



Annual Report of the Independent Monitoring Board at HMP Wandsworth

**For reporting year
1 June 2021 to 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 board appointed by the Secretary of State from members of the community in which the prison is situated.

Under the National Monitoring Framework agreed with ministers, the Board is required to:

- satisfy itself as to the humane and just treatment of those held in custody within its prison and the range and adequacy of the programmes preparing them for release
- inform promptly the Secretary of State, or any official to whom authority has been delegated as it judges appropriate, any concern it has
- report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody.

To enable the Board to carry out these duties effectively, its members have right of access to every prisoner and every part of the prison and also to the prison's records.

The Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT) is an international human rights treaty designed to strengthen protection for people deprived of their liberty. The protocol recognises that such people are particularly vulnerable and aims to prevent their ill-treatment through establishing a system of visits or inspections to all places of detention. OPCAT requires that states designate a National Preventive Mechanism to carry out visits to places of detention, to monitor the treatment of and conditions for detainees and to make recommendations for the prevention of ill-treatment. The IMB is part of the United Kingdom's National Preventive Mechanism.

2. Description of the establishment

The Minister of State for Justice wrote to the IMB on 1 December 2021, in response to the previous annual report, and included comments from HMPPS, which described HMP Wandsworth as a 'Reception prison with a secondary resettlement function and therefore holds a remand population, those newly sentenced awaiting allocation into the wider estate, and Category C resettlement prisoners with less than 16 months left to serve'. The establishment primarily serves the courts in south London, but in April 2022 this catchment area was extended to include Staines and Guildford courts.

The re-roll to a reception prison was originally expected to take place in 2017. The date was put back to 2018 and then again to early 2019. The change was then rescheduled for late 2020. Whilst there has been no official announcement, it seems from the Minister of State's letter that the re-roll has taken place, as over 70% of prisoners in the establishment were unsentenced.

The prison was built in 1851 and the residential areas remained in the original Victorian buildings. It had two accommodation blocks, Heathfield and Trinity. The majority of prisoners shared cells, which were extremely cramped. The main accommodation unit, Heathfield, had capacity for up to 1,200 prisoners on five wings, designated A to E. First nighters were held in E wing which, during the pandemic, was a reverse cohort unit (RCU) with all new arrivals, including returnees from courts, quarantining for ten days. Vulnerable prisoners were in a separated section on C wing. D wing was for prisoners with drug issues. The segregation unit had 25 cells, including one special cell and two holding cells.

Trinity had capacity for up to 375 prisoners in three wings, designated G, H and K. It aimed to be an enhanced unit with higher behavioural standards, although this was difficult to achieve during the pandemic. K1 was a separate shielding unit with 16 single occupancy cells.

Residential healthcare was provided in the six-bed Jones unit, while the 12-bed Addison unit was for prisoners requiring treatment for mental health conditions.

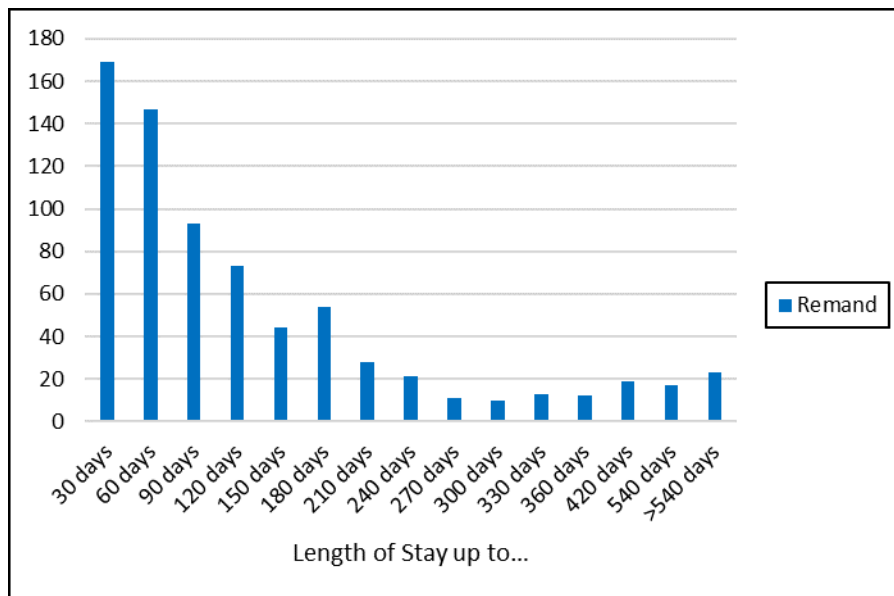
Prison population broken down by legal status

Remand	734	53.0%
Sentenced	246	17.8%
Immigration detainee	197	14.2%
Convicted unsentenced	91	6.6%
Recall	87	6.3%
Unknown	21	1.5%
Indeterminate sentence	8	0.6%
Other	1	0.1%
Total	1,385	

The prison was very overcrowded. The certified normal accommodation, or number of cells, remained at 961. The maximum number of prisoners, or operational capacity, was 1,562 at the start of the period. In September 2021, this was reduced to 1,368 to alleviate understaffing.

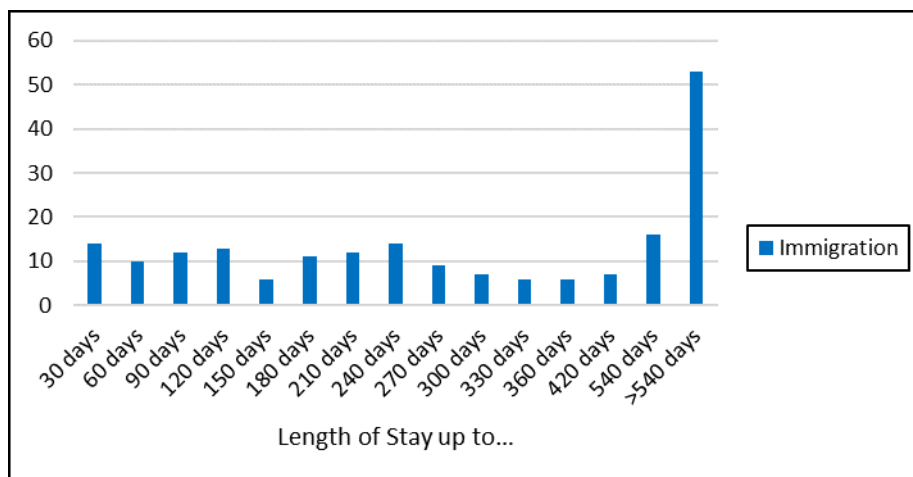
At the end of the reporting period, there were 1,385 (2020/21:1,502) prisoners, of which only 341 or 25% were sentenced (sentenced, recall and indeterminate sentence).

The majority of the 734 remand prisoners have been in the establishment for less than 90 days, but 59 were still in the prison after 360 days and **23 have been held for more than 540 days**. The chart below shows the distribution of length of stay:



Source: HMP Wandsworth

The length of stay of the 197 immigration detainees is shown below. While 101 have been held for less than 270 days, **53 have been in the establishment for over 540 days**.



Source: HMP Wandsworth

There were 546 (2020/21: 730) foreign nationals; the largest numbers came from Albania, Ireland, Lithuania, Poland and Romania. Some foreign nationals were due for extradition and others were immigration detainees.

During the period 5,781 prisoners attended court in person while a further 5,696 participated via the video conferencing centre in the prison.

3. Executive summary

3.1 Background to the report

The Covid-19 (Covid) pandemic had a significant impact on the Board's ability to gather information and compile this annual report.

HMP Wandsworth worked to the HMPPS National Framework for Prison Regimes and Services. While most restrictions in the community were removed in February, the National Framework was not withdrawn until May.

HMP Wandsworth was at stage 4 at the start of the reporting period but moved to stage 3 in July when visits were restarted and property hand-ins for prisoners recommenced. Time spent in isolation by prisoners arriving in the RCU was cut from 14 to ten days. The Board was concerned that, although all staff were instructed to wear masks, adherence to this was slipping despite frequent reminders and publicity.

HMP Wandsworth, in line with the key deliverables of the National Framework, during both stages 3 and 4:

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

Vaccination take-up among prisoners reached 52% in July but Public Health England (PHE) directed that it should reach 75% before the establishment could move to stage 2. In November daily positive case numbers were fluctuating between six and 13 and PHE declared that the prison was in outbreak. Outbreak was defined as 'two or more test-confirmed cases of Covid or clinically suspected cases among individuals associated with a specific setting with illness onset dates within 14 days'.

In December confirmed cases amongst prisoners reached 55, spread across all wings except K; 44 officers also tested positive. Mass testing of prisoners was initiated and take up was high, aided by good communications, including explanatory notes delivered to each cell. Refusals were minimal and those prisoners were treated as positive and isolated.

Towards the end of February 2022, case numbers fell to zero, but not long enough for PHE to declare the outbreak over. That did not happen until April.

Offender management in custody (OMiC) key working was not running due to Covid restrictions. However, vulnerable prisoners were able to communicate with a prison offender manager (POM) via their in-cell phone.

In line with all other establishments, except those in outbreak, HMP Wandsworth exited the National Framework on 9 May 2022 and went to stage one. Management of the regime was returned to the Governor.

In the six months from November 2021 to April 2022, there were 255 positive prisoner cases and a total of 473 were isolating. In the same period positive cases among staff were 279, with 369 isolating.

The Governor and staff operated under immense pressure and managed a protracted, unpredictable and extremely challenging situation with skill and imagination. Prisoners were kept fully informed of developments and largely accepted what, in normal circumstances, would be inhumane treatment, being locked up in some cases for 23.5 hours a day.

Considerable effort was made to reduce the strain on prisoners, who at times were being required to comply with very tough conditions and who were suffering major restrictions on their already limited freedoms. It is inevitable that the mental and physical health and general wellbeing of prisoners were negatively affected.

Staff absence through illness, shielding or self-isolation created further difficulties and led to additional restrictions to the regime.

Board members attended the establishment whenever conditions allowed and maintained contact with their areas of special interest. Board meetings were held in person from July.

