



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

**For reporting year  
1 June 2021 – 31 May 2022**

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## Introductory sections 1 – 3

### 1. Statutory role of the IMB

The Prison Act 1952 requires every prison to be monitored by an independent 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 Offender Institution (HMP/YOI) Winchester is a complex all-male local prison operating within the South Central group of prisons. Approximately 23% of the prisoners are young adults 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 prisoners are either on remand, charged, sentenced, or awaiting sentence. At the time of the last inspection by Her Majesty's Inspectorate of Prisons (HMIP) in February 2022 the prison had an operational capacity of 564<sup>1</sup>. The maximum occupancy continues to be reduced during the rolling refurbishment programme which started 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 to 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 D wing temporarily houses the care and separation unit (CSU)<sup>2</sup> until a purpose-built facility is completed (currently scheduled for completion in 2023).

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.

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<sup>1</sup> HMIP – *Report on an unannounced inspection of HMP Winchester*, 25 May 2022, 3.2, p.5.

<sup>2</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.

### **3. Executive summary**

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

The background to this year's report has still been dominated by the Covid-19 pandemic. The IMB's attendance has been gradually increasing over the reporting period, with near-normal attendance only established in the last three months of the reporting year. This has significantly limited access to information based on members' on-site monitoring.

#### ***Overall performance***

Covid-19 has remained the overriding influence on HMP Winchester's efforts to deliver a humane, fair and decent environment for the prisoners in its charge. The degree to which this has been achieved has been undermined by lack of resources, volatility and the relatively high level of violence, although there were encouraging signs of improvement in the latter part of the year. As Omicron variants saw the prison enter outbreak status on five occasions, albeit for no more than a few weeks due to its well-organised response, the accompanying restricted regime<sup>3</sup> left the great majority of prisoners locked behind their cell doors for at least 22 hours a day. The resulting frustrations could have led to unrest and violence but rarely did, possibly because of the limited opportunities for interaction between prisoners; however, this regime can hardly be said to represent humane conditions. That said, in the Board's view the prison's management of the pandemic remained effective. There was only one incident of indiscipline involving a number of prisoners, and that was resolved swiftly by the available staff.

The issues that the IMB considers fundamentally limit the ability of HMP Winchester to provide an effective, progressive and aspirational prison are as follows:

- Staffing levels that, even when aligning with the profile (the agreed number of staff), include up to 40% of officers who are inexperienced in managing either a normal regime or the volatile nature of the population.
- The outdated design of the buildings and associated facilities – notwithstanding the restorative and replacement work carried out on two of the main wings during the year.
- The high turnover and variety of prisoners, which means that a disproportionate amount of time is spent processing prisoners at the expense of providing purposeful activity and resettlement.

The IMB recognises that there are continuing shortcomings in the effectiveness of procedures, oversight and consistency, the need for which was reflected in the disappointing HMIP report of its inspection in February, and the Board is looking forward to the successful implementation of the new induction and supervision arrangements.

#### **3.2 Main judgements**

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

Last year the IMB report stated that the prison had experienced very high levels of

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<sup>3</sup> The regime is the prison routine which determines when prisoners will be unlocked for work, association, meals and access to other services. Regimes are different in different prisons.

violence, limited purposeful activity and a serious drug problem.

Incidents of violence, against prisoners and staff, were still high during this reporting period. The first half of this year saw similar levels of violence, but it is encouraging to note the reduction in levels of violence and self-harm since December. The number of assessment, care in custody and teamwork (ACCT<sup>4</sup>) documents has decreased, as management of 'at risk' prisoners has received ongoing attention. Sadly, however, this did not prevent the apparently self-inflicted deaths of two prisoners.

The IMB expressed serious concerns last year about the coverage and effectiveness of the CCTV system and was disappointed by the responses of both the Minister and HMPPS, which gave a misleading impression of the current situation and plans underway to improve it. This remains a significant safety risk.

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

Most staff continue to treat the prisoners with care and consideration, but too often the opportunity for meaningful interaction has been unavailable. Key working was all but discontinued and even welfare checks occurred only sporadically. The incarceration of the majority of prisoners behind their cell doors and in spaces that were designed for one rather than two occupants, for more than 22 hours each day, cannot be regarded as humane.

Major refurbishment and fire safety work on the main wings is almost complete although standards of cleanliness vary considerably between locations and are affected by other factors, especially the presence of vermin such as pigeons and rats. The latter are causing additional issues by damaging cabling, and even the contractor's attempt at their eradication through poison has resulted in the rats' decomposing bodies near the subterranean control room creating an intolerable environment to work in.

Work to improve some of the physical conditions in which the prisoners live has continued throughout the year including the new, temporary CSU. However, as last year, there have been further incidents of pieces of parts 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.

The IMB's previous concerns about the difficulty of prisoners with physical disabilities gaining access to facilities remain. Although some mitigating measures have been put in place, the design and structure of the building makes it almost impossible to meet this 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 not built on the progress reported last year, with gaps in staffing at times and a sense of going through the motions rather than impactful interventions.

Considering the difficulties caused by Covid-19, staffing difficulties, violence and a dilapidated, aged building, the staff, commendably, treat prisoners in a largely fair and humane manner. The IMB has witnessed numerous instances of officers taking time to

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<sup>4</sup> ACCT is the care planning process for prisoners identified as being at risk of suicide or self-harm. This research was carried out using in-depth qualitative interviews with members of staff and prisoners across six prison establishments in England and Wales. It explores staff and prisoner views on the ACCT process and identifies possible improvements.

discuss with and help prisoners to ease and solve problems.

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

The prison has continued to protect prisoners and staff from the worst impacts of Covid-19 by its use of the reverse cohorting unit<sup>5</sup>, a proactive approach to testing and the availability of vaccinations, although the turnover of prisoners, coupled with some reluctance, meant that vaccination rates rarely exceeded 50%. Cooperation between prison and healthcare staff was at its best in this context but suffered by comparison when other pressures impacted on the prison's priorities.

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

The pandemic has continued to have 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. A reorganisation of provision and a loss of staff have added to the disruption. As a result, it has not been possible to provide the levels of service or progress that are required or expected in this area. Purposeful activities such as workshops have been very significantly constrained, and early release and work experience schemes curtailed. However, whereas the Board reported an issue last year with approximately two-thirds of released prisoners having been categorised as having no fixed abode upon release, the figures for this reporting period indicate that this rate has fallen to below 30%, though bearing in mind that this does only reflect the initial accommodation on release.

## **3.3 Main areas for development**

The structure and infrastructure of the building requires considerable expenditure to improve living and working conditions. This would include heating, water supplies, security and overcrowding.

Disabled prisoners are still unable to reach some parts of the prison, for example reception, library, education and some exercise yards.

## ***TO THE MINISTER***

Staffing, in terms of both recruitment and turnover of experienced staff, remains an effective barrier against a more settled, effective and consistent service. What measures can the minister outline to improve staff recruitment, motivation and retention? (See section 5.3.)

Would the minister agree that safety at Winchester is unsatisfactory and explain what other steps will be taken to ensure the recent positive trend is maintained? (See section 4.3)

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<sup>5</sup> Unit or area for the temporary separation of newly-received prisoners for up to 14 days; allowing the prison to verify that each individual is not symptomatic.

## **TO THE PRISON SERVICE**

There is still permanent cell overcrowding through the main prison, with most prisoners being required to share a cell that was built to house one person. What is the Prison Service's plan to rectify this? (See section 4.4.)

Given the safety and security concerns resulting from the inconsistent provision of CCTV facilities in and around the prison, when will the Prison Service supply the funds to install the modern, integrated equipment to rectify this? (See section 5.1.)

The intent behind the policy that prisoners are no longer to be let out of their cells purely for association, but only to pursue purposeful activity, is understood by the Board. However, given the high number of remand/unsentenced prisoners in Winchester, how does the Prison Service consider this policy treats prisoners whose length of stay is so short (12 weeks average) that they are unable to avail themselves of education or participation in workshops, and are thus locked behind their cell doors for over 22 hours per day? (See section 7.1)

As many cells still get very hot in summer and very cold in winter, and showers are often non-functioning due to an outdated fabric and design, what are the Prison Service's plans for resolving these issues? (See section 5.1)

How will HMPPS constructively support HMP Winchester's efforts to help prevent prisoners getting into debt whilst they wait for their spend accounts to be set up? (See section 5.1)

## **TO THE GOVERNOR**

How can greater compliance with systems and procedures by staff be encouraged to ensure a more consistent delivery? (See section 6.1.)

What measures can be taken to further reduce the supply of intoxicating substances, especially hooch, to prisoners? (See section 4.6.)

Given the continued impact of the vermin infestation, and the associated health and safety concerns, what more lasting and impactful arrangements can be made to resolve this issue? (See section 5.1.)

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

HMP Winchester has made some limited progress in tackling the high levels of violence in the prison, especially when set against prisons in its comparator group<sup>6</sup>. (See section 4.3.)

The management of vulnerable and challenging prisoners has seen a marked improvement due to more consistent staffing by experienced officers. (See section 4.3.)

