

# HMP Woodhill



## Independent Monitoring Board

# Annual Report June 2010/May 2011

## **Section 1**

### **STATUTORY ROLE OF THE IMB**

The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison and IRC to be monitored by an independent Board appointed by the Home Secretary from members of the community in which the prison or centre is situated.

The Board is specifically charged to:

- (1) 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.
- (2) Inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has.
- (3) 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.

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### **Section 3**

## **HMP WOODHILL**

### **3.1 Role and Accommodation**

One of the Establishment's main roles is that of a local prison serving the Crown and Magistrates' Courts. The prison holds male remand and sentenced prisoners of eighteen years old and above.

HMP Woodhill is one of three Core Local prisons within the High Security Estate. It is a highly complex prison. As well as having a Local Prison function, HMP Woodhill holds Category A prisoners, Young Offenders, has a Close Supervision Centre (CSC), housing some of the most difficult prisoners in the system, and two Protected Witness Units. The accommodation consists of six separate House Units and a First Night Centre.

In March 2008 HMP Woodhill's Operational Capacity (OC) was increased from 807 to 819 prisoners. Woodhill's Certified Normal Accommodation (CNA) is 661.

### **3.2 Contractors, Agencies and Voluntary Organisations**

Manchester College – Education contract

Primary Care Trust – Healthcare

Lead Psychiatrists (MHIT and CSC)

Aramark –Kitchen contract

DHL - Canteen

Probation Service

Police Liaison

Samaritans

Citizens Advice Bureau

Chaplaincy volunteers

Drug Strategy Group

Careers Advice Service

St. Giles Trust

Stonham, who deliver the Bail Accommodation and Support Service (BASS).

Pact (Prisoners Advice and Care Trust)

Prison Me No Way

Red Cross

Age UK

New Leaf

## Section 4

### EXECUTIVE SUMMARY

#### 4.1 Overall Judgement

HMP Woodhill is a complex, diverse establishment and consequently very demanding to manage. Performance has steadily improved in all areas during the reporting year resulting in HMP Woodhill's highest ever positioning in the Prison Rating System. The Management Team have robustly managed sickness levels and met the required efficiency savings. Following the second phase voluntary redundancy scheme, HMP Woodhill will meet the required reduction in managers. However there remains a shortfall of both officers and Officer Support Grades (OSG). This has a detrimental impact with increasing levels of cross deployment and reduced levels of staff continuity on units. The continued impact of rapid and wide scale nationally driven change, together with budget restrictions, has had an effect on staff morale. This has been robustly managed, with considerable efforts being made by the Senior Management Team (SMT) to engage with and support staff. HMP Woodhill has successfully maintained its Investors in People Accreditation. The Establishment continues to effectively balance the needs of the main population with the security requirements for the management of the Category A population.

The Head of Healthcare has made progress in addressing weaknesses in the delivery of Healthcare, particularly those raised by HMCIP. Staffing shortfalls continue to be a major concern.

Diversity continues to be strongly developed. There are excellent initiatives in place for older prisoners and those with disabilities. Meetings have a much wider multi-disciplinary representation. Prisoner consultation meetings are held on the Close Supervision Centre and the main prison. The sharing of information across units is improving. Decency and Safety receive a strong focus. The management of ACCT documents has greatly improved. The regime has been developed and improved for all prisoners. Facilities continue to be extended and improved for prisoners held on discreet units in House Unit 6. The Board welcomes the refurbishments and improvements that have been made to the fabric of the prison and the living and working environment for prisoners and staff. The grounds and gardens continue to be developed and are a great credit to all the prisoners and staff who work on them.

The Board hopes that the Ministry of Justice will allow a period of stability following the last two years of rapid change.

#### 4.2 Issues of excellence not requiring a response

Performance has greatly improved throughout the reporting year and HMP Woodhill is now placed 9<sup>th</sup> on the Prison Rating System.