The Board was very impressed with the sensitive and imaginative manner in which the management team and staff operated and the concern they showed for the welfare of everyone in the establishment. The Board commends personnel for their dedication and resolve.

The primary care team facilitated Covid testing as directed by PHE, HMPPS, and NHS England – for example, whole-wing PCR testing, whole-wing LFD testing, and whole-prison surge testing during outbreaks. Prisoners held on the induction wing were tested on day one and day five until October.

Thereafter, testing was carried out only on prisoners displaying Covid symptoms.

3.2 Main judgements

In June 2022, HM Inspectorate of Prisons (HMIP) carried out a review of progress at HMP Wandsworth since its previous visit in September. Although this was after the end of the reporting period, the report covered the period under review and therefore was pertinent.¹

Staffing levels remained a serious problem throughout the year, with cross deployment from non-operational departments often the only way to deliver the regime. Throughout the year, on paper, the prison had almost its full complement of Band 3 grade officers but a combination of sick and maternity leave, career breaks, training, those on restricted duty, and unauthorised absence often meant that the number of staff available for fully operational duty was reduced by over 30%. This had a deleterious effect on the running of the prison, and it was to everyone's credit that for the most part the designated, or at least basic, regimes were still delivered.

¹ [Report on an independent review of progress at HMP Wandsworth by HM Chief Inspector of Prisons 19-22 June 2022 \(justiceinspectorates.gov.uk\)](https://www.justiceinspectorates.gov.uk/hmip/reports/19-22-June-2022/)

However, there were too many occasions when exercise, gym and even induction were cancelled simply for lack of staff.

HMIP reported ‘the governor had identified as a key priority staff retention and making sure that staff were able to provide the most effective service. At the time of our visit, about 44% of staff were absent from work or unable to carry out their normal duties’.

How safe is the prison?

The IMB’s previous annual report said that the prison was not safe and that view has not changed. There was a rising level of violence with 376 (2020/21: 274) prisoner-on-staff assaults, of which 197 (2020/21: 197) were referred to the police. There were 390 (2020/21: 326) prisoner-on-prisoner assaults, of which 131 (2020/21: 74) were referred to the police. Much of the violence was committed by a small minority – but it had a disproportionate impact on the operation of the whole prison. The Board was again impressed by the initiatives and programmes introduced by the Governor and staff to improve safety, but these could not overcome the cramped and inhumane living conditions, exacerbated by the availability of drugs.

Drugs remained the principal trigger for aggressive behaviour. The intermittent use of a body scanner in reception, and a Rapiscan machine to check incoming mail, led to significant finds of contraband. Mandatory drug testing (MDT) restarted in October with the objective of testing 5% of prisoners each month.

The majority of prison officers had less than two years’ experience and this lack of ‘prison craft’ was an issue. This was not helped by staff absence rates of over 30%.

There were 810 (2020/21: 787) assessment, care in custody and teamwork documents (ACCTs) opened during the period; this was a disturbingly high number and reflected the mental health and personal pressures experienced by prisoners. While ACCT reviews were generally well run, on many occasions the reviewing staff member did not know the prisoner. Also, the scheduling of reviews needed attention as often agencies were not aware of last-minute changes and therefore could not attend.

How fairly and humanely are prisoners treated?

Prisoners were treated fairly and with care and respect despite the ongoing restricted regime. The inhumane living conditions will only improve when there are substantial structural changes to the over 170-year-old buildings and consistently higher staff numbers and significantly fewer prisoners. Problems with showers, broken windows, rodents, kit shortages and vandalism were among the many persistent challenges facing staff and prisoners throughout the reporting period.

The Minister of State for Justice’s letter responding to the previous IMB report highlighted areas which it said had been addressed, including shower refurbishment, rodent control and the replacement of the CCTV and perimeter intruder detection (PID) systems. The Board could find little evidence of this work.

The Minister of State for Justice's unhelpful response regarding overcrowding was 'While the crowded places at HMP Wandsworth meet HMPPS standards for accommodation it is recognised that holding two in a cell designed for one prisoner in order to accommodate national population pressures is not desirable. However, reducing crowding at one prison would result in crowding having to increase further elsewhere'. In the opinion of the Board, a more practical and specific response is required

For many men, particularly those accommodated two to a cramped cell with very little personal space or privacy, **the Board doubted they would be impressed by this explanation.**

HMIP reported that 'the prison remained very overcrowded, with many prisoners living in very poor conditions. Several capital projects were in progress which would deliver improvements, but many of these were behind schedule and, even when complete, would not resolve all the deficiencies at Wandsworth'.

How well are prisoners' health and wellbeing needs met?

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

The Jones and Addison inpatient units regularly reported poor conditions, particularly in the shower and toilet areas, long waits for repairs to equipment, and inadequate cleaning. **HMIP reported 'the living conditions for mentally unwell patients in the inpatient unit did not meet infection prevention and control standards'.**

Referrals to mental health averaged 507 per month (2020/21: 510). The reasons for referrals seemed likely to be due to a number of factors, including: the negative effect on prisoners' of a restricted regime, being in their cells for up to 23 hours a day; the number of prisoners who were seriously unwell; and those who, whilst not diagnosed as psychotic, presented with worrying behaviour.

How well are prisoners progressed towards successful resettlement?

Physical visits resumed in June although secure social video calls continued throughout the period. While hugging or kissing visitors was not allowed because of the Covid restrictions, staff were sympathetic and flexible and, for example, did not prevent a small child running up to embrace its father.

In its previous report, the Board was greatly concerned by the planned disbanding of community rehabilitation companies (CRCs). Under the new arrangements the National Probation Service (NPS) took over responsibility for resettlement and St Mungo's, reporting to the NPS, were restricted to providing housing assistance to only sentenced prisoners in the London area. As over 70% of prisoners were on remand, they received no housing service. **The Board failed to understand why remand prisoners were not given housing support.** No firm date has been provided for it to resume.

It was not possible to quantify the extent of unmet housing need as remand prisoners may be bailed or released for time served, in which case their housing status was not monitored post release.

The quality of the resettlement provision was severely undermined by these changes. Basic custody screening tool 2 (BCST2) meetings, the assessments normally undertaken within five days of a prisoner arriving in Wandsworth, were suspended by the NPS in January because of staff shortages. As a consequence, new prisoners' housing issues were not being picked up. Basic custody screening tool 3 (BCST3) meetings, the assessment undertaken in the 12 weeks prior to release, continued.

3.3 Main areas for development

TO THE MINISTER OF STATE FOR JUSTICE

The prison has significant staffing problems which were adversely affecting the regime. While the prison may theoretically have a full complement of staff, between 30% and 40% were either absent or on restricted duties. Will the Minister provide senior management with the resources and support to address this issue?

At the time of this report, housing services are only offered to sentenced prisoners. When will this be extended to unsentenced prisoners?

HMP Wandsworth continues to be severely overcrowded. In response to last year's annual report, the Minister wrote on 1 December 2021 that moving prisoners out of HMP Wandsworth to free up space in double occupancy cells would only create overcrowding in other establishments. While this may be factually correct it does not alleviate the inhumane conditions at HMP Wandsworth. Would the Minister provide a more constructive response?

Office for National Statistics (ONS) data show that HMP Wandsworth is one of the most violent prisons in England and Wales. This is in large part linked to the inhumane conditions and overcrowding. Is there a programme to build new capacity to alleviate overcrowding as well as providing spaces for the anticipated rise in prisoner numbers?

TO THE PRISON SERVICE

In previous annual reports we reported that the fabric of the prisoner accommodation was unacceptable. The recent HMIP report expressed a similar conclusion. Problems included inadequate and poor showers, broken windows, mould, leaking plumbing, leaking roofs, frequent heating failures, pigeon faeces, rodents and other issues. Very little refurbishment work has been carried out and much of it was of a poor standard. When will the service start to address this issue with the urgency and resources required?

The previous report noted that the new healthcare facility, when it opens, will not include any cell accommodation to relieve pressure on the totally inadequate Jones and Addison units. HMIP recently described the units as

'not a fit place to care for seriously unwell patients'. Funding was secured for the refurbishment of six cells in Addison, and work began in March and subsequently halted. When will that work be completed to an acceptable standard?

TO THE GOVERNOR

Rodents and pigeons were a serious health risk to everyone in the establishment. Rats, either dead or alive, were an all too frequent sight. This was a serious matter and could lead to the spread of zoonotic diseases. What is being done to eliminate this problem?

The number of out of use cells, particularly in the care and separation unit (CSU), was a concern. Is there a plan to accelerate the repair of damaged cells and to a standard that reduces the potential for future damage?

A young prisoner, with apparent mental health issues, has been in the CSU since early October 2021. What is being done to resolve this unacceptable and inhumane situation?

What is the strategy and timetable for restarting the key worker programme?

TO PROVIDERS

HOME OFFICE IMMIGRATION ENFORCEMENT

Over 50 immigration detainees have been held in the prison for over 18 months. What is being done to speed up the repatriation, extradition and deportation processes?

NATIONAL PROBATION SERVICE

The probation service has suffered from low staffing levels for both prison and community-based staff, making it impossible for probation to deliver an acceptable service. What plans are there to increase staffing to a satisfactory level?