There has been less evidence of the impact of substance misuse, suggesting that the prison's countermeasures are having a real impact in this area. (See section 4.5.)

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<sup>6</sup> The comparator group of prisons similar to HMP 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.



The relocation of the segregation unit to D wing has provided a significant improvement to the living conditions of those held in segregation. (See section 5.2.)

The cooperation between the prison and the healthcare provider staff has been good, particularly in Covid-19 related matters. (See section 6.1.)

The introduction of gym equipment on the exercise yards has had a positive impact on prisoners' physical and mental wellbeing. (See section 6.5.)

The restructuring of financial incentives to equate pay rates between work and education has led to an increased take-up of education. (See section 7.1.)

There has been a noticeable improvement in the physical environment, especially West Hill, due to the efforts of the gardening team. (see section 7.2)

## Evidence sections 4 – 7

### 4. Safety

All the figures in this section have been extracted from the HMPPS Performance Hub, which is regarded as the most credible source for data of this sort.

The most revealing metrics are generally when statistics are quoted in terms of numbers of incidents per 1,000 prisoners, which allows meaningful comparisons to be made between prisons with different populations.

In this discussion the statistics for HMP Winchester are compared with the average for the rest of Winchester's designated comparator group, which currently consists of HMPs Bristol, Chelmsford, Durham, Exeter, Lewes, Lincoln, Norwich and Preston, which collectively hold about 5,000 prisoners, compared with HMP Winchester's population of around 500.

In order to examine trends year-on-year, the statistics have been extended backwards in time to include the figures for 2020-21, the period covered by our previous report. For most of that year the comparator group, as currently defined for that year, included additionally HMPs Bedford, Leicester, Peterborough Male and Swansea, making the total prisoner population of the group about 6,800. Note, however, that the comparator group for 2020-21 has been changed retrospectively from what it was when we wrote our report for that year. The comparisons between Winchester and the comparator group in our report for that year are therefore no longer valid. It is not known when or why these changes were made, but any comparison between this report and last year's must be treated with great caution. The figures for 2020-21 for HMP Winchester in this report are correct and the same as previously reported.

#### 4.1 Reception and induction<sup>7</sup>

The reception process, when prisoners enter or re-enter the prison, has been streamlined and is now faster than the previous system. While improvements have been made to the reception area, HMIP described it as remaining 'stark and uninviting'<sup>8</sup>, an assessment with which the Board concurs.

The introduction of a low-dose X-ray body scanner has significantly improved the detection rates of illicit items secreted on prisoners, such as drugs and mobile telephones.

The IMB noted that at one point in March 2022, there were no Insiders<sup>9</sup> to assist with inductions as the last one had been released. This is problematic, as while orientation literature is readily available in reception many prisoners will struggle to access it due to poor literacy skills.

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<sup>7</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.

<sup>8</sup> HMIP inspection report, 25 May 2022 3.2, p.19.

<sup>9</sup> Trusted prisoners who undertake certain key jobs within the prison.

Both the IMB and HMIP noted that Listeners<sup>10</sup> were also not always available to assist with new prisoner inductions<sup>11</sup>. This is a significant concern, as around two-thirds of new arrivals had a history of self-harm<sup>12</sup>.

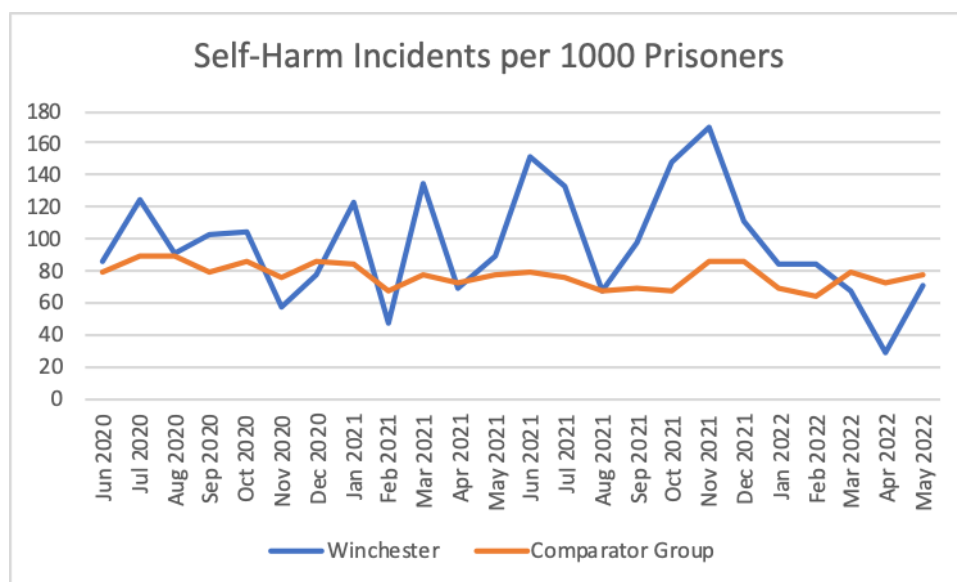
HMIP reported that cells for new arrivals were often in a poor state, lacked basic furniture or access to a working telephone and were covered with threatening graffiti<sup>13</sup>. It was also noted that many prisoners stated that they had been unable to call home or shower on their first night.

There have been instances where Serco prisoner transports have arrived late at night, resulting in the reception and induction process being delayed.

It is hoped that the imminent reopening of A wing, historically used for housing new prisoners and which has been closed for major refurbishment work, will see a significant improvement in prisoners' induction experiences.

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

During this reporting year, the frequency of incidents of self-harm varied widely. The figure below shows the monthly numbers of incidents per 1,000 prisoners at HMP Winchester over the last two reporting years, together with the relevant figures for the rest of the comparator group of prisons.



The average number of self-harm incidents per month at HMP Winchester has increased year on year, while those in the comparator group have decreased; HMP Winchester's figure is 36% greater than the comparator group compared with 15% last

<sup>10</sup> Prisoners who are trained by the Samaritans to offer emotional support to other prisoners on a confidential basis.

<sup>11</sup> HMIP inspection report, 25 May 2022, 3.3, p.19.

<sup>12</sup> HMIP inspection report, 25 May 2022, 3.36, p.27.

<sup>13</sup> HMIP inspection report, 25 May 2022, 3.4, p.19.

year<sup>14</sup>. On the other hand, HMP Winchester has had a steady downward trajectory since November 2021, spoiled only by the high number in May 2022. Indeed, the average for the last three months of the year is below that of the comparator group.

	Winchester		Comparator group	
	2020-21	2021-22	2020-21	2021-22
Average monthly <b>self-harm incidents</b> per 1,000 prisoners	92.3	101.1	80.1	74.3
Change year-on-year		+9.6%		-7.3%
Winchester greater than comparator group	15.1%	36.0%		

Average <b>individuals involved</b> per month per 1,000 prisoners	51.6	53.2	42.7	40.2
Incidents/individual	1.8	1.9	1.9	1.8
Ave resulting <b>hospital admissions</b> per month per 1,000 prisoners	5.2	8.0	4.3	3.7

In summary, HMP Winchester's annual number of incidents has risen, while the comparator group has reduced, although HMP Winchester has seen a significant reduction over the last seven months. It is hoped that this trend will continue.

The table also shows that the average number of self-harm incidents each month is roughly double the number of individuals involved.

As in previous years, the figures conceal a number of prisoners who are prolific self-harmers. During the year under report, two prisoners self-harmed between 21 and 50 times, eight prisoners 11-20 times, 20 prisoners 5-10 times and 69 prisoners 2-4 times.

The most common form of self-harm remained cutting, making up 67% of all incidents. Ligaturing, strangulation, attempted hanging or suffocation comprised 15% but are potentially fatal compared with ingestion, wound aggravation or head-banging.

With these sobering statistics as a backdrop, the IMB is saddened to report that there were two apparently self-inflicted deaths at HMP Winchester. There were also three further deaths in custody: one from Covid<sup>15</sup>, one from natural causes and one for whom the cause of death has yet to be determined.

The number of open ACCT documents ranged between nine and 33, averaging circa 20.

<sup>14</sup> It is important to note that the local prisons that were included in Winchester's comparator group changed from 2020-21 and 2021-22 which means that the comparator group baseline is not consistent from one year to the next.

<sup>15</sup> Although the prisoner concerned had very serious co-morbidities.

