children in the visits hall while the play area was closed.

All Spurgeons group programmes have been converted into self-study packs, and prisoners who complete these get support, a certificate and a formal report.

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<sup>26</sup> The probation and prison services across the country uses OASys for assessing the risks and needs of an offender.

<sup>27</sup> HDC is a scheme which allows some prisoners to be released early if they have a suitable address to go to. It is often called 'tagging'. An electronic tag is worn around the ankle, to monitor compliance.

<sup>28</sup> Purple Visits secure video calling system allows virtual contact within a secure establishment.

## 7.5 Resettlement Planning

With very few visits to the prison possible during this reporting year, IMB has been unable to monitor independently much of the work of the Integrated Through the Gate and the Catch22 community rehabilitation company, nor interact with prisoners prior to release. IMB has attended virtual meetings of the reducing reoffending forum and been impressed by the effort expended on the seven pathways<sup>29</sup> approach.

The resettlement agencies have faced significant problems throughout the year due to the inability to interact in face-to-face meetings with their service users. Their only option was to gather information by using self-assessment forms handed under doors, which some prisoners failed to return. This has led to inadequate information gathering and some failure to meet basic custody screening tool timing deadlines.

Catch22 has had no problems with arranging bank accounts and providing relevant paperwork to released prisoners, but arrangement of suitable accommodation has remained problematic. During lockdown, the allocation of funds by the homeless prevention taskforce (HPT) for provision of accommodation has mitigated this perennial problem. Nevertheless, over nine months of the last year for which data have been made available, 63% of released prisoners have been categorised as having no fixed abode (NFA). Even allowing for the fact that this category includes those offered transient accommodation with councils, it still means half of those released were homeless. With withdrawal of HPT funds in April, it is likely that more prisoners will be released with NFA in the future. This remains a real concern and is one strong cause of reoffending.

The forthcoming change in contracts for resettlement services, for which little information is yet available, has also led to uncertainty and difficulty in recruiting staff replacements.

During this year Covid-19 has prevented use of ROTL and HDC. Their reintroduction is currently being planned.

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<sup>29</sup> The seven pathways are based on helping through accommodation, attitudes, thinking and behaviour, children and family, drugs and alcohol, education, training and employment, finance, benefit and debt and health.

## 8 The work of the IMB

Clerking availability for the IMB continues to be an issue. Although a minute taker, for board meetings and support for triennial elections, is provided, the prison has not the capacity, due to the high level of vacancies amongst the administrative staff, to undertake other routine services as agreed in the MOU between the HMPPS and IMB at the national level.

### 8.1 Board statistics

Recommended complement of IMB members	16 >13*
Number of IMB members at the start of the reporting period	14
Number of IMB members at the end of the reporting period	11
Total number of visits to the establishment	119 **
Total number of segregation reviews attended	1**

\* The complement was reduced in January from 16-13, to be achieved over 2 years.

\*\* Figures are approximate because of restrictions on visiting the prison during Covid-19 and do not include virtual attendance at numerous prison meetings/reviews during the period.

### 8.2 Applications to the IMB

In the wake of the Covid-19 restrictions, the handling and management of applications from prisoners to the board was severely impacted. Initially, applications submitted to the wing boxes were collected by the establishment, scanned and sent electronically to the board for processing and responding. An ad hoc process was put in place, involving using folders on the board's shared secure email account to keep track. A combination of the inability to catalogue the applications centrally, the introduction of the 0800 service for prisoner applications increasing the load, and the loss, due to ill health, of the board member attempting to manage this aspect of board activity, led to temporary difficulty in application recording capability. There was, however, little reduction in the board's ability to answer the applications. As a result, no precise figures for prisoner application processing are available for the current reporting period. In order to provide an estimate of the numbers of applications, IMB has used the number of 95 applications received from June to August 2021, to suggest an average of roughly 30 applications per month, suggesting an annual total figure of around 360. By way of comparison, this figure was 264 for the previous reporting period 2019-2020.



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