3.4 Progress since the last report

The number of throwovers increased from January 2022, with 17 intercepted in April and 28 in May. This avenue was not believed to be the preferred route for traffickers and the increase in throwovers suggested that other routes were proving more difficult for the traffickers. (4.5)

District area teams were used on a regular basis to conduct searches including at night. These resulted in high find rates of drugs, brewed alcohol, mobile phones, tobacco and weapons. (4.5)

MDT resumed in October 2021 with random testing targets achieved from November onwards. (4.5)

By September 2021, as Covid receded and restricted unlocking was no longer necessary, every effort was made to unlock in much larger numbers and for longer periods. By the period end average exercise time per day had increased to 51 minutes and total time out of cell including activities had increased to 2 hours 30 minutes. Total time out of cell scheduled in residential regimes, excluding activities increased from 34 minutes to 1 hour 54 minutes by the period end. As restrictions eased, team sports in the sports hall resumed, including basketball, volleyball and football. Football was also played outside on the astroturf. (6.5)

Prison council meetings continued on a monthly basis throughout the reporting period. They provided a good opportunity for wing representatives to present problems to management and other providers with each meeting being recorded and broadcast on Radio Wanno. (5.3)

The Board was pleased that there were fewer delays in prisoners receiving post during the reporting period, although the problem was not eliminated. The reason was usually attributed to staff shortages. (5.1)

Some English and Welsh establishments resumed independent adjudications remotely in June 2020; Wandsworth resumed in January 2022, with a limit of 15 cases per month allocated to the establishment. (5.2)

Home Office immigration staff, who had been absent during the preceding period, returned to the prison, initially for three days per week but full time from August. (5.4)

Faith services continued to be recorded by chaplains and broadcast to prisoners on Radio Wanno. Halfway through the reporting year, prisoners were allowed to attend services in person once again, although in very restricted numbers. (5.5)

Property hand-ins restarted in June. However, pent-up demand resulted in a backlog in arranging appointment slots for items to be handed in. The rule which allowed friends and family to deliver approved personal items to the prison, within the first 28 days of a prisoner's sentence, was restarted in late October. (5.8)

On 1 April 2022, Oxleas Healthcare Trust took over responsibility for mental health service provision from South London and Maudsley Trust (SLAM) and became the sole provider of primary and mental health services in the prison. (6.1)

As an Accelerator prison HMP Wandsworth made good progress developing an employment service, which commenced in June, principally for sentenced prisoners. An employment hub was opened in the Heathfield unit in February to provide information and guidance in a comfortable and safe environment. Since the employment service began, 124 prisoners have been supported to make at least one job application, and 77 were offered a job. Of those who have since been released, 41 have begun training or employment. (7.5)

The Board was impressed and encouraged by the support and guidance HMP Wandsworth received from its employment advisory board. Employers and partner

agencies, together with the staff who delivered education and work activity, gave prisoners the skills they would need on release. (7.5)

The F3 visits hall reopened in June and physical visits resumed as the establishment moved to level three. In September two hour sessions were introduced for visitors who had to travel more than 50 miles and were seeing an enhanced prisoner. In March, Saturday visits restarted after a two-year break and family days started again in April. The F4 visits hall remained closed due to lack of staff. (7.4)

The subsistence payment given to prison leavers at the gate (previously known as the discharge grant) increased from £46 to £76 in July 2021. The payment will increase in line with inflation every year until 2024/25. This was the first increase since 1996. Not all prisoners were eligible for the payment. (7.5)

3.5 Continuing concerns

Whilst there has been no official announcement, it would appear that the re-roll to a reception prison has taken place as over 70% of prisoners in the establishment were unsentenced. (2.1)

At the end of the reporting period, there were 1,385 (2020/21:1,502) prisoners; only 363 or 26% were sentenced. (2.7)

On average 130 new prisoners were processed through reception each week. Reception staff were often stretched to manage so many new arrivals. Vans often arrived late from courts resulting in delays in processing prisoners and locating cells for them. (4.1)

Attendance at the multidisciplinary ACCT reviews varied, often due to staff shortages. The Board was concerned that reviews were often chaired by officers from other wings who did not know the prisoners. (4.2)

In September a dedicated ACCT review room was established in Heathfield to try and improve the physical environment, reduce interruptions and make it easier for different agencies to attend. However, use of this facility was disappointing and, by the end of the period, almost non-existent (4.2)

The high number and length of ACCT reviews resulted in irregular attendance by the multidisciplinary agencies. The absence in particular of mental health representatives was an issue in a number of the reviews with many prisoners saying they had not been seen by healthcare or had struggled to secure appointments. (4.2)

The focus on referring serious assaults to the police continued, despite the difficulty in achieving positive, timely outcomes. During the period only one (2020/21: two) assault referred to the police (in the prior period) led to a conviction, for an assault on a member of staff. (4.3)

Although the Ministry of Justice (MoJ) authorised funding for an upgrade to the establishment's important CCTV and PIDs systems over two years ago, work on these essential systems did not start until November and little has been done since. The completion dates for these projects have now been pushed back to 2025. (4.5)

The X-ray body scanner in reception continued to successfully locate contraband on arriving prisoners. A shortage of trained staff meant the scanner was not used to its full potential. (4.5)

The new main laundry with 45 washers and 45 driers finally came into full time use early in the reporting period, some four years after its installation and already out of warranty. The machines specified by the MoJ were not fully commercial and could not take more than one bag of laundry. Consequently, each machine could only process one prisoner's wash at a time. (5.1)

Funding was secured for the refurbishment of six cells in Addison, and work began in March. Problems with contractors' working practices emerged, and by the end of the reporting period no cells had been completed. (6.3)

Evidence sections 4 – 7

4. Safety

4.1 Reception and induction

New prisoners and those returning from court were generally accommodated initially in the RCU on E wing.

On average 130 new prisoners were processed through reception each week. Reception staff were often stretched to manage so many new arrivals. As the period progressed and numbers grew, reception procedures and staffing numbers were strengthened, with more senior staff attending later in the day to assist.

The X-ray body scanner was only intermittently used, despite its proven value in uncovering illegal items. The Board was told that this was because there were insufficient trained staff available to operate the machine. The number of trained staff increased throughout the period but there were often insufficient staff to scan all the prisoners.

The quality of first-night assessment and cell allocation for new arrivals was variable, with many prisoners waiting to be assessed late into the night. **The Board was concerned that on occasion prisoners were not given sufficient privacy or protection** from other prisoners in the reception area and holding cells, and not offered showers on the day they arrived.

Covid concerns at times restricted the ability of the Board to observe the adequacy of accommodation in the RCU. However, it was clear from prisoner complaints and Board members' observation that the condition of cells provided to new arrivals was at times poor. On occasion cells that needed a bio clean or had damaged bedding were pressed into use.

New prisoners were provided with clean clothing, but the arrangements for the subsequent cleaning and replacement of clothing were often inadequate, on occasion leaving new prisoners with dirty clothing for two or three weeks. **Towards the end of the reporting period, it was reported that on at least one occasion new arrivals were only being issued a single set of kit, including just one pair of socks and one piece of underwear to last them a whole week.**

The quality of information about prison regimes and education provided to arriving prisoners was mixed. While the information displayed on the in-cell televisions and kiosks was good, signage and information on walls was poor and sometimes out of date. Some information was provided in foreign language leaflets.

The arrangements for face-to-face induction of new prisoners at the start of the period were inadequate as the number of new arrivals increased. Some prisoners were leaving E wing without attending any induction sessions.

Staff recognised that the induction process needed improving and introduced a number of initiatives. New arrangements were made for prisoners to meet representatives of different agencies and departments operating in the prison, which included orderlies trained to help with inducting new prisoners. Prisoners were offered an incentive of £2.50 extra canteen to attend these meetings. It also improved the targeting of information on education and activities by identifying those prisoners most likely to benefit.

However, despite these efforts, sessions often started late or were cancelled, either because prisoners and orderlies could not attend, or because the staff and agencies were absent or late.

The Board observed that despite the reduction in movement of prisoners resulting from the growth in the number of hearings being held by video link, prisoners did not always leave the prison on time for court.

It also observed a number of cases where prisoners were released too late in the day to be able to travel to the accommodation that had been arranged for them by resettlement services.

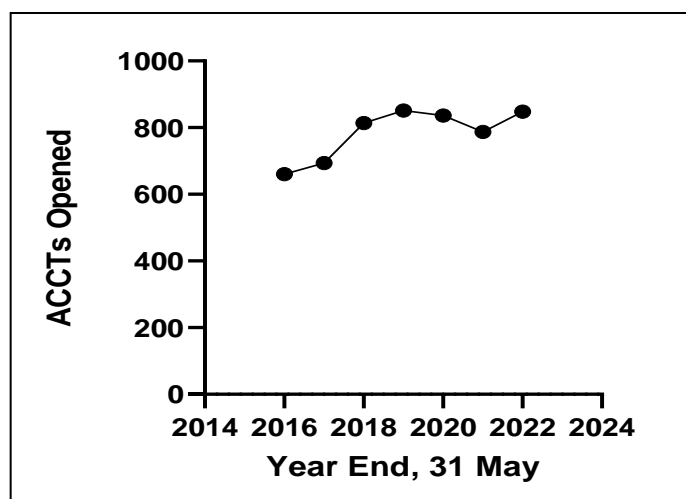
4.2 Suicide and self-harm, deaths in custody

There were six deaths in custody (DIC) (2020/21: four), of these three (2020/21: three) were foreign nationals. The coroner found that two deaths were from natural causes and one was self-inflicted, the coroner is yet to rule on the other three. Two of the deaths occurred on Christmas morning. This double tragedy was a significant challenge for staff, who responded commendably. A seventh death occurred when a prisoner died in hospital while being transferred to HMP Wandsworth from another establishment.

Reports from the Prison and Probation Ombudsman (PPO) on the confirmed suicide in the reporting period expressed serious concerns regarding failures in ACCT management processes (failure to use enhanced ACCT procedures and the lack of hourly observations on the day of death), as well as delays and failures by healthcare staff to see the prisoner at critical times. Two further PPO reports were received during the reporting period concerning deaths in custody during the previous period. One highlighted concern in the arrangements for management of risk of suicide and self-harm; another found some deficiencies in ACCT management but concluded that the level of mental health care received was similar to that in the community.

Following the high number of DICs in the second half of the previous reporting period and the beginning of the current period, HMPPS convened a multidisciplinary workshop at the establishment to focus on safer custody and specific actions to reduce the risk of deaths in custody.

There were 810 (2020/21: 787) ACCTs opened, 45% (2020/21: 43%) in reception or E wing. The first night was a particularly difficult time for vulnerable prisoners. The chart below shows the rising trend in ACCTs opened each year since 2015.