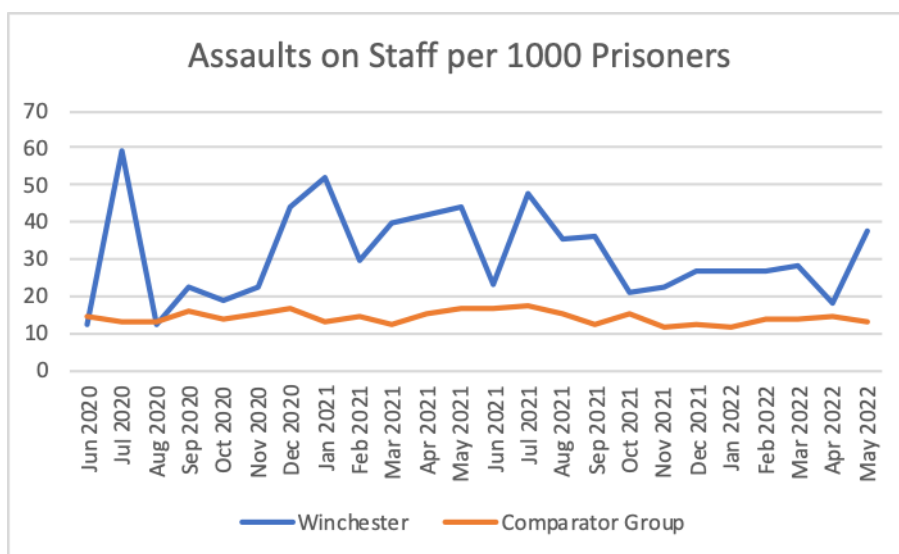
### 4.3 Violence and violence reduction, self-isolation

HMP Winchester suffers from high levels of violence. As described below, for most of the reporting year 2021-22 the number of violent incidents by prisoners and the use of force by officers have been relatively high. However, there are some encouraging signs, where violence levels have improved in recent months.

#### **Assaults – prisoner on staff**

There were 170 assaults by prisoners on members of staff during the reporting year, a welcome decrease of 23 (12%) over the previous year. Ten of this year’s assaults were rated as serious<sup>16</sup>, an increase of two on the figure for the previous year.

The graph below shows that there was considerable fluctuation month by month. It is notable that there was a modest downward trend from July 2021 to April 2022, interrupted by a jump in May 2022.



The graph includes the corresponding information for the rest of the prisons in HMP Winchester’s comparator group. HMP Winchester staff experienced double the number of assaults in 2021-22 compared with the rest of the comparator group.

On the positive side, HMP Winchester saw a bigger decrease in assaults on staff, both absolutely and in percentage, year-on-year, than the comparator group.

Average <b>assaults on staff</b> per month per 1000 prisoners	2020-21	2021-22	Change
HMP Winchester	33.3	29.1	-12.6%
Comparator group	14.5	14.0	-3.6%

<sup>16</sup> An assault is classified as serious if it involves a serious injury, concussion, admission to outside hospital as an inpatient or is sexual.

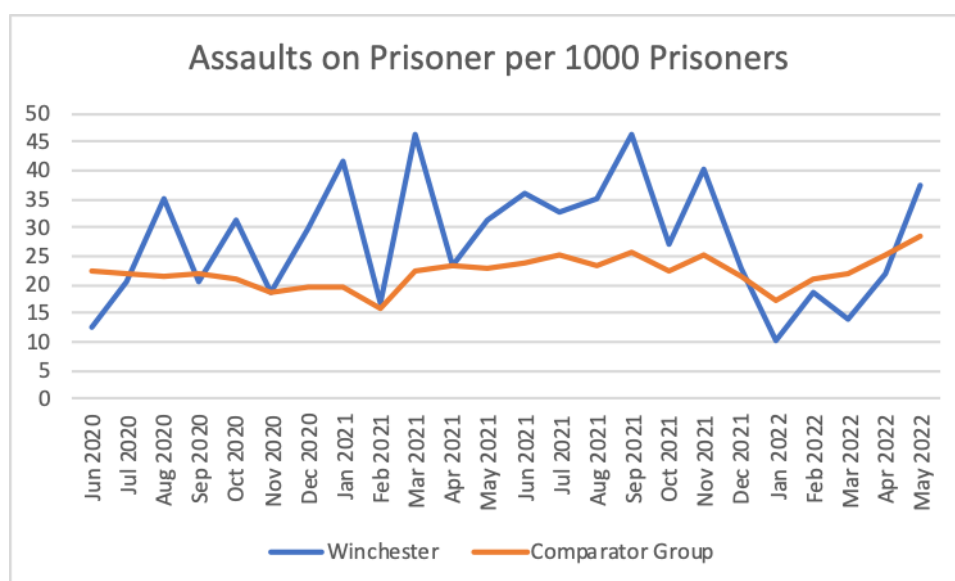
HMIP undertook an unannounced review of HMP Winchester in January/February 2022,<sup>17</sup>. They reported that ‘*The rate of assaults on staff was the highest of all local prisons (with 418 incidents per 1,000 prisoners over the last 12 months), and more than three times the average for this comparator group. While the reduction year-on-year is encouraging, the level of assaults on staff remains the highest in the comparator group.*

### **Assaults – prisoner on prisoner**

There were 167 recorded incidents of prisoner-on-prisoner assault during the reporting year, an average of 14 per month, which is an increase of 4% compared with the previous year’s number of 158. Of concern to the IMB is the observation that 36 of this year’s prisoner-on-prisoner assaults were classified as serious (as defined above), a four-fold increase on last year.

The graph shows a comparison of the monthly number of prisoner-on-prisoner assaults per 1,000 prisoners, alongside the figures for the rest of the comparator group. Both HMP Winchester and the comparator group saw a small increase in the average monthly number of these assaults compared with the previous reporting year.

The period from September 2021 to January 2022 showed an overall reduction in the number of prisoner-on-prisoner assaults at HMP Winchester, until it was below the average for the comparator group. Unfortunately, this downward trend was not maintained and by May the level was again greater than the comparator group average.



Average <b>prisoner-on-prisoner</b> assaults per month per 1,000 prisoners	2020-21	2021-22
HMP Winchester	27.3	28.5
Comparator group	20.9	23.4

<sup>17</sup> HMIP inspection report, 25 May 2022.

### ***Surveillance equipment***

The number of broken or malfunctioning security cameras is a danger to all. The Ministry of Justice's policy 'Use of Overt Closed-Circuit Television System' states that, 'CCTV is used to prevent and detect crime, and maintain the security, training, safety and good management of HMPPS. These systems are valuable tools which contribute to safety and security and in protecting both people and property.' HMP Winchester is currently unable to achieve this.

### ***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 are 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.

### ***Safer custody violence reduction actions***

There have been modest improvements in some types of violence at some times in the year, particularly in prisoner-on-prisoner assaults and the use of force. It is not certain what has led to these improvements but, since the beginning of 2022, the prison senior leadership team have made deliberate efforts to improve conditions and to reduce the stress points which might trigger violence:

- Mail coming into the prison is photocopied and the copy given to the prisoner. This has reduced the influx of drug-soaked notepaper and hence the volume of drugs on the wings. It is speculated that this has led to the observed increase in finds of home-brew liquor to meet the demand.
- An effort has been made to ensure that cells have kettles and phones, clean kit is distributed efficiently, the regime is more stable and predictable and prisoners' applications and complaints are dealt with in a timelier fashion, all of which have previously been triggers for unrest.
- Forums for young adults (YAs), who make up the majority of the perpetrators of violence, have been established for them to discuss their concerns. This is a new idea and it remains to be seen how effective it will be.

While there is no way to demonstrate conclusively that these policies have resulted in the observed improvements in some areas or if it is coincidental, the senior leadership team's efforts in this area are to be commended. The IMB will continue to monitor the implementation of these policies and the levels of violence.

### ***Vulnerable Prisoners***

Vulnerable prisoners (i.e. those convicted of sexual offences, under threat of violence or bullying, and those finding prison life particularly difficult to cope with) are housed on D wing or in the CSU which is located in the basement of D wing. Refurbishment of this wing was completed in the late summer of 2021, all prisoners having been moved from

A wing, where they were formerly housed. All work, education and exercise activities take place separately from other prisoners, with an alternative regime to ensure that they have access to the full range of prison services. A number of D wing prisoners are older and suitably adapted accommodation is in very short supply.

Complaint topics are similar to those in the wider prison but there are two ongoing issues:

- The D wing prison exercise yard is overlooked and prisoners from C wing shout abuse and occasionally throw things at the VPs during D wing's exercise period. The situation has improved this year, in that the exercise yard is overlooked by only one, rather than two, wings, but the problem has not disappeared. Further, there is a gap at the bottom of the stairs from D wing into the exercise yard, where a prisoner from C wing exercise yard could slip through to get at the vulnerable prisoners exercising in their yard. As a result, a number of D wing prisoners refuse exercise. In addition, D wing exercise yard now overlooks the exercise yard for the CSU and prisoners have been observed in conversation.
- The showers in the CSU have been out-of-order most of the time since D wing was re-opened. Men confined on the CSU have therefore had to be taken upstairs on an individual basis to use D wing showers. All men on D wing have to be locked up whilst this takes place and additional staff are required for the supervision of CSU prisoners. Consequently, not all D-wing and CSU prisoners are able to shower as often as the Winchester regime allows.

There are always a number of prisoners, otherwise eligible for release, held under IS91. This is a form issued by Home Office immigration enforcement to prison authorities authorising detention under Immigration Act powers after the prisoner's sentence has expired. 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.