The Workshops opened in December 2010 offering eighty five additional work places for prisoners. The ability to offer work to Vulnerable Prisoners has allowed a wider variety of prisoners to take part in activities across the core day.

The pond and garden area won the Closed/High Security Prison category and the prestigious 2010 NOMS National Wildlife Award. The garden area now includes a barn owl sanctuary and hedgehog rehabilitation centre. Work is going ahead to complete the multi-faith garden.

A garden has been built on HU6 by prisoners on the Protected Witness Unit.

The Mosaic Workshop has been awarded a prize in a Tops Tiles competition.

The Foreign National Co-ordinator and her team received high praise from the Immigration Service and their work has been promoted as an example of good practice to other prisons.

HMP Woodhill nominated three teams for the Team of the Year awards. The Healthcare Inpatients team won their category.

### **4.3 Issues of concern requiring a response**

#### **4.3.1. Matters on which a response is requested from the Minister for Justice**

The Board remains deeply concerned about the extended period of time and perceived inefficiency taken for Counter Terrorist and other security checks. 5.3

*This, as highlighted in the 2008 – 9, 2009 -10 Annual Reports, needs to be addressed as a matter of urgency.*

The Board requests consideration is given to the publishing of all factors and the formula used in calculating Board budgets.7

The Board requests that consideration is given to improving the delivery of introduction, or improvements to, any computer based systems used in the prison. 6.1

The Board requests that consideration is given to reducing the time spent in custody by foreign national prisoners who are sentence spent. 6.3.2

#### **4.3.2 Matters on which a response is requested from the Director/Area Manager**

The Board continues to request that the promised funding for the refurbishment of the Visits area to include the Visits balcony and disabled access to toilet facilities is honoured. 5.1

The Board again requests that consideration is given to establishing a laundry at HMP Woodhill. 5.2

The Board again requests that consideration is given to funding identified improvements to Reception. 6.2

The Board requests that consideration is given to requiring the supplier to increase the number of telephones available for prisoners.6.5

The Board requests that consideration is given to developing a more proactive management of prisoners identified under central management MCBS. 5.5

The Board requests that consideration is given to continuing funding support for improvements to facilities for disabled and older prisoners. 5.1

The Board requests that consideration be given to overcoming the difficulties of moving disabled/dependent prisoners to other prisons. 5.1

The Board requests that the prison estate as a whole should standardise the recording of information around the needs of older and disabled prisoners to ensure quality of care. 5.1

### **4.3.3 Matters on which a response is requested from the PCT and SHA**

The Board continues to be deeply concerned with the longstanding shortfall in all Healthcare staffing levels.5.3

*This, as highlighted in the 2008 – 9, 2009 - 10 Annual Reports, needs to be addressed as a matter of urgency.*

The Board would like consideration given to providing psychiatric cover as a full time post. 5.3.1

The Board requests that consideration is given to regular scheduling of and improving attendance at the Clinical Governance meetings. 5.3

The Board would like consideration given to improving the process for referral to Secure Hospitals for patients with mental health problems. 5.3

### **4.3.4 Matters on which a response is requested from the Prison**

The Board requests consideration is given to improving the delivery and raising the profile of the Personal Officer Scheme. 5.4,6.4

The Board requests that Management use every skill and strategy available to reduce the incidence of prisoners being accommodated on the FNC and Induction Unit for lengthy periods of time. 5.4.2, 6.2

The Board requests that consideration is given to increasing the number/frequency of Listener Courses to try and avoid periods of low numbers/poor availability of Listeners.5.4.2

The Board requests that consideration is given to keeping 'spare' Samaritan phones to replace any that are broken/damaged.5.4.2

The Board requests that poor reception of Samaritan phones in some House Units be addressed. 5.4.2

The Board requests consideration is given to establishing a more comprehensive training package for Safer Custody Prisoner Representatives. 5.4.2