Source: HMP Wandsworth

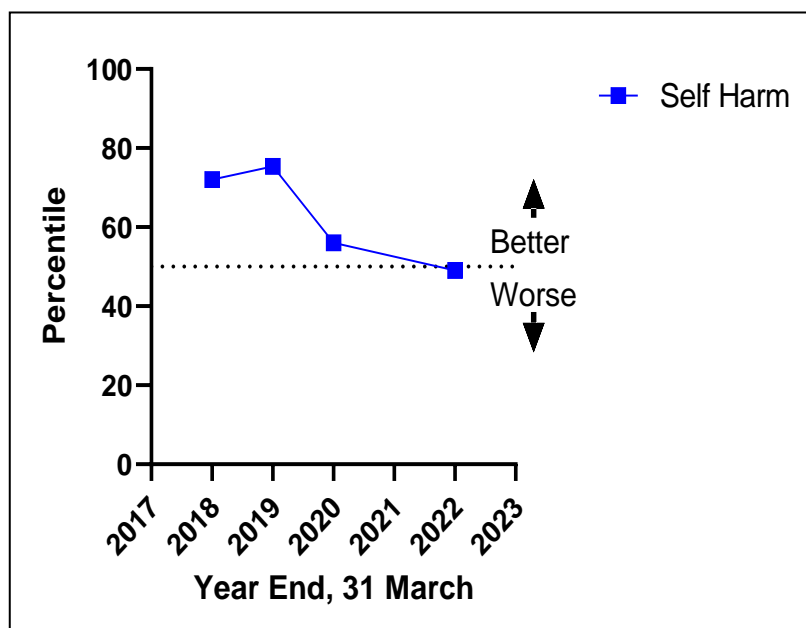
The Board was concerned about the management and scheduling of ACCT reviews. The reviews were often chaired by officers from other wings, who did not know the prisoners. While a published timetable existed for ACCT reviews, this was often altered at the last minute and as a result not all agencies could attend because they were unaware of the timing or wing changes. Occasionally two wings would schedule reviews at the same time.

In September a dedicated ACCT review room was established in Heathfield to try and improve the physical environment, reduce interruptions and make it easier for different agencies to attend. However, use of this facility was disappointing, reflecting resistance from staff for two main reasons: reluctance to be off their wing for an extended period and the additional challenges of locating and then returning prisoners to their wings.

The high number and length of ACCT reviews resulted in irregular attendance by the multidisciplinary agencies. The absence in particular of mental health representatives was an issue in a number of the reviews with prisoners saying they had not been seen by healthcare or had struggled to secure appointments. Many cases related to immigration. Translation services were available but not always used and at times there was little evidence that foreign national prisoners fully understood proceedings. However, there were many examples of excellent ACCT reviews, and the Board was encouraged that the establishment was focused on improving overall performance in this area.

There were 771 (2020/21: 487) self-harm incidents during the reporting period. This represented a significant increase on the previous year. This may reflect a reduction in incidents of self-harm during the previous period, which was affected by Covid-related restrictions in the prison.

The Office of National Statistics (ONS) publishes annual data from all English and Welsh prisons, although no data was collected for the year ended 31 March 2021. The data for self-harm shows that HMP Wandsworth's performance relative to all other establishments deteriorated over time, as shown in the chart below:

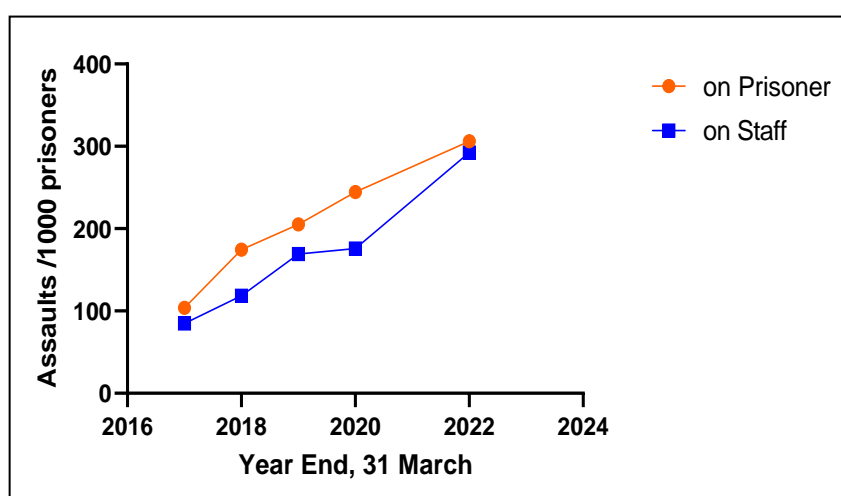


Source: ONS

Self-harm was reported and monitored on a daily basis at morning meetings and discussed in detail at weekly safety intervention meetings (SIMs). A small number of prisoners accounted for a significant proportion of cases and staff were able to focus on these prisoners.

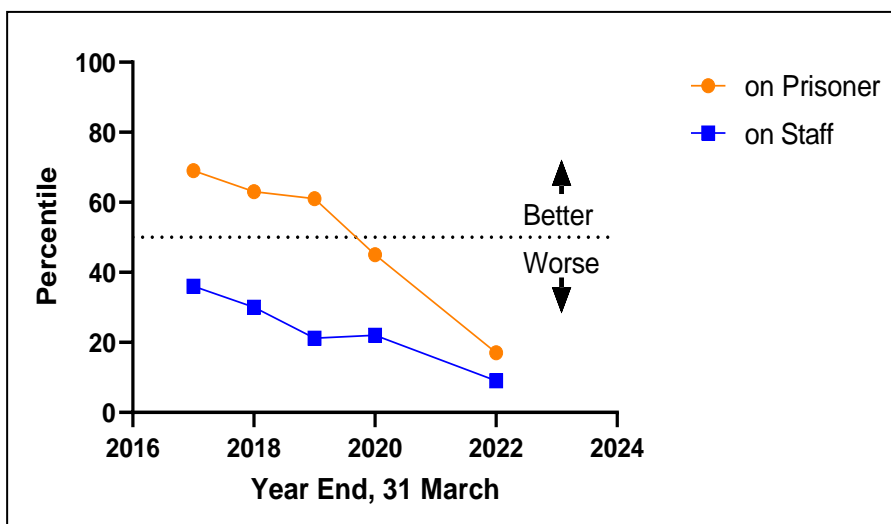
4.3 Violence and violence reduction, self-isolation

There were 376 (2020/21: 274) prisoner-on-staff assaults, of which 197 (2020/21: 197) were referred to the police. There were 390 (2020/21: 326) prisoner-on-prisoner assaults, of which 131 (2020/21: 74) were referred to the police.



Source: ONS

The chart above, using ONS data, shows that the number of assaults at HMP Wandsworth has increased substantially over recent years. The graph below demonstrates that assaults at HMP Wandsworth have consistently increased relative to those in other English and Welsh prisons, with it now ranking in the bottom 20% of establishments for prisoner-on-prisoner assaults and in the bottom 10% for prisoner on staff assaults. **The Board is very concerned about this deteriorating situation.**



Source: ONS

The focus on referring serious assaults to the police continued, despite the difficulty in achieving positive, timely outcomes. During the period only one (2020/21: two) assault on a member of staff referred to the police in the prior period led to a conviction. Of 371 further cases referred to the police during the period, only 17 were passed to the Crown Prosecution Service (CPS). Even allowing for the high number of police referrals, the Board was concerned that a low proportion of cases was being followed through in a timely manner, and noted that there were 218 cases 'under further investigation' at the period end.

The challenge, support and intervention plan (CSIP) programme was incorporated into a weekly SIM meeting. This was a multidisciplinary meeting in which custodial managers (CMs) led discussions about each vulnerable prisoner on their wing (focusing on both violence and self-harm), working with respective agencies to provide them with the right support to improve and manage behaviour.

4.4 Use of force

There were 1,497 (2020/21: 1,295) instances of use of force during the reporting period, an increase of 16%. Body-worn cameras (BWCs) were used to capture 51% of the incidents (768), a reduction on the 2020/21 figure of 61% (790). There were 222 planned events which involved use of force (e.g. a planned intervention). Staff sustained injuries from 95 (2020/21: 116) incidents of use of force.

The reasons for use of force included:

- non-compliance with an instruction 45%, (2020/21: 40%)

- assault/fighting 31%, (2020/21: 29%)
- threatening/abusive behaviour 6%, (2020/21: 10%)

Prisoners aged 18-29 represented only a third of the prison's population, but they accounted for 65% (2020/21: 58%) of incidents.

Reports were submitted by staff involved in 1,289 (2020/21:1,191) incidents recorded during the period. Improvements were made to the oversight of use of force, including the introduction of a weekly scrutiny meeting, where a selection of incidents were assessed using BWC footage and actions noted (both constructive criticism and positive feedback). A monthly review meeting was also introduced.

There was one (2020/21: zero) instance of PAVA (an incapacitant spray) being used, and no incidents (2020/21: one) where it was 'drawn' but not used. 172 cans of PAVA were issued to staff during the period.

4.5 Preventing illicit items

Throughout the reporting period many security staff were cross-deployed due to staff shortages. Consequently, there were fewer intelligence reports and a below average number of cells searched by security staff. The 'find' statistics therefore cannot be compared with previous years.

Although the MoJ authorised funding for an upgrade to the establishment's important CCTV and PID systems over two years ago, work did not start until November and little has been done since. The work was originally estimated to take two years but, due to MoJ delays, completion has been pushed back to 2025.

The main supply routes for contraband (drugs, tobacco and mobile phones) were unchanged and included via corrupt staff, items thrown over the prison walls ('throwovers'), prisoners coming into the prison from court, handed-in property, passes on visits and drugs smuggled in the mail, including legal post. The number of throwovers increased from January, with 17 intercepted in April and 28 in May. This avenue was not the preferred route for traffickers and the increase suggested that other routes were proving more difficult for the traffickers.

The widespread availability of drugs, principally psychoactive substances, such as spice and cannabis, continued to be of great concern to the Board. Inevitably drugs caused problems of debt and bullying that resulted in prisoners exhibiting violent behaviour and self-harming.