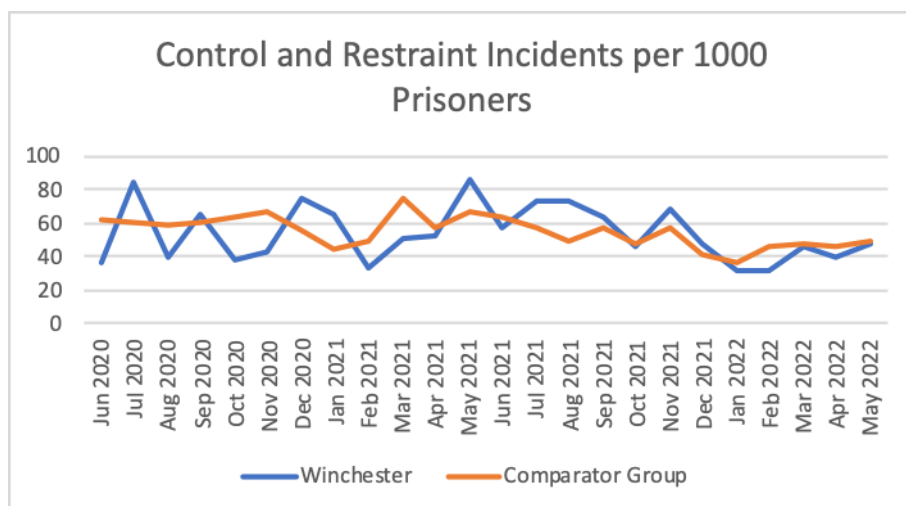
The IMB has been impressed throughout the year by the positive attitudes of staff working with vulnerable prisoners and for the creativity shown in dealing with issues.

#### **4.4 Use of force**

During the reporting year the number of times that force was used to control or restrain prisoners varied widely, although generally with a downward trend, as may be seen in the following graph, which shows that both HMP Winchester and the comparator group saw modest reductions on average year-on-year.

For most of this reporting year the number of incidents requiring the use of force declined until the level was below that of the comparator group, where it stayed, albeit with some increase, for the rest of the year.





Average <b>control and restraint incidents</b> per month per 1,000 prisoners	2020-21	2021-22
HMP Winchester	55.4	52.0
Comparator group	59.8	49.9

It is revealing to note the number of individuals reported as being involved in incidents requiring the use of force. During 2021-22 there were on average 73 individuals recorded for the average 52 incidents of use of force at HMP Winchester per month per 1,000. In the comparator group the number of individuals, 50, matched exactly the average number of control and restraint (C&R) incidents. This difference is difficult to explain but may be a result of different reporting standards.

#### 4.5 Preventing illicit items

The IMB notes its general impression about the reduction in the availability of drugs and illicit contraband, probably linked to the use of the body scanner deployed in the reception area, as well as the photocopying of incoming letters (albeit with inadequate equipment). The scheme to photocopy prisoners' mail was started in January, in an effort to reduce access to drugs sprayed onto paper. This had been a particular concern as an inbound route for drugs expressed in last year's IMB annual report. (See also section 4.3.)

Substance misuse supporters operate on each wing (except D wing) to provide peer support to prisoners undergoing detoxification programmes.

The Board is pleased to note that voluntary drug testing has started at West Hill, with early figures of 21 prisoners signed up. So far, all tests were negative.

That said, the IMB acknowledges that substance misuse is still a major concern for the prison, with some issues, such as brewing of large quantities (>10 litres) of hooch, highlighting that more can and needs to be done in this area.

## **5. Fair and humane treatment**

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

The fabric of the main prison presents a constant source of grave concern. Facilities, such as heating and hot water for showers, are frequently disrupted by breakdowns, leading to discomfort and poor provision of basic amenities. HMP Winchester has very few cells designed for two occupants. Most of the cells originally deemed to be the right size for one person now contain two prisoners, so space is limited and inadequate. Each cell contains a toilet, and personal privacy is difficult to achieve. With the recent modernisation of the wings, there have been some minor improvements. Many cells now have a screen made of MDF across half of the cell. This means that the head and feet of the toilet user can still be seen, but the private parts are screened from view.

#### ***Water leaks***

Throughout the year there have been issues with leaking roofs, particularly affecting reception, education and the IMB office, causing danger from wet electrical equipment and exposing asbestos. During one incident the water supply for the whole prison had to be turned off for 24 hours.

In the summer of 2021, multiple water leaks caused a false ceiling in the healthcare unit to collapse, and the area was cordoned off because of potential structural instability.

In November 2021 a large water leakage from faulty, rusty pipes caused cells on B wing to be placed out of action, and showers suspended for the whole wing. The water travelled down to the electrical board, potentially threatening the electricity supply to the whole prison.

#### ***Falling masonry***

Chunks of masonry from the chapel ceiling have fallen, leading to areas being roped off for fear of endangering those who visit.

#### ***Heating and hot water***

The water pressure and boilers within the main wings of HMP Winchester are unable to provide the quantity and temperature of water required on a regular basis. The IMB continues to receive applications about the uncomfortably low air temperatures on B wing and the irregularity of shower availability. The CSU shower has not been working for some considerable time, despite being recently installed. On one D wing landing, when some showers are in use, the water pressure in other locations drops off totally.

In May 2022, the Governor wrote to the Ministry of Justice property department, pointing out the difficulty of establishing who is responsible for the problem with the water supply and heating and should therefore fund its remedy. He highlighted the negative impact on the prison, with staff and prisoner assaults increased because of the necessity of having to escort segregated prisoners from the CSU to the main D wing for showering, putting both staff and prisoners' safety at risk.

#### ***Temperature***

The IMB continues to receive applications about the cold temperatures on B wing.

The Victorian building has an air cavity heating system. If prisoners block the vents or vandalise the windows, then it gets cold. There is no heating on the landings. There is no standard minimum temperature for a cell. B wing is cold in winter and C wing is hot in summer. An illustration of prison temperatures is that on 17 July 2021 the IMB office reached 30°C, with the windows open.

West Hill has a similar problem. The necessary fire safety improvements there have made this unit resemble a sealed greenhouse. Solutions are being sought but these will need rapid funding too.

### ***Vandalism***

Vandalism is an ongoing problem, with damage to pipes and sinks etc. a regular occurrence. There are still incidents of prisoners creating holes in their cell walls, by scraping, banging or scratching the outdated fabric of the building, and one C wing prisoner managed to remove the whole of his window. This behaviour causes extra risks of disorder or escape. Government Facilities Services Ltd (GFSL) usually does a swift renovation job, but the bill for damage caused, for the period of this annual report, is approximately £130,000.

### ***Vermin***

HMP Winchester has a significant vermin problem. Rats nest in the cabling of the underground control room. Their gnawing is suspected of being the cause of some of the recent broken cables there, which power the cameras pivotal to security of the prison. Pest controllers attend regularly to put down poison. Some of the rats die amongst the cabling, beyond reach. The control room always has a very disagreeable smell of rotting rat bodies, and is a most unpleasant atmosphere to work in. Nurses have refused to use the dispensary on B wing because of the stench of decomposing rats and in November 2021 a live rat was found on E wing, the administrative wing. The Government's website [www.hse.gov.uk](http://www.hse.gov.uk) states that 'rodents, such as mice and rats, can carry diseases that can harm people'; and that 'by their nature, all biocidal products carry potential risks to people'.

Pigeons are regularly present on the higher levels of some of the wings and appear to have difficulty finding their way out. Three human diseases, histoplasmosis, cryptococcosis and psittacosis, are linked to pigeon droppings.

### ***Kitchen***

The kitchen staff do the best they can to provide nourishing food from a very low budget and are to be commended. The daily allowance per prisoner for three square meals is currently £2.18. Despite bulk buying, via negotiated contracts, this sum is inadequate, particularly in this period of constantly rising prices. Kitchen managers are just able to provide access to five portions of fruit and vegetables each day, but this is becoming increasingly challenging. According to nutrition charity the Food Foundation, it costs £5.99 per day for an adult to meet the UK's 'eat well' healthy diet recommendations, more than double the prison's budget. The main meal of the day is served with one vegetable. The possibility of increasing this to two is financially unachievable. Even purchasing the cheapest available vegetable would increase spending by an annual £24,000, from a budget hovering near overspend. The modern kitchen is always clean and fresh and is staffed by prisoners who are thus prepared for catering jobs on release.

There are few regulations on the quality of food in prison. The Prison Rules, which governs how prisons are run, stipulates that prison food should be 'wholesome, nutritious, well prepared and served, reasonably varied and sufficient in quantity'. This is subject to wide interpretation since terms like 'wholesome' and 'nutritious' have no clinical definition. Typically, prison meals often have to be made from cheaper ingredients which can be highly refined and ultra-processed, with low nutrient density. This ignores advice such as that in the BBC's *Science Focus* magazine

reporting that studies have found that improving prisoners' nutrition reduces incidents of violence.

### ***Canteen***

Canteen is the term used within prisons for the weekly delivery of items prisoners can purchase for themselves. The amount of spend is restricted. The choice of items is limited to items such as hair shampoo and deodorants and simple basic treats such as chocolate or biscuits. It is ordered weekly and issued by officers on Fridays. It is highly valued by those prisoners able to use it and resentment and bad temper can result if orders are not fulfilled. The system has not always run smoothly in this reporting year in HMP Winchester, and such errors increase risk of violence. On occasions some orders have not arrived or been incomplete or incorrect and some order forms have been mislaid, meaning no canteen arriving.

New prisoners have no access to money for canteen until their local spend account is organised. During this time new arrivals, particularly those who arrive on a Friday and experience the longest wait, are at significant risk of being encouraged into ordering on another prisoner's canteen account at high rates of interest. Prisoners often struggle to repay these debts, which can result in threats and incidents of violence against them. In extreme cases, debts are settled in non-financial ways such as the debtor being required to hold drugs in their cells. Our Board has seen instances where prisoners have requested vulnerable prisoner status or self-isolated due to threats associated with debt. The families of indebted prisoners can also be impacted, as they can often be pressured to pay off the debts.

HMP Winchester has taken proactive steps to deal with this systemic problem by holding a small stock of popular canteen items for new prisoners to purchase on arrival. However, this has been vetoed by the Prison Service financial team due to audit concerns.

### ***Cleanliness***

In May 2021, the national funding for the 'clean and decent' project was withdrawn, which seems a backward step. Cleanliness has become a little haphazard. The current plan is to form a team of reliable prisoners who fully understand their cleaning responsibilities. This will be modelled on the successful system used by HMP Bristol.

### ***Laundry and kit***

Each wing has two washing machines and dryers which orderlies use to wash the personal clothes of prisoners. The machines are used heavily and sometimes break, but repair is usually efficient and the process largely successful. Communal laundry, known as kit, consists of bedding, towels and prison-issue clothing. This is transported to HMP Portland for washing and remains a problem area, causing kit to be regularly in short supply. The laundry system is intended to 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, such as toilet screens<sup>18</sup>, but still claim clean items, causing an apparent under-supply and shortage. This in turn leads to extra expenditure to replace the shortfall. Inexperienced staff have never seen a kit change

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<sup>18</sup> As described at the beginning of Section 5.1, personal privacy when using the WC in a double cell is limited. Some prisoners have hung a sheet up to improve privacy.

as it should happen and a remedy to this problem is high on the list of the residential governor's priorities, now that Covid-19 restrictions have ceased.

## **5.2 Segregation**

The CSU at HMP Winchester has undergone a major change during the current reporting period. Due to the complete refurbishment of A wing, which previously housed the unit, the facility was relocated to the ground floor of D wing, itself only recently refurbished during renovation work. This has led to an increase in the number of available cells from seven to nine and significant improvement of the basic accommodation. Cells now face an open exercise yard providing plenty of natural light. The introduction of the new unit faced several initial issues, most notably: low ceiling structures in the unit's lobby area and access to the administration offices; the impact of general fabric issues, such as damp; and poor connectivity to the telephone network. The dampness issue has rendered one cell uninhabitable throughout the reporting period. The unit has suffered intermittent plumbing problems in its shower facility resulting from being linked to the rest of the D wing system. This has led to that part of the regime having to be provided elsewhere off-unit leading to some operational difficulties.

The holding of prisoners on cellular confinement (CC) on the ordinary wings due to insufficient availability of cells on the CSU has proved problematic on occasion: the record keeping on the wing as well as the delivery of the CSU regime has been inconsistent, to which communication failures between CSU and wing staff have contributed. In one instance a prisoner on CC was observed in a cell shared with a prisoner not on CC, leading to a removal of privileges not being implemented.

The other major change in the management of the CSU is the establishment of a group of officers dedicated to staffing the unit. This has resulted in a more professional and consistent approach to the often troubled and challenging prisoners held on the unit. The IMB observed several instances where this greater professionalism contributed to better engagement with prisoners within the CSU, such as a more personalised treatment of prisoners according to their specific needs and conflict resolution through effective de-escalation techniques.

The building work on a purpose-built CSU has started, but it is not due for completion until the middle of 2023, at the earliest.

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

Despite the many challenges in this prison, the IMB regularly observes that the prison staff and officers work hard to provide as humane an environment as possible, within the constraints of the general conditions. Most staff are generally supportive of prisoners, despite the severe regimes that have had to be implemented. Shortage of prison officers and other staff is frequently an issue, meaning that certain pivotal initiatives, such as officer training and key working, are in very short supply. This leads to increased difficulties in the running of the prison, with inexperienced staff replacing the experienced officers who leave. Over one weekend in January 2022, the Prison Officers Association expressed concern, stating that the staffing situation was 'dire'. IMB members have observed the impact of staff shortages and support the POA comments.

Officers, both experienced and inexperienced, leave for other better paid and safer jobs or reach retirement age, making recruitment an ongoing problem. During the 12 months

of this report there have been 80 resignations across all grades. Of these 22% had less than one year's service and 39% had more than five years. The Winchester area is increasingly expensive to live in and consequently certain staff are paid a market force supplement. Prison officer recruitment is managed centrally by the national recruitment team who have endeavoured to recruit additional prison officers. The prison was assured that successful candidates for HMP Winchester would be given priority vetting and that the process to move them to vetting would be streamlined. There now seems to be a steady flow of staff arriving, many of them very young and ready to gain further experience. Experienced staff do their best to ensure that new recruits are appropriately supported and most do a good job in very challenging circumstances.

The restricted regime both during and around Covid-19 lock-downs and continued pressure on staffing levels mean that as many as 30% of the staff have never experienced the running of the prison in 'normal' pre-Covid-19 circumstances, hindering the maintenance of consistent, productive relationships.

The atmosphere on the wings could be described as 'neutral', although punctuated by the bad behaviour of predominantly young men and individual complex prisoners. A general sense of reduced satisfaction was evidenced by the HMIP survey<sup>19</sup> which found that only 58% of prisoners who responded reported being treated with respect by staff, down from 81% last year; 68% felt that they were not treated as an individual. The IMB received 15 applications alleging bullying, mistreatment and victimisation of prisoners by staff. Nevertheless, the overriding impression is one of an establishment that is retaining prisoners for predominantly brief periods without being able to progress the vast majority. That said, where the IMB investigated, the shortcomings were not the result of deliberate action by staff, most of whom strive to do the right thing by the prisoners.

Like last year, the prison council has been constrained in its operation by Covid; five meetings took place between June and December 2021, but only three in the last six months. Most wings were represented but not all prison staff sections participated (input from the diversity and inclusion (D&I) officer was notably absent) and staff continued to initiate the discussion rather than enabling the session to be prisoner-led. A wide range of topics were discussed with some tending to be more prevalent than others. Visits, property, canteen, post and regime figured frequently while other issues were raised regularly (e.g. food, the offender management unit, association/gym, the incentives scheme).

Minutes contained only limited action plans, which undermined confidence in the resolution of issues, risking repetition and frustration when the response of the prison was – or appeared to be – lacking.

### ***Key workers/welfare checks***

Key working was very severely curtailed during the year and put into abeyance for the majority of the period. Only 13% of prisoners surveyed<sup>20</sup> in February 2022 expressed satisfactory interaction with their nominated officer, while 71% reported not having a named officer as their key worker. The plan to introduce welfare checks as a substitute for prisoners assessed to be a particular risk was only partially successful. The statistics gathered showed that the number of checks planned changed from week to week, while the achievement level varied significantly. The same survey revealed that only 55% of

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<sup>19</sup> HMIP report: survey of 135 prisoners in February 2022.

<sup>20</sup> HMIP report: survey of 135 prisoners in February 2022.

prisoners felt there were any staff whom they could turn to if they had a problem, down from 83% a year earlier.

#### **5.4 Equality and diversity**

The newly appointed diversity and inclusion (D&I) manager mentioned in the last annual report returned to operational duties earlier this year, so a replacement is being recruited, and a new officer has been appointed. However, this post is not protected, and the incumbent is sometimes detailed to work on the wings.

During Covid, the monthly D&I meeting had been merged with the senior leadership team meeting, although there are plans to separate it so that prisoners can start to attend.

In analysing violence data in December 2021, it was found that YAs aged 18-25 were over-represented in statistics for use of force, adjudications and violence, so YA forums were launched, and a survey and action plan were carried out. Thirty percent of YAs are black, asian and minority ethnic (BAME) so regular forums were reintroduced for these prisoners. Young adults, and especially young adult BAME prisoners, are overrepresented in receiving negative case notes.

During the autumn of 2021, equalities representatives were appointed on each wing, but their training had to be suspended when Covid-19 reoccurred. Some custodial managers have been given responsibility for discrimination incident reporting forms (DIRFs) to increase awareness of processes.

It is hoped in the next reporting year to restart protected characteristics<sup>21</sup> forums and reforge links with community stakeholders.

The IMB has received complaints that Winchester does not have National Prison Radio (available in other prisons) as the service has never been commissioned.