There was a decrease in drone sightings through the summer, but the number rose to three or four per month by the end of the reporting period. The prison liaised with police to increase patrols to check for throwovers and drone operators, and night staff patrolled the grounds. One police operation resulted in 21 arrests and the number of sightings subsequently reduced, averaging less than one a month.

Patrol and sniffer dogs were used regularly but as the dog unit was a regional resource, they were not always available.

Mail and handed-in property continued to be scanned for drugs by the Rapiscan machine and sniffer dogs were also used. Rule 39 letters (legal mail) containing drugs and mobile phones continued to be detected by census staff and the dog

team. Each law firm has now been given a security code to prevent abuse of the system.

The X-ray body scanner in reception continued to locate contraband on arriving prisoners. A shortage of trained staff meant the scanner was not used to its full potential.

Cell searches resulted in mobile phone finds, which ranged from 38 in July to 13 in November with a steady increase to 23 in May. This compared with an average of 50 per month before lockdown. The reduction in the number of finds was likely to be attributable to reduced searching and fewer security staff. Intelligence suggested that prisoners paid up to £1,000 for a mobile phone. Scanners were deployed to locate mobile phones although the Board was concerned that they were not being used frequently enough.

District area teams were used on a regular basis to conduct searches including at night. These resulted in finds of drugs, brewed alcohol, mobile phones, tobacco and weapons.

MDT recommenced in October with the objective of testing 5% of prisoners randomly each month. The percentage of positive tests varied widely ranging between 18% and 44%, with an average of about 30%, demonstrating that drugs were still far too easily accessible. Over the reporting period, cannabis and synthetic cannabis (spice) were the most prevalent drugs identified.

5. Fair and humane treatment

5.1 Accommodation, clothing, food

The prison was unfit for purpose, and only cosmetic changes occurred during the period. The ongoing programme of repainting meant that the wings, at least on Heathfield, were for the most part bright and clean, but the majority of prisoners still had to share cramped cells originally built for single occupancy. In those cells prisoners had to eat, sleep, use the toilet and spend most of their time, as the prison had no communal spaces apart from the narrow gangways running along each side of the open landings.

Accommodation - Heathfield

There were continuing painting and floor replacement projects on the landings with wing cleaners doing an excellent job.

Accommodation - Trinity

Trinity housed mainly workers and category C prisoners. After the reduction of the operational capacity to 1,368 in September following the HMIP report, it was agreed that G wing would be vacated for a full refurbishment and K wing for painting and decorating. By January 2022, only 30 prisoners were left on K wing and G wing was completely empty. Refurbishment of G wing took much longer than anticipated with considerable post completion snagging needed and by the period end it still was not ready for re-occupation.

Accommodation fabric checks and decency checks

Accommodation fabric checks (doors and locks, windows and bars, walls, floors and ceilings) on each cell were carried out throughout the year, but because of the continuing unpredictability of the regime and low staff numbers this was seldom on a daily basis. For the same reasons the weekly decency checks on each cell (cell furniture and fittings, TVs, phones etc) were not carried out on a regular basis. However, items either broken or missing from cells continued to be reported on an ad hoc rather than weekly basis.

Canteen

A new memorandum of understanding was signed with DHL, the canteen provider, to replace the previous one, which dated back to 2013. However, it was not possible for prison staff to meet with DHL during the reporting period. DHL generally delivered a good service, although it was regrettable that delays in distributing canteen frequently meant that some fresh produce had deteriorated by the time prisoners received it. **This was the fourth year that this concern has been highlighted with no apparent progress.** The lack of refrigerated storage was a particular problem during warm weather. Additionally, there were problems with common items being out of stock, reflecting supply chain issues.

Prisoners expressed ongoing frustration with two suppliers, Argos and Gemma Records, as items ordered from them often took an unacceptably long time to arrive.

Catering

Food continued to be varied and tasty, and distribution was mostly efficient and punctual. Prisoners were able to order their meals from a five-week rolling menu via the kiosk. There were photographs of all dishes and allergens were listed for every option. Prisoners were able to select from six hot-food and four packed-meal options each day, with the vegetarian meal as the default. The daily hot meal, which during the previous reporting year had been moved from the evening to lunchtime to mitigate Covid risk, was switched back in December. Complaints about food to the IMB were rare; in a prisoner survey, 54% of the prison population were satisfied with the food, compared to a national average of 35%.

Ramadan again passed smoothly in difficult circumstances, with over 250 participating prisoners receiving a food goody bag in lieu of the Eid feast. Christians celebrating Easter also received a goody bag, and Jewish prisoners received meals in accordance with Passover.

Communications

The communications team did an excellent job throughout the year. In September the team was allowed to have two workers for each of the Radio Wanno and Wanno TV teams return to work and what they achieved was commendable. Radio Wanno won the 2021 Digital/RSL station of the year.

The 114 kiosks, spread across the prison, continued to be the prisoners' main way of ordering meals and canteen, applying for jobs and many other daily tasks. Information posted on the kiosks' digital notice boards was translated into the five languages most commonly used in the prison.

In addition to radio and TV the communications team published the informative and popular weekly Bulletin, which 88% of staff, surveyed in April, said they read. 'The Journey' for prisoners was published three times including a special Christmas edition.

Noticeboards around the prison were updated regularly with information from departments and partner organisations, although the lack of protective covers meant that the posters had to be replaced frequently.

In-cell phones provided a strong link between prisoners and their friends and families (see 7.4). In-cell televisions included some free to air channels as well as Radio Wanno, Wanno TV and National Prison Radio.

Kit

Supply issues persisted throughout the reporting period, although to a lesser degree than previously. Unbalanced allocation around the prison caused gluts and shortages and too many prisoners either threw away dirty kit or 'remodelled' it. In addition, orders to central supplies for the kit needed to provide a working system were not met in full resulting in frequent shortfalls, particularly of towels. There were many complaints to the IMB about inadequate kit supply. In September a prisoner on B wing was unable to exchange his damp towel for a clean one as there had been only 40 available for the whole wing that week; he claimed it was his fifth week without a clean towel.

Laundry

The new main laundry with 45 washers and 45 driers finally came into full time use early in the reporting period, some four years after its installation and already out of warranty. The laundry gradually began taking over clothes washing from the on-wing domestic machines. Sheets, towels and blankets continued to be sent to the laundry at HMP Bullingdon. Initially, only personal clothing was washed on-site, but in January a pilot on B wing included prison issue clothing. This was so successful that other wings were added with the result that by the period end there was insufficient capacity to accommodate all the washes. This was because the machines were not fully commercial in size and capacity so could not take more than one bag of laundry. Consequently, each machine could only process one prisoner's wash at a time.

Maintenance and refurbishment

Government Facilities Services Limited (GFSL) made good progress addressing the number of reactive jobs around the prison in addition to its programmed maintenance work. However there continued to be a limit to what the local team could achieve in such dilapidated accommodation blocks.

Post

The Board was pleased that there were fewer delays reported in prisoners receiving post during the period, although the problem was not eliminated. The reason was usually attributed to staff shortages.

Showers

The Board was appalled that Trinity's shower facilities continued to be a disgrace. Mould, crumbling and peeling walls, condensation and even rat faeces were all visible. Refurbishment of the showers was a London prison-wide project with an approved budget separate from the main refurbishment of cells and landings. By the period end no date had been set for work to begin and H wing workers complained that they had only six shower stalls in dreadful condition for over 140 prisoners. As K wing refilled after repainting, the availability of only one set of dilapidated showers for three landings was equally inadequate.

The refurbished showers in Heathfield were kept clean and tidy, but the lack of ventilation continued to create serious condensation problems. Even the most recently refurbished units on A and B wing soon had paint peeling off the ceilings and areas of damp.

Vandalism

The recently installed shatter proof cell windows proved to be anything but. It was reported in February that many of the 56 new windows on D wing had already been smashed. Until the prison is given permission to replace cell windows with the latest specification, which also includes additional ventilation, problems would continue. There was concern that some prisoners found their cells too easy to destroy and that many of the supposedly 'vandal-proof' features were ineffective. One prisoner in April destroyed three cells in just two days. Vandalism meant that GFSL staff were replacing up to 300 toilet seats a month while smashed lavatory pans and sinks were

a source of frequent flooding. This reactive work diverted staff from scheduled repair and maintenance work.

Vermin

Rodents and pigeons were a serious health risk to everyone in the establishment. Rats, either dead or alive, were an all too frequent sight. It was hoped that traps and the repair of damaged vents on C wing would end the pigeon infestation but they continued to fly around inside with their droppings being an unsightly and unhealthy feature on many of the wings. **This was a serious health risk and could lead to the spread of zoonotic diseases.**

5.2 Segregation, special accommodation, adjudications

The Board continued to be impressed by the compassion, patience and care displayed by many of the care and separation unit (CSU) staff, who frequently had to deal with difficult, abusive or violent prisoners. The Board was concerned throughout the reporting period at the high number of cells out of use in the CSU.

Despite the challenges posed by small numbers of prisoners repeatedly destroying cells, **the Board was not satisfied that repairing cells to a high standard was prioritised.** All repairs took too long and often cheaper materials and designs were used (only to be vandalised again almost immediately), despite clear evidence that higher quality, more expensive options would be more cost effective. While the CSU annexe added capacity to the unit, the Board was concerned that it was a dark, cramped space, often malodorous and not visible from the desk, making it difficult to maintain appropriate conditions for prisoners in solitary confinement.

Some prisoners were being accommodated in the CSU, not as a punishment, but because it was deemed unsafe for them to return to the wings. In one case a young prisoner, with apparent mental health issues, has spent over 200 days in the CSU while awaiting an assessment from Broadmoor Hospital. **The Board considered this delay to be inhumane and unacceptable.**

A total of 497 (2020/21: 471) prisoners were detained in the unit, an average of 41 (2020/21: 39) per month. The average length of stay increased to 11.1 (2020/21: 10.1) days. In the five months January to May, 12 % (2020/21: 27%) were held on CC (cellular confinement), 12 % (2020/21: 15%) on GOOD (good order and discipline) and 76 % (2020/21: 53%) were detained on Rule 53 (awaiting adjudication). Prisoners sometimes told Board members that being in the CSU was 'better than the wings' owing to the restrictions on the normal regime.

In the January to May period 53 prisoners were segregated for over seven days and 32 prisoners were segregated for over 14 days. Nine prisoners were in the unit for more than 42 consecutive days.

Special accommodation was used on one (2020/21: 20) occasion.

There were 5,843 (2020/21: 5,515) adjudications, an increase of 6%. Charges included possession of an unauthorised item 23% (2020/21: 19%), disobeying a lawful order 16% (2020/21: 18%) and damage to prison property 9% (2020/21: 14%).

3,463 (2020/21: 3,695) adjudications were concluded, of which 2,163 (2020/21: 2,512) were proven.

Some English and Welsh establishments resumed independent adjudications (IAs) remotely in June 2020; Wandsworth resumed in January 2022, with a limit of 15 cases per month. Initially a laptop computer was used, but latterly IAs were held in the video conferencing centre, a significant improvement. 68 were heard during the period (2020/21: none).

The Board supported the reintroduction of IAs as an important element of maintaining discipline and order in the establishment, but was concerned that cases were being dismissed for procedural reasons such as reporting officer not present and inadequate documentation to support a referral to the IA.

5.3 Staff-prisoner relationships – Wing and prison council meetings

Prison council meetings continued on a monthly basis throughout the reporting period. They provided a good opportunity for wing representatives to present problems to management and other providers with each meeting being recorded and broadcast on Radio Wanno. In the second half of the period the scheduled meeting time was often changed at short notice, which meant key members of the senior management team sometimes found it difficult to attend. This was disappointing as council meetings were a key part of the relationship between prisoners and management. There were no regular scheduled individual wing meetings.

5.4 Equality and diversity

The equalities team was small, comprising a manager, an administrative support worker and one uniformed officer. For much of the year the manager was working on her own, her administrative support worker being absent due to ill health and the uniformed officer being regularly cross-deployed.

Each month there was an equalities meeting, alternating between prisoners' interests and staff interests. The prisoners' meetings were attended by equalities reps who were able to express the prisoners' concerns.

A senior manager was appointed to represent each of the protected characteristics, and where possible equalities reps and foreign national representatives were appointed from among the prisoners to represent each of the wings. The transient nature of the prison population made it difficult to recruit and retain reps for all of the wings throughout the year.

The large number of foreign national prisoners meant that their interests were a major concern for the equalities team. For most of the year foreign nationals represented close to 50% of the prison population, but this reduced to about 41% in April as a result of charter flights to Poland, which removed on average 24 prisoners every fortnight from early 2022.

A prisoner could submit a discrimination incident reporting form (DIRF) if he believed he was being discriminated against, and this would then be investigated. During the

year under review the number of DIRFs submitted amounted to 71 (2020/21: 87) of which five were upheld, another five were unresolved at the period end and nine received no response. The quality of the responses was monitored by the Zahid Mubarek Trust (ZMT), who returned to the prison during the year having been absent during the pandemic.

Home Office Immigration Enforcement staff, who had been absent during the preceding period, returned to the prison, initially for three days per week but full time from August. Befriending and Support Team (BEST), a charity, continued to advise and support foreign nationals. In July Catch 22 was awarded a contract to provide services for foreign national prisoners. Following the introduction of the new induction process, a side room was set aside in the induction suite for consulting and advising new foreign national prisoners, and this was staffed on alternate days by BEST and Catch 22.

5.5 Faith and pastoral support

The chaplaincy team provided pastoral care for all prisoners regardless of whether they had a faith. A member saw every prisoner on arrival and departure, and visited every prisoner daily in the two healthcare units and the segregation unit. The team played a key role in the new, centralised day-three induction arrangement, offering a wide range of in-cell activity packs and games, religious books, and reading glasses.

Chaplaincy staff were very busy during the reporting period, assisted by a small number of volunteers. The head of chaplaincy's recruitment of volunteers for specific roles was hampered by the very slow vetting process, which in some cases took over six months. Notwithstanding this, the chaplaincy team was able to fulfil all its statutory duties, despite a high number of prisoner bereavements and the associated extensive paperwork required to enable prisoners to attend hospital visits and funerals, either in person or via iPad. Staff tried to attend all GOOD reviews, and to see every prisoner on an ACCT on the day it was opened and at least once a week thereafter.

Weekly faith services continued to be recorded by chaplains and broadcast to prisoners on Radio Wanno. Halfway through the reporting year, prisoners were allowed to attend services in person once again, although in very restricted numbers. Major festivals were celebrated including Easter, Eid, and Passover.

5.6 Incentives scheme

Basic, which had been suspended in the previous period, was reintroduced in August, but only for refusing to share a cell. In May, the incentives scheme was relaunched to focus more on genuine incentives (positive rewards for positive behaviour) and to integrate the system more closely with reports and adjudications as a means of managing behaviour.

5.8 Property

Property hand-ins restarted in June. However, pent-up demand resulted in a backlog in arranging appointment slots for items to be handed in. Additionally, the requirement for all items to be subject to a brief Covid quarantine period meant that it took three days for them to reach prisoners once inside the establishment.

The rule which allowed friends and family to deliver approved personal items to the prison within the first 28 days of a sentence was restarted in late October. This replaced the temporary system whereby prisoners were required to book times via the kiosk for delivery of property items. By February, Covid delays were over and the department was operating as normal.

Staff were regularly reminded of the correct protocol, as set out in the Prison Service Instructions, regarding the recording of property items left in cells when prisoners were relocated. This was the fourth consecutive year in which the Board expressed concern that cell clearance certificates were often not being completed and/or stored correctly with the prisoners' property cards. This was a matter of concern to the Board and often caused frustration to the prisoner.

Staffing shortages resulted in cross deployment of property staff with an inevitable negative impact on efficiency.

6. Health and wellbeing

6.1 Healthcare general

On 1 April Oxleas Healthcare Trust took over responsibility for mental health service provision from South London and Maudsley Trust (SLAM) and became the sole provider of primary and mental health services in the prison.

The Covid restrictions affected the ability of prisoners to attend face-to-face appointments. All contracted healthcare services were provided throughout the period, adapted where necessary. Appointments took place via a combination of face-to-face clinic appointments, cell visits, remote prescribing and by telephone. Healthcare staff had access to adequate supplies of PPE and followed PHE guidelines for its use during essential contact with patients.

In September, HMIP made a number of recommendations relating to healthcare. Whilst it commented that **'healthcare provision is relatively good'** it mentioned that **'the inpatient mental health unit (Addison) was not a fit place to care for seriously unwell patients'** and that **'staffing shortages were particularly affecting mental health services'**. It also expressed key concerns about the lack of primary and mental health inpatient staff resulting in patients not having their needs met in a safe or timely manner and the unacceptable waiting time to transfer patients to mental health inpatient services. As a result of the inspection the Care Quality Commission (CQC) issued a requirement notice to SLAM, to explain what steps it was taking to address the staff shortages which, according to CQC, were affecting the level of care on the Addison Unit and on the wings.

The Board fully supported HMIP's findings and recommendations. The Board was very concerned about the general unhygienic and unsafe conditions in the Jones and Addison inpatient units.

The Jones and the Addison units regularly reported poor conditions, particularly in the shower and toilet areas, long waits for repairs to equipment, and inadequate cleaning. Of particular concern was the appearance of rats and fleas in October and a mouse infestation in April. Mouse droppings appeared regularly in April and May on beds and lockers.

The construction of the new healthcare building was running behind schedule, it was not clear when it would be operational. The Board remained very concerned that the new facility did not include any cell accommodation to relieve the totally inadequate inpatient units.

6.2 Physical healthcare

The Board remained very concerned that the six-bed Jones unit was far too small for the size of the prison population. This inadequacy was aggravated by the lack of wheelchair accessible cells on the wings, resulting in two Jones beds being occupied by otherwise healthy wheelchair users.

On average two prisoners per month did not engage with first day screening. Healthcare staff ensured those who had not been seen were picked up by duty nurses on secondary screening. ACCTs were opened for any prisoner refusing to

engage or presenting challenging or disturbing behaviour. There was a concern that a minority of prisoners, particularly those arriving late in the evening, missed screening because of lack of communication from officers to medical staff in reception. Some prisoners returning from court or from hospital were also not seen. The procedure had been reviewed in April 2020, and plans were made, but management changes resulted in no new procedures being introduced, and concerns were raised throughout the reporting period.

The number of prisoners who did not attend (DNA) booked clinic appointments averaged 34% (2020/21: 31%). DNA data were:

- Dentist: 26% (2020/21: 25%)
- Podiatrist: 32% (2020/21: 44%)
- Sexual health: 37% (2020/21: 30%)
- Mental health: 39% (2020/21: 23%)
- Optician: 39% (2020/21: 34%)

DNA reasons were recorded in each case: a small number of prisoners refused to attend, and were followed up. Some appointments clashed with court dates, and some prisoners had transferred by the date of their appointment. Staff shortages meant lack of escorts, and frequently late midday roll calls delayed the afternoon regime. **The Board was concerned that healthcare appointments were not given higher priority as this affected the wellbeing of prisoners.**

The average waiting time for a clinic appointment remained high. Comparison with 2020/2021 was misleading, because during level 4 restrictions waiting times were very high, and patients received emergency care, after triage. Routine, and less urgent treatment, had very long waiting times (eg. 343 days for a dental appointment). By April 2022, waiting times were close to pre-Covid levels.

During the reporting year average clinic waiting times were (April 2021 in parentheses):

- Sexual health: 5 days (no comparative data)
- Advanced Nursing Practitioner: 17 days (no comparative data)
- Nurse-led: 23 days (no comparative data)
- Physiotherapy: 47 days for physiotherapy (no comparative data)
- Podiatry: 48 days (140 days)
- Mental health: 49 days (no comparative data)
- GP: 53 days (35 days)
- Dentist: 55 days (63 days)
- Optician: 70 days (84 days)

6.3 Mental healthcare

The Board was concerned that there was lack of clarity regarding Oxleas taking over responsibility for mental health services. The transition period was inevitably difficult, particularly as there were initially significant staff shortages. An intensive recruitment programme took place and by the end of the period the

psychology, psychiatry and occupational therapy vacancies had all been filled, although there was concern about the shortage of mental health nurses.