#### **5.5 Faith and pastoral support**

The chaplaincy team lack representatives of several faiths, for various reasons: there is a national shortage of Hindu chaplains; there has been no Buddhist representative for a few years, although one had finally been appointed at the end of this reporting year; and there has been no Roman Catholic priest since June 2021, with a new one due to start in August 2022. The managing chaplain is frustrated by a lack of funding to replace the previous Pagan chaplain, and at the end of the year was waiting for security clearance for a non-denominational chaplain. However, the volunteer team was increased, including Muslim volunteers for the first time.

#### **5.6 Incentives schemes**

The incentives<sup>22</sup> scheme (formerly the incentives and earned privileges scheme) was effectively paused during Covid-19. With prisoners locked up for almost 24 hours per

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<sup>21</sup> Nine protected characteristics are set out in the Equality Act 2010, namely: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

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. It had been hoped that the incentives scheme would have been reintroduced as originally intended 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 do not, but this has yet to be started.

## **5.7 Complaints**

Prisoners have the right to make written complaints via the prison's business hub, which then has seven working days to reply. During this year approximately 128 complaints were received each month. This does not necessarily equate to the number of prisoners complaining, as some may make more than one complaint in the same month. The most common cause of complaint is the loss or misplacement of personal property. Other matters that are raised frequently are: access to employment/purposeful activity, relationships with staff, communications problems and issues with canteen. Complaints relating to healthcare are not dealt with by the business hub.

Across the year 260 complaints were not resolved within the time limit. Approximately one third of complaints made were resolved in the prisoner's favour (499 of 1,554).

## **5.8 Property**

Property continues to be a problem in the prison as evidenced by the preponderance of complaints. It remains high on the list of prisoners' issues as indicated by the fact that it is one of the matters raised most frequently in applications to the IMB. Delays in delivery, loss of personal possessions between prison and court transfers, and poor or delayed communications between prison property offices remain significant problems. Approved parcels may wait some days in the property store for either dog sniffer checks or for officers to deliver them to cells. Prisoners are aware of these problems and frustrated with the holdups.

Property that arrives with a prisoner is dealt with efficiently and the recording of information and safe custody of valuables works well.

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<sup>22</sup> The incentives scheme gives each prisoner a status based upon behaviour. All new prisoners enter the system on standard level, allowing a certain number of visits each month and access to TV etc. Good behaviour results in status improvement and increased privileges.



## 6. Health and wellbeing

### 6.1 Healthcare general

Healthcare at HMP Winchester is provided by the Practice Plus Group (PPG) in partnership with the NHS; dental (Time for Teeth), podiatry and optician services are supplied under contract to PPG, and sexual health by Solent Health NHS. The healthcare unit (HCU) has 17 beds of which 10 are for prisoners with mental health needs. There were around 250 receptions/transfers in and discharges/releases each month outside the periods when the prison was in Covid-19 outbreak status. The consequent level of prisoner turnover created challenges for the provision of services, not least when the healthcare needs of the prisoners are wide-ranging and complex, especially in relation to mental health and addiction issues. There was an average of 1,000 appointments per month across all healthcare disciplines, which illustrates the high workload with a challenging patient group.

The arrival of an interim head of healthcare in March<sup>23</sup> and the continuity of other senior post-holders has ensured that stability and cohesion have been maintained. Vacancy levels<sup>24</sup> and recruitment have continued to require attention, with ongoing reliance on bank and agency staff, but applications in response to adverts in administrative and nursing roles have seen a marked improvement since January 2022. The post of pharmacist has been vacant for some time, although the recruitment of a bank pharmacist, who has worked at HMP Winchester before, is underway. In a positive development, a psychiatrist has recently been appointed.

Relations between the healthcare and prison staff have been positive, particularly so in relation to the management of Covid, which demonstrated good cooperative working. When the whole organisation is stressed differing priorities for each of the two sets of staff can create challenges, but transparency and candour has helped to mitigate those.

The implementation of the V6 ACCT process, whilst not eliminating challenges around mental health representation, has seen a positive level of involvement, as is the case with CSU reviews.

As part of the HMIP inspection process, the Care Quality Commission (CQC) inspected the healthcare unit (HCU) and associated services and gave a generally favourable report. It did, however, issue a Regulation 18 notice requiring improvement in, and differentiation of, clinical and management supervision within the HCU, which it said would have a positive impact on retention. The CQC also issued a Regulation 17 notice regarding the mental health provision for new arrivals. (See section 6.3.)

As a new procedure for handling concerns and complaints was introduced in 2020-21 there is no comparative data for this reporting year. However, during 2021-22, there were:

- 112 concerns submitted; 62 (55%) were responded to within the target time of five days
- 26 complaints submitted; 16 (61%) were responded to within the target time of five days
- 12 (9%) concerns and complaints closed or not responded to

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<sup>23</sup> Subsequently appointed into the post substantively.

<sup>24</sup> 33% in April 2022.

The largest number of submissions related to general nursing/treatment (51%) and medication (30%), the procedures around which accounted for the highest number of recorded incidents. The overall number rose in January-March 2022 which, while unwelcome, reflected an improved focus and willingness to confront poor performance.

There were 65 healthcare-related applications to the IMB, received as paper copies submitted using boxes on the wings or via the national IMB telephone line. The fact that the period involved significant restrictions, and that 27 of this year's total were submitted by just two prisoners, makes any comparative judgement difficult. Each application was discussed with healthcare staff and, where appropriate, prisoners were advised of the most effective course of action to take to address their issue. The IMB was at pains to inform prisoners who made applications about healthcare issues that we could not make any judgements about prescribed drugs or medical treatment.

Results from post-clinic feedback questionnaires reveal that between June and December 2021 there were 228 patient experience forms returned of which 93% stated that they would recommend the healthcare received; this dropped to 13 returns between December and May 2022, with a 100% recommendation score. Ninety-three percent recorded their confidence in healthcare, while 76% assessed their care as excellent. While these returns are encouraging, they represent only a very small fraction of the clinical activity that has taken place. The charity 'Better Lives' took over the contract from User Voice in May 2022 to support themed, prisoner-led forums.

### **Covid-19**

There have been five Covid-19 outbreaks during the year that have necessitated lockdowns of affected wings and severely restricted regime for the remaining prisoners. The numbers of positive Covid-19 cases were:

- July 2021 – 45
- November/December 2021 – 77
- January 2022 – 85
- March/April 2022 – 112
- May/June 2022 – 39

The reverse cohorting unit, where newly arrived prisoners were isolated as required by Public Health England, was routinely and effectively utilised as the variation in infection levels demanded, although there were occasions when prisoners were out of their cells without masks on. Similarly, there were reports that some prisoners were moved between wings before the result of their Covid-19 tests was received, which transpired to be positive; the situation was sometimes further exacerbated by inconsistency of arrangements (e.g. bubble groups) to separate positive prisoners from others on the wing.

Overall, however, the HCU has managed the resulting isolation, testing and vaccination programmes commendably, albeit at some cost to other normal healthcare services and with considerable pressure on staff. Vaccination levels have hovered around 50%, mainly because of the high turnover of prisoners arriving and leaving the prison.

## **6.2 Physical healthcare**

The frequency of Covid-19 outbreaks adversely affected the delivery of primary care clinics with particular difficulties being experienced by the dental service because of constraints in providing a Covid-safe environment, which led to a significant backlog of

patients needing fillings. Nursing cover was available 24 hours a day, with nurse-led triage clinics daily, which managed patient needs well.

It was a concern that there was no locum arranged to provide face-to-face cover when the GP went on leave, despite several months' advance notice having been given, exacerbating delays to waiting times for routine appointments. It is hoped that this issue will be resolved with the imminent recruitment of a part-time GP.

The cause of 'did not attend' (DNAs) at clinics ranged from lack of prison staff escorts (now termed 'enablement'), unavailability due to authorised reasons (e.g. court appearance) and prisoners' refusal. While enablement issues represent a significant proportion of the total number, rising as high as 50% when prison staffing levels were at their lowest, the impact was better organised this year such that the overall percentage of DNAs was lower than previously; dental services, again, suffered most with a list of 77 prisoners facing a waiting time of 5-6 weeks in May 2022<sup>25</sup>. That said, it was evident that some GP, nurse-led and mental healthcare appointments, which would otherwise have been missed, were nevertheless achieved by healthcare staff going to see the prisoners on the wings instead of them being escorted to their clinic. An adverse consequence, however, was that the time taken by staff to travel to and from prisoners' cells reduced the time available for face-to-face clinics. More work is required to understand the true impact of enablement problems.

The enduring problem of inadequate clinical spaces in the HCU and on the wings, which do not fully comply with infection control guidelines, remains. In November 2021, fire safety work at the end of the HCU meant that mental healthcare staff had difficulty holding confidential conversations with their patients. When further fabric improvement commenced in May 2022, it required patients to be moved to a less satisfactory location. The IMB notes its frustration that supplying the appropriate medical environment in buildings that are essentially not fit for purpose creates such challenges for those delivering the care.