During the transition from SLAM to Oxleas, a consultant forensic psychiatrist was seconded to Wandsworth for three months. This had a positive impact on the number of prisoners transferred to external mental health inpatient services. The psychiatrist established positive relationships with the segregation unit and the wings. The Board believes this should provide the basis, together with other management initiatives planned for the next reporting year, for improved interaction between Oxleas, the prison staff and prisoners.

A total of 6,082 mental health referrals to InReach (the mental health team) were made during the reporting period— an average of 507 (2020/21: 510) per month, with the majority being assessed within 48 hours. This was a figure broadly comparable with the previous period. Over 50% of referrals were accepted by the mental health team, which meant that the caseload rose significantly. The increase seemed likely to be due to a number of factors: the negative effect on prisoners' mental health of a restricted regime, being in their cells for up to 23 hours a day; the number of prisoners who were seriously unwell; and those who, whilst not diagnosed as psychotic, presented with worrying behaviour. The number of ACCTs opened increased.

Board members were disappointed to attend many ACCT reviews where no mental healthcare staff member was present, as specialist input would have been of assistance. It had been agreed that, due to high numbers of ACCT reviews, healthcare staff would attend only initial reviews, and those where the individual was on their caseload. However, a combination of increase in mental health referrals, an increased caseload for the InReach staff, and unsatisfactory co-ordination between healthcare staff and prison staff made it difficult for this to happen.

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

The inadequate number of bed spaces in the Addison Unit meant that every week there was an average of two prisoners waiting for admission, and waiting times were up to one month. Waiting times for a bed in secure accommodation, after assessment varied during the year. Early in the period the average wait time was six weeks, but by the end the average had reduced to three weeks.

Funding was secured for the refurbishment of six cells in Addison, and work began in March. Problems with contractors' working practices emerged, and by the end of the reporting period no cells had been completed. Four cells had been out of use for three months. This caused significant waiting lists for prisoners on the wings, some of whom were suffering with severe and chronic conditions.

Liaison between Addison and the CSU improved, with a psychiatrist making weekly visits to all prisoners in the CSU.

6.4 Social care

Social care was provided on the wings and in the healthcare units by Wandsworth Adult Social Services, who were invited to the partnership meetings of the Local Delivery Board. Change, Grow, Live (CGL) took over this role in September. **The Board was, however, concerned over the procedures for accessing social care.** Wandsworth Social Services experienced staff shortages, which resulted in delays with assessments of those prisoners referred to them. In some cases, prisoners had been transferred, or released, before care could be arranged. There was no standard timescale for assessments, though the target was two weeks. At the end of May, four prisoners had been waiting for two months, and three for one month for assessments. This, inevitably, put a burden on staff who had to take on caring, as well as their nursing duties.

6.5 Exercise, regime

The regime at the beginning of the reporting period was constrained by a combination of Covid restrictions and insufficient staffing and the average exercise time per day was just 16 minutes, with average time out of cell including activities of only 1 hour 12 minutes. By September 2021, as Covid receded and with bubble unlocking no longer necessary, every effort was made to unlock in much larger numbers and for longer periods. By the end of the reporting period, average exercise time per day had increased to 51 minutes and total time out of cell including activities had increased to 2 hours 30 minutes. Total time out of cell scheduled in residential regimes, excluding activities, increased from 34 minutes to 1 hour 54 minutes by the period end. The Board was concerned that these figures were still too low and frequently inadequate staffing levels continued to impede delivery of a full regime, particularly over the weekends. During the Christmas holiday period and into the early New Year a much-restricted regime had to be introduced because of low staffing, a situation made worse by the surge in Covid cases.

The indoor gyms had reopened by the start of the reporting period. However, the frequent cross-deployment of a reduced cohort of physical education instructors (PEIs) meant that prisoners were generally offered gym only once every three or four weeks. The lack of gym exercise was a familiar complaint from prisoners during this time.

The Governor's decision at the end of November to end all PEI cross-deployment quickly resulted in prisoners being offered gym at least twice a week, although this varied significantly across the wings, depending on officer numbers, differing regimes and the speed of unlocking. Gym staff worked hard, offering approximately 1100 gym hours per week in January, despite a reduced team of four PEIs out of a potential complement of 12.

As restrictions eased, team sports in the sports hall resumed, including basketball, volleyball and football. Football was also played outside on the astroturf. An ex-Olympic rower came in weekly to teach prisoners rowing technique, which was very well received. Long-planned initiatives were able to start including a charity rowing competition, and first aid and PEI training courses.

6.6 Drug and alcohol rehabilitation

Drug and alcohol abuse was a continuing issue at the prison. Support was provided by CGL and the healthcare team.

Monthly drug strategy meetings were held.

As the prison became a predominantly remand establishment, the resulting high turnover of men made it difficult to implement the type of longer-term programme that could be more beneficial to those suffering from drug or alcohol abuse. A significant proportion of prisoners arrived with an addiction problem.

During the period, the percentage of new arrivals starting a substance misuse treatment varied between 12% and 29%. From January to May it was below 15%. The total case load ranged from 117 in January to 77 in April. The predominant form of treatment was methadone (around 70%). Clinics were generally well attended but, given the high turnover, it was hard to judge efficacy.

CGL worked to provide a range of programmes ranging from group sessions to peer mentors and individual sessions. The duration of group programmes was either four or six sessions, reflecting the remand nature of the prison. The main programmes were:

Foundations of Change: Four sessions aimed to support prisoners prepare for their recovery journey. The focus was on developing goal setting tools, building 'recovery capital' and recovery planning.

Foundations of Growth: Six sessions aimed to increase prisoners' resilience and capacity to manage recovery hazards. The focus was on motivation, challenging unhelpful ways of thinking, social networks, interpersonal skills, coping strategies and reflection.

SMART Recovery: Four sessions focused on building and maintaining motivation; coping with urges; managing thoughts, feelings and behaviour; and living a balanced lifestyle.

Alcohol Programme: Four sessions that explored the ways in which alcohol had affected various aspects of life, as well as helped prisoners understand the cycle of triggers, coping strategies and goal setting to create personalised development plans.

CGL's substance specific interventions included:

Alcohol – aimed to develop clients' understanding of alcohol, its relationship with crime, alcohol units and strategies for cutting down on drinking

Cannabis – aimed to increase clients' awareness of cannabis, the different compounds, uses and risks. There were also discussions about the medical uses of cannabis.

Cocaine two-day workshop – The focus was on furthering prisoners' understanding of the effects and risks associated with cocaine use (whether that be cocaine, crack or freebase). Prisoners also explored personal triggers, cravings and coping strategies with the aim of increasing their resilience.

In the period between May 2021 and March 2022, CGL:

- had 1,652 referrals from a total of 4,232 receptions (39%). Most referrals came via healthcare with only a few (44) coming from prison officers and none resulting from the MDT programme.
- conducted over 300 programmes for 870 prisoners.
- Operated 18 workshops for 138 men addressing issues around gangs, conflict and drugs.

7. Progression and resettlement

7.1 Education, library

In March 2021 the prison notified Novus, the education provider, of its dissatisfaction and intention to draw up and implement a new action plan with a view to improving the level of performance. The prison and Novus agreed a series of targets in the early part of the reporting period as part of a six-month performance improvement plan.

Initially, discussions between HMPPS and Novus about the delivery of this plan were not about improving education for the prisoners, but more a denial of responsibility for poor performance and a refusal to engage with potential solutions. This changed with new education leadership in the prison and management within the provider, and a strong drive to improve performance began. By the end of January, three of the targets had been achieved. Although there had been progress on the other two (teachers' caseloads and quality of teaching), more was required. HMPPS and Novus agreed an improvement notice would not be the most effective way of supporting progress to date. Instead, a further action plan was agreed focussing only on quality of teaching with the option to impose an improvement notice if necessary.

In-cell packs were used throughout the period, with lessons in designated classrooms on wings starting in August. Although the resumption of face-to-face teaching was welcome, some teachers said rooms were noisy, they were not established as learning environments, lessons got interrupted, and men found it hard to learn when not taken out of their living environment. Attendance was variable, with some late starts or early finishes. The latter was not helped by the hot evening meal being served as early as 4pm, especially when servery workers had classes.

Although prisoners could not visit the main library, it remained open throughout the period and provided a service to all wings via book trolleys and a request service on the kiosk. On average, each month over 300 men borrowed books. The library was concerned at the number of books that were lost; this generated an annual replacement cost of approximately £10,000.

The Trinity library opened to prisoners in February, but Heathfield prisoners were unable to visit the main library throughout the period.

7.2 Vocational training, work

Excluding November and March (when the data was not available), between 210 (at the beginning of the period) to 360 (during October) activities spaces were available every day, depending on how much Covid was present in the prison. Allocation rates varied between 74% and 98%, with over 90% of spaces being allocated more than 40% of the time. Where there were reliable data, attendance rates were generally above 80%. Main employment opportunities were in the kitchen, cleaning (biohazard and on the wings), and wing reps.

7.3 Offender management, progression

The offender management unit (OMU) is a labour-intensive department providing essential information to prisoners, staff and outside agencies. The disruption caused by restrictions affected the department's ability to provide information on a timely basis but great credit is due to the team for their commitment.

In the early months of this reporting period, probation POMs were only in the prison on a rota basis and mainly were working from home. Prison POMs and OMU staff also had to try and cover for the Home Office immigration enforcement team who were not in the prison for at least half the reporting period.

OMiC key working was not running due to Covid restrictions. However, vulnerable prisoners were able to communicate with a POM via their in-cell phone. Wing staff also completed in-person welfare checks on high-risk individuals. An average of 120 key work sessions per month were carried out over the year.

There were 64 (2020/21: 63) prisoners' applications to the Board concerning sentence-related issues.

The target time for completing sentence calculations was 5 to 10 days from sentencing. While the department worked to meet this, some calculations were late owing to information (eg: updated warrants) not being sent by the courts and staffing issues within the department due to shielding and training availability.