Secondary screening continued to be carried out efficiently; prisoners with long-term health conditions have individual care plans and long-term care clinics are run by a specialist nurse. However, smoking cessation clinics, providing nicotine patches, had to stop during the year. Smoking cessation clinics have been restarted on a weekly basis, in the form of a one-off 90-minute group intervention, delivered by the recovery team to complement the clinical issue of smoking patches.

Infection control remained a challenge, not least because of the poor physical environment, but continued focus ensured that appropriate standards were met.

Medicines management has benefited from the scheduling of 'lack of medicines' management committee meetings. The continuing absence of a purpose-built pharmacy limits dispensing capability; a suitable space has been identified which will be surveyed soon.

Supervision of medicines rounds was generally effective, but there remain concerns about prisoners' ability to divert medicines, which links to the amount of unauthorised property found in cells. More stringent conduct of accommodation fabric checks would assist in this area

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<sup>25</sup> Although this was an improvement on the 12-week wait recorded by the HMIP at its inspection in February 2022.

The blood-borne viruses team has offered screening for the human immunodeficiency virus (HIV), hepatitis B and hepatitis C to all prisoners, with a take-up by prisoners of over 90%.

### **6.3 Mental health**

The three key performance metrics for mental healthcare (MH) are the caseload, referrals/waiting times and transfers.

- The mental health (MH) caseload in January 2022 stood at 116 and rose to 130 in April (noting that the prison population rose from around 500 to 550 over the same period).
- While urgent MH referrals were seen within 48 hours, success in meeting the target of five days for routine referrals ranged between 35-50%, the shortfall being mainly due to enablement issues, staff shortages and other factors (leave etc). Waiting times for urgent psychiatric appointments are up to five days, but those for routine referrals are typically two to three weeks. It is notable that in February 2022, 72% of prisoners surveyed claimed to have mental health problems, adding to the potential caseload. An equally important contextual point is the degree to which the waiting time from being referred to seeing an MH practitioner is equivalent to that in the community<sup>26</sup>. While the measurement metrics used vary depending on the nature of the patient group, the service is generally equivalent, given that the prison population is at higher risk of MH conditions than in the community.
- The delays in transferring prisoners whose serious mental health conditions warranted it, to secure mental health facilities, was criticised by HMIP in its report, while commenting that staff managed the patients well. Both the IMB and the clinical commissioning group noted the significant improvement in this area from last year and that the lack of mental health beds in the community was a relevant constraint.
- As part of the HMIP inspection process, the CQC issued a Regulation 17 notice requiring improvement in the management of the mental health needs of new arrivals, and remedial action has been implemented.

The care programme approach (CPA), which aims to provide coordinated care planning for prisoners by bringing together parties involved in their physical and mental health, typically managed 7-10 cases, mainly because the average length of stay made this process inappropriate for many prisoners. An improvement was noted in the provision of six-monthly reviews and identifying the needs of prisoners with learning difficulties.

The long-term conditions nurse carried out prompt medicine reviews and annual health checks for patients with mental health needs. Cognitive behaviour therapy group interventions had to stop during the year.

### **6.4 Social care**

A social worker and occupational therapist from Hampshire Social Services (HSS) visits routinely; all prisoners referred for social care were screened within one week of arrival,

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<sup>26</sup> Equivalence with community provision is a fundamental consideration when judging the efficacy of the healthcare service.

provided with a face-to-face review and given individual care plans. A joint social care meeting has been established to coordinate collaboration, although HSS attendance at these meetings was limited, and the intention is to re-establish it. Person-centred care plans have been kept up to date.

A monthly social care board has been relaunched with plans to train up social care peer supporters to do simple tasks such as helping those in need to make their beds and take wheelchair users to their place of work, as well as to be a point of contact on each wing.

Significant concerns, and confusion, exist around the responsibility for maintaining prisoners' wheelchairs. It may be that the prisoner's own local authority should fund it, but HSS is understood to be clarifying the situation; there is a 40-week wait for wheelchair assessments in Hampshire.

## **6.5 Exercise, regime**

The numerous Covid-19 outbreaks and associated Stage 1-4 regimes<sup>27</sup> again severely limited the amount of time the prisoners were permitted out of their cells. For that reason, the vast majority were unlocked for only a little over an hour each day. Even outside Covid-19 outbreak episodes, when education and workshops slowly became more available, prisoners who were not allocated a place would only be allowed out of their cells for half an hour for domestics/phone calls and up to three quarters of an hour for exercise in the yards. Guidance encourages time out of cell to be used only for purposeful activity and domestics, thus reducing opportunities for violent incidents to occur. However, this added a layer of frustration and tension, especially when opportunities for education and work were severely limited.

The gym and weights room were also closed during the most restrictive Covid-19 stages, although, outside those periods, the physical education staff worked hard to give access to as many prisoners as possible. The provision of all-weather exercise equipment in the yards was a positive step and well received and utilised. Following the most recent Covid-19 outbreak, the combined participation rate for physical education/gym attendance stood at 48%.

## **6.6 Drug rehabilitation**

The integrated substance misuse service (ISMS) offers detoxification programmes and support to prisoners who wish to take them up. During 2021-22 its caseload ran at between 22-25% of the prison population, increasing in May 2022 to 27% as Covid-19 restrictions eased. The team remained fully staffed and stable, did not suffer from DNAs and received only two complaints during the year; this was consistent with the fact the prisoners volunteer for the programmes and are generally keen to work with the clinicians. As the ISMS team is largely self-sufficient, the need for close cooperation with prison staff is limited, although the important relationship between its head and the

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<sup>27</sup> COVID-19: National Framework for Prison Regimes and Services. The framework establishes five 'stages' (Stage 5 – complete lockdown, Stage 4 – lockdown, Stage 3 – restrict, Stage 2 – reduce and Stage 1 – prepare). These stages represent the varying threat levels posed by Covid-19 in prisons (ranging from an active Covid-19 outbreak to no infections) and guide the type of restrictions a prison should impose.

governor responsible for drug strategy is positive. The psycho-social care team for prisoners with substance misuse challenges maintained their case load numbers, just under 30% of the prison population. While they were unable to facilitate the group sessions during the year, prisoners' needs were met through one-to-one contacts and in-cell packs and telephony. Group interventions and Alcoholics Anonymous sessions are understood to have started in June 2022.

### **6.7 Soft skills**

In February the D&I team arranged performances for young adults by Emmanuel Jal, former child soldier turned rap artist, who has a message against drugs, violence and gangs. He performed two well-attended concerts in the chapel.

## **7. Progression and resettlement**

Education and work have been affected by the stop/start nature of periodic lockdowns. Additionally, some prisoners continued to be unable to engage with education or participate in workshops as the length of their stay (around or below 12 weeks) left them ineligible for those programmes.

Despite this, there has been a great effort to get eligible prisoners out of their cells and into meaningful occupations, which has been no small task with all the Covid-safety measures – e.g., spacing in workshops to allow for social distancing. This was sometimes seen as illogical; for instance, when a bubble of prisoners living/exercising together could not all attend the textile workshop as numbers had to be reduced in the workshop to allow for social distancing.

However, the difference between last year's education and work report and this year's is that the ethos of education has developed from 'keeping prisoners busy' during the first lockdown, to developing the understanding that learning and work can be seen as one overarching objective.

### **7.1 Education and library**

Some of the positive results from in-cell education have been retained. For example, some prisoners who would normally never willingly enter a classroom found they enjoyed engaging with in-cell learning, so some in-cell learning has been retained. Now in-cell learning packs have been reduced to nine subjects, focussing more on the prisoners' pathway to resettlement. These subjects include alcohol and drug misuse, barbering, cleaning, construction, horticulture, rights and responsibilities themed on fishing, money management, clothing design, and hospitality. Once in-cell packs have been completed, learners are encouraged to join a class or workshop where they will have the opportunity to engage with improving their functional skills alongside work.

Another development to encourage prisoners to engage with learning has been to raise the pay for learning to equate with that of wing workers. We are told this has improved education take-up considerably.

The library continued to provide an excellent remote service during most of the reporting year, introducing initiatives such as a suggested reading list for Black History Month. With great relief the library is preparing to open its doors to prisoners once more.

The art department was popular, with prisoners completing the art packs written for independent learning, including teaching them how to draw shapes and perspective. One prisoner won a platinum award in the Koestler Arts competition, and another praised the art department for literally being a life-saver in helping to tackle his despair when sentenced.

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

In February 2022, after the publication of the HMIP report, there was disappointment in that the report stated that the textile (sandbag sewing) workshop provided no purposeful activity. Workshop staff made the point to the IMB that the prison has a contract to fill making sandbags, so that is the prescribed purposeful activity. The fact that sewing

sandbags is not a transferable skill to the outside when it is only the prison estate that make sandbags is hardly the fault of the workshop<sup>28</sup>. The soft skills: work ethic, adaptability, teamwork, promotion of equality and diversity (everybody is treated equally regardless of race/creed etc.) which are actively taught in the workshop were not considered by HMIP. This highlights the need for more skills-based activities.

The painting and decorating workshop finally has a tutor and is proving popular. It was particularly pleasing to witness three prisoners painting and decorating stairwells and passageways. They were animated and communicative, and clearly enjoyed the opportunity to do something productive.

Since March the prison environment has been greatly improved by the abundant and attractive planting up of tubs and beds. The gardening team appear to take great pride in their work; the aim is that they become red bands<sup>29</sup> to facilitate access to all parts of the gardens. Several horticulture workers combined work with attending classes in maths, English, or IT, and one achieved a mentoring qualification. It is saddening to learn that the excellent horticulture tutor is leaving Winchester.

Each of the workshops has a learning space where the prisoners can further expand on their functional skills in English and Maths without having to give up their job. An ESOL (English for speakers of other languages) tutor is available once a week to help those for whom English is not their first language as well as those who simply have difficulties with their English. This has proved very popular.

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

The offender management unit (OMU) continues to suffer some restrictions due to Covid-19. The completion of offender assessment system (OASys) assessments continued throughout Covid-19 ensuring that prisoners had sentence and risk management plans. Home detention curfew (HDC), categorisation, parole, and transfers also continued. However, due to high work volumes, routine actions such as transfers have occasionally been significantly delayed causing distress and anger amongst inmates. The unit is short staffed and overloaded; the ratio of cases to case worker was 15 to one but now this is running at 27 to one.

Release on temporary licence (ROTL) was reintroduced in the current year, but uptake was limited when available and suspended again for most of the period due to the prison becoming a Covid-19 outbreak site.

Despite the challenges of intermittent lockdowns during the year, the Prison Fellowship Sycamore Tree restorative justice course was re-started in January with 10 prisoners, and 12 prisoners completed the programme in April. Some prisoners found the accompanying assessment booklet challenging and needed help with understanding the vocabulary so that they could offer detailed responses. The next Sycamore Tree course is planned for September with a maximum of 20 participants. Two pilot crime awareness

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<sup>28</sup> However, purposeful activity is defined as something which increases skills and/or employability; activity of itself is of course better than inactivity, and can improve social skills, but it is repetitive and mechanical – and the main purpose of these contracts is to earn money for the prison. This isn't the fault of the workshop, but an observation on the need for more skills-based activities.)

<sup>29</sup> A red band denotes a trusted prisoner who is free to move around the inside of the prison without needing to be accompanied by an officer.



courses have been run, covering hate crime and violent crime, with 35 participants, with funding for further cohorts up to March 2023.

#### **7.4 Family contact**

The introduction of telephones in cells has been helpful during Covid, but there have been reports of handsets often disappearing from cells, leaving the occupants unable to contact families.

There have been fewer complaints regarding the length of time visitors spend waiting on the phone to book a visit.

##### ***Spurgeons***

The charity supporting fathers has worked creatively to ensure family relationships have been maintained. Self-study packs were distributed on a range of themes including parenting, personal development, new baby and healthy relationships, leading to participants receiving a report and certificate. These have been used to evidence progress and engagement as part of sentence plans, and to inform child protection planning.

Delivery of group intervention programmes resumed in December and limited social visits have also been reinstated. When visits were restricted, Spurgeons staff and volunteers worked with 15 families who made video diaries to share with dads. The service has also continued Storybook Dads where about 15 fathers a month record themselves reading a book to be sent to their families.

Spurgeons have consistently managed a caseload of about 75 prisoners, involving casework including care proceedings, adoption processes and contact arrangements.

The service is currently part-grant-funded through the National Lottery and HMPPS families and significant others commissioning. The lottery, alongside other partners, has provided grant funding for the service at Winchester since 2013. The current grant expires in October 2022 and a further application has been made. The HMPPS contracts are also being recommissioned with new contracts due to start on 1 October 2022.

#### **7.5 Resettlement planning**

The reporting period included a significant change of the resettlement planning within the establishment. The function was previously delivered by a combination of an integrated through the gate service and Catch22, commissioned through the community rehabilitation company. Both have been folded into the Probation Service. Resettlement staff confirmed to the IMB that the function has been significantly reduced in its scope. It is operating on low staffing with 2.5 full time equivalents (FTE), one of whom will leave the role at the end of June 2022, against a budgeted headcount of at least 9 FTE. Resettlement work now only covers the initial prisoner assessment, setting up of bank accounts and help with linking prisoners due for release with accommodation providers. The IMB was told that especially the last task offers many frustrations as the options for released prisoners are very limited, if available at all. This can and does lead to prisoners being released into homelessness. Due to the limited monitoring by the IMB during most of the reporting period during Covid-19 there are no independent

observations of prisoners' individual resettlement experiences, but in terms of the officially reported resettlement outcomes, on average 71%<sup>30</sup> of custodial releases from HMP Winchester were housed on the first night, and 11%<sup>31</sup> were in employment six weeks after release. Both figures are broadly in line with prisons in the comparator group, but nonetheless represent cause for concern, as both secure housing and employment are key elements in prisoners' rehabilitation.

Resettlement staff continued to face significant problems throughout the year due to the inability to interact in face-to-face meetings with their service users. This issue was exacerbated by the building work on A wing which effectively removed secure access from the main prison to the resettlement offices. Whereas previously rooms in that office area were used for engaging directly with service users, this was no longer possible. Their only option was to gather information by using self-assessment forms handed under doors, which some prisoners failed to return, leading to failure to engage and unsatisfactory outcomes.

Information, advice and guidance (IAG) has similar staffing challenges. It is part of the Milton Keynes education provider, and the team of one has just been increased by another FTE. The staff work with two cohorts: those due for release in 10 months or less, and those due for release in two years or less. The main focus is to provide education and skills advice/provision as part of the resettlement pathway programme. Prisoners suitable for participation are identified by the activities review board (ARB) based on their needs and intentions and the responses to a survey issued to each prisoner as part of their induction. The IAG staff then work with each prisoner to develop the educational/vocational elements of the resettlement pathway and liaise with other functions to signpost where additional services/assistance are required. The function is closely linked to the New Futures Network initiative which aims to make substantial improvements to prisoners' resettlement outcomes.

According to the latest figures for the period since June 2021, over 1,600 assessment questionnaires were issued to prisoners, 574 of which were returned, and 339 prisoners were prioritised for direct engagement due to them falling into one of the target cohorts (based on release date) mentioned above. This represents a return rate of around 35%, with a direct engagement rate of around 20% based on the number of surveys issued. The Covid-19 related measures were cited as a key factor in limiting the engagement which relies on face-to-face communication, and it is hoped that the additional staff will improve the engagement rate.

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<sup>30</sup> Figures from the HMPPS Performance Hub CU150 Housed on the first night of custodial release (June 2021 – May 2022).

<sup>31</sup> As above, CU151 Percentage of Prisoners in employment at 6 weeks after custodial release (June 2021 - May 2022).

## 8. The work of the IMB

The Board has for the first time enjoyed the dedicated part-time support of a clerk provided by the prison's business hub. Alongside the work to set out in writing some of the Board's key processes and procedures this has contributed to a smoother and more efficient operation.

A concern for the Board remains the low level of new member retention. The Board has experienced five resignations during the current reporting period, every one of whom had been on the Board for less than three years. This, coupled with the resulting need for recruitment, has placed a considerable extra burden on Board members to provide training and mentoring for new members.

### 8.1 Board statistics

Recommended complement of IMB members	13
Number of IMB members at the start of the reporting period	11
Number of IMB members at the end of the reporting period	12
Total number of visits to the establishment	278
Total number of segregation reviews attended	13

## 8.2 Applications to the IMB

While still impacted by the changes in the wake of the Covid-19 restrictions, the handling and management of applications from prisoners to the Board was returned to near normal for most of the current reporting year. The most notable persisting change resulted from the introduction of the 0800 service for prisoner applications. The existing application handling process was adjusted to accommodate these, and they are now treated the same as the paper applications to the Board.

In order to present a meaningful comparator for the IMB application data, the following table references the numbers for the 2019-20 reporting period as the regime was more comparable than that of the 2020-21 reporting period due to the Covid-19 restrictions in place. There has been a noteworthy increase in applications in the categories of accommodation, health and sentence management, all of which are understandable in the context of the Covid-19 restrictions and their impact.

Code	Subject	2019-20	2021-22
A	Accommodation, including laundry, clothing, ablutions	16	35
B	Discipline, including adjudications, incentives, sanctions	5	7
C	Equality	3	7
D	Purposeful activity, including education, work, training, library, regime, time out of cell	12	12
E1	Letters, visits, phones, public protection restrictions	35	35
E2	Finance, including pay, private monies, spends	12	13
F	Food and kitchens	7	3
G	Health, including physical, mental, social care	44	63
H1	Property within this establishment	29	26
H2	Property during transfer or in another establishment or location	18	17
H3	Canteen, facility list, catalogue(s)	10	3
I	Sentence management, including HDC, ROTL, parole, release dates, re-categorisation	20	30
J	Staff/prisoner concerns including bullying	19	30
K	Transfers	4	7
L	Miscellaneous, including complaints system	10	16
X	Confidential access request	0	2
	Total number of applications	244	306



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