Categorisation is influenced by a number of factors including nature of the offence, risk to public and the sentence given. The target time for completing categorisations was four days from receiving the relevant information (which should be within three weeks of sentencing). Achieving this target depended on reports from outside bodies such as police and welfare services. A total of 1,765 categorisations and recategorisations were completed over the year. Complicating factors included licence recall and public protection issues, as well as delays in obtaining information from external sources.

The target time for offender assessment system (OASys) assessments was 10 weeks for all prisoners. The number of OASys assessments completed averaged around 15 (2019/20: 19) a month.

There were 51 (2020/21: 84) prisoners released on home detention curfew (HDC) during the year. Most release dates were not met. The various reasons included: waiting for reports of where the prisoners would be staying; feedback from police and possible social services delays. If the HDC date fell on a weekend or bank holiday, the release would be delayed to the next working day.

Parole hearings were paused for part of the year, which created a backlog with six prisoners on parole hold at the period end. At the end of the reporting period there were 152 prisoners either awaiting extradition or involved in extradition proceedings. The Board was concerned by these high numbers which were outside the control of the OMU.

7.4 Family contact

Throughout the reporting period, often due to staffing challenges, there were delays in the issue of PIN codes and approval of associated phone numbers, which would enable prisoners to make calls from their in-cell phones. Regrettably, in-cell phones also were often out of order. All these factors caused stress to prisoners and this was particularly concerning for new arrivals, unable to contact friends or family.

Secure social video calls, provided by 'Purple Visits' during the reporting period, continued and in September moved to smaller rooms which held just two prisoners. These replaced the original rooms, which held six prisoners, and were noisy, offering little privacy. In-person legal visits resumed in February.

The F3 visits hall reopened in June and physical visits resumed as the establishment moved to level three. Although hugging and kissing was not allowed because of Covid restrictions, staff were sympathetic and flexible and did not try and prevent a small child running up to embrace their father.

In September, two-hour sessions were introduced for visitors who had to travel more than 50 miles and were seeing an enhanced prisoner. In March, Saturday visits resumed after a two-year break and family days started again in April.

The Board was concerned at the unavailability of food and drink in the visits hall throughout the period. Prison Advice and Care Trust (Pact) had taken over responsibility for providing snacks and drinks but no service materialised. The prison provided bottles of water for visitors and prisoners. Pact was also responsible for the children's play area but failed to provide a play leader.

7.5 Resettlement planning

The information, advice and guidance service (careers advice) fell far short of its targets. Information to April showed that 64% (target 80%) of prisoners who came into the prison eligible for help in planning their education and training needs received it. Of those released, 9% (target 80%) had their progress reviewed, and 4% (target 35%) had a "warm" handover to community-based support.

Wandsworth was one of 16 prisons trialling the HMPPS Reducing Reoffending Accelerator programme, which commenced in April 2021. The aim was to improve support for rehabilitating prisoners through assisting them to find secure housing and employment. The programme funded an employment lead and a housing specialist, initially for six months. The employment lead post has now been rolled out to 91 prisons as a permanent appointment, while the housing specialist will be replaced by four new positions covering the London region.

As an Accelerator prison, Wandsworth made good progress developing an employment service, which commenced in June, principally for sentenced prisoners. An employment hub was opened in the Heathfield unit in February to provide information and guidance in a comfortable and safe environment. The hub was stocked with literature and brochures from potential employers. Hub staff provided individual assistance with drafting CVs and interview training; prisoners could also meet with representatives from Job Centre Plus to discuss universal credit and jobs

after release. The hub capacity was five prisoners although there were dips in attendance reflecting regime changes and transfers of sentenced prisoners to other establishments. Company representatives visited and talked to interested prisoners about employment opportunities; market sectors represented included: civil service, construction, hospitality, laundry, railway maintenance, retail and technology.

There was an average of one employer visit per week and 12 different employers visited the prison in the reporting period. Employer visits generally consisted of a presentation about what it was like to work for them and what opportunities there were; an icebreaker activity, followed by Q+A and then one-to-one conversations with employers for those who were interested.

Since the employment service began in June, 124 prisoners have been supported to make at least one job application, and 77 were offered a job. Of those who have since been released, 41 have begun training or employment.

Wandsworth was part of an HMPPS pilot scheme to establish local employment advisory boards, with members drawn from a range of industries, to provide employment advice and assistance. The board acted as a link between the prison and employers, making sure that offenders used their time to gain the skills and links to job opportunities they needed so they could head straight into stable work upon release.

The Board was impressed and encouraged by the support and guidance HMP Wandsworth received from its employment advisory board, employers and partner agencies, and this, together with the staff who delivered education and work activity, gave prisoners the skills they would need on release. Wing staff who encouraged prisoners to get involved and attend work and training regularly were a vital part of this process and helped make the prison safer by providing a sense of purpose and achievement.

At the start of July, following the disbandment of CRCs, the NPS took over responsibility for resettlement. Under the new contract, St Mungo's, reporting to the NPS, was restricted to providing housing assistance to low and medium risk sentenced prisoners in the London area. High risk prisoners were managed by NPS. Remand prisoners were not included in the new contract and therefore received no housing service. **The Board failed to understand why remand prisoners were not given housing support.**

St Mungo's had access to accommodation through an organisation called Staging Post, which provided 35 bed spaces across north and east London. The accommodation offered was for up to three months in a semi-independent setting with targeted wellbeing and support planning.

Previously the CRCs had been the route by which remand prisoners received assistance in sustaining their tenancies. Remand prisoners (currently around 80% of the population at Wandsworth) still received no housing service and no firm date has been provided for it to resume. It was not possible to quantify the extent of unmet housing need as remand prisoners may be bailed or released for time served, in which case their housing status was not monitored post release. Figures for housing on release were recorded by community offender managers but were not consistently completed so it was equally not possible to report confidently on the

number of prisoners being released without accommodation. **The Board was alarmed that under the new arrangements the majority of prisoners leaving Wandsworth had no housing support and it considered this to be a most unsatisfactory development.**

The quality of the resettlement provision was severely undermined by these changes. BCST2 meetings, the assessments normally undertaken within five days of a prisoner arriving in Wandsworth, were suspended by NPS in January because of staff shortages. As a consequence, new prisoners' housing issues were not being picked up. BCST3 meetings, the assessment undertaken in the 12 weeks prior to release, continued.

The subsistence payment given to prison leavers at the gate (previously known as the discharge grant) increased from £46 to £76 in July 2021. The payment will increase in line with inflation every year until 2024/25. This was the first increase since 1996. Not all prisoners are eligible for the payment.

Releasing prisoners to appropriate accommodation is a vital element of rehabilitation and reducing recidivism. The work of the resettlement team was adversely affected by chronic understaffing. The team should be 12 strong but this complement was not reached and at the end of the period there was only one active member and a manager. **This understaffing caused the Board very serious concern.**

8. The work of the IMB

Board members worked well together in the course of the reporting year. Meetings of the Board were held every month, starting with a half-hour training session on a wide range of subjects. Board meetings were held in person from July although members could join via zoom. Whenever possible, a Board member attended a coroner's inquest.

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

Recommended complement of Board members	18
Number of Board members at the start of the reporting period	15
Number of Board members at the end of the reporting period	16
Number of members joining within the reporting period	4
Number of members leaving within the reporting period	3
Total number of Board meetings during the reporting period	12
Total number of visits to the establishment	687

Applications to the IMB

Code	Subject	2021/22	2020/21	2019/20	2018/19	2017/18
A	Accommodation	66	57	94	58	79
B	Discipline	21	7	19	7	23
C	Equality and diversity (inc religion)	31	42	17	23	56
D	Purposeful activity	26	18	30	22	45
E 1	Family/visits (inc mail and phone)	38	39	39	52	98
E 2	Finance/pay	24	20	14	44	54
F	Food/kitchen	7	10	9	9	9
G	Health	59	75	128	76	123
H 1	Property (within current establishment)	35	40	48	63	101
H 2	Property (external)	19	34	53	42	66
H 3	Canteen	20	17	28	26	64
I	Sentence related	64	63	72	71	139
J	Staff/prisoner concerns	52	49	60	44	76
K	Transfers	42	13	19	21	66
L	Miscellaneous	31	22	40	20	26
Total number of applications		535	506	670	578	1,025

Confidential applications	83	85	101	71	124
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There were 535 applications to the Board in the reporting period, an increase of 29 or 6% over the previous period. Adjusting for the Covid-related dip in applications at the beginning of the reporting period, the level of applications was consistent with the previous period.

Nine categories showed an increase and six showed a decrease. Applications relating to transfers showed the biggest increase (+29, 223%) and those relating to discipline also rose significantly (+14, 200%) above pre-Covid levels (note the de facto suspension of the IEP system during Covid lockdowns). Applications relating to healthcare showed the sharpest decrease in numerical terms (-16), continuing a welcome trend, while the largest percentage decrease (-44%) was for applications about property (external, relating to other establishments).

Glossary of terms

ACCT	Assessment, care in custody and teamwork
AFC	Accommodation fabric check
BCST	Basic custody screening tool
BEST	Befriending and Support Team (for foreign nationals)
CCTV	Closed-circuit television
CGL	Change Grow Live
CRC	Community rehabilitation company
CSU	Care and separation unit
DIRF	Discrimination incident report form
GFSL	Gov Facilities Services Limited
GOOD	Good order and/or discipline
HDC	Home detention curfew
HMIP	Her Majesty's Inspectorate of Prisons
HMPPS	Her Majesty's Prison and Probation Service
MDT	Mandatory drug test
MoJ	Ministry of Justice
OASys	Offender assessment system
OMiC	Offender management in custody
OMU	Offender Management Unit
ONS	Office for National Statistics
OPCAT	The Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment
PACT	Prison Advice and Care Trust
PEI	Physical education instructor
PHE	Public Health England
POM	Prison offender managers
PPO	Prisons and Probation Ombudsman
RCU	Reverse cohort unit
ZMT	Zahid Mubarek Trust



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