The Board requests consideration is given to facilitating a Disability Awareness Day again and on a regular basis. 5.1

The Board requests that consideration is given to developing a more systematic, proactive approach to prisoners held locally under MCBS 5.5

The Board requests that a question is added in Reception asking if the prisoner is receiving care in the community 5.1

The Board requests that training is provided for the new CSRA document 5.4.1

The Board requests that ACCT training is offered to Reliance, G4S and Samaritans 5.4.2

The Board requests that an accredited replacement for the Alternatives to Self Harm Programme is made available to prisoners. 5.4.2

The Board requests that help be provided to the Prison to facilitate the provision of bank accounts for Prisoners before release. 6.5

## **Section 5**

### **STATUTORY REPORTS**

#### **5.1 Diversity**

The Diversity and Equality strategies are regularly monitored by the Central Action Plan (CAP) committee. The CAP is reviewed and updated every two years or when there is any change in legislation.

All new prisoners to the establishment are given a full Diversity Induction package explaining all areas of diversity and key roles, including staff and prisoner reps.

Photographs of the Staff Diversity Team are displayed around the establishment; all units have photographs of the prisoner representatives displayed. It is planned to also have photographs of staff representative on the units.

All racist incidents are investigated and are subject to external evaluation by the Milton Keynes Race Equality Council and Hate Crime coordinator. All incidents reported are passed to the Governing Governor on a weekly basis and passed to the REAT (Race Equality Action Team) monthly meeting. Good feedback has been received by the outside equality agency on the quality of work.

At present there is no accredited prisoner development package to address racist prisoners other than using the IEP scheme and Governor's report. A package called "Race Equality in our Communities" has been developed to be delivered by the Education department. However, this has proved to be too expensive for the Education budget to run.

Equalities surgeries are run on the Wings.

The Diversity department now has an additional three officers employed full time who cover all strands of Diversity. They also deliver other activities such as Anxiety Awareness, Traveller focus groups, and CAMEO (older prisoners forum).

Prisoner Diversity representatives have their own purple Diversity sweatshirts/T-shirts, and meet once a month. The meetings are chaired by the Diversity Governor and minutes are published on the Public (P drive) drive on the Intranet.

‘Challenge It Change It’ is the Diversity training package for staff and has been delivered for the past two years at HMP Woodhill. At the end of 2010 the number of ‘Challenge It Change It’ trained staff stood at seven hundred and forty three. There are only approximately thirty staff remaining to attend.

All members of the REAT have attended Managing and Promoting Racial Equality in the last year. Cultural Awareness courses for all staff were initiated in April and are mandatory. The Senior Management Team (SMT) attended Managing and Promoting Race Equality training in November 2010.

In line with the new Equalities Act of October 2010, the incident reports were redesigned to reflect all strands of Equality, not only Race. The RIRF (Racial Incident Reporting Form) has now been replaced by the Equality Incident Reporting Form (EIRF). The same procedure applies as with the old RIRF. All complainants are acknowledged by letter within three days, and are thoroughly investigated and passed to the Governing Governor and REAT. Outcomes are then reported back to the complainant with an opportunity to feedback if the outcome is an unsatisfactory one.

The prison holds regular joint staff and prisoner representative meetings, and is now in the process of widening the focus to incorporate other ethnicities and non diversity staff in this focus group. There have also been several interesting focus groups with the Islamic studies class and Wing staff. This has developed into a good platform whereby staff can understand prisoners’ frustrations and vice versa.

The SMART (Systematic Monitoring and Analysis of Race equality) data base collates all the information gathered from all areas of the establishment and identifies any area which may fall out of the accepted range. These areas are then fed back to the functional head of the department concerned, who is advised to investigate their figures and report on their findings. These are then delivered to the Equalities monthly meeting, chaired by the Governing Governor.

Appropriate and permitted Rastafarian hats are now available. They are made at HMP Wakefield and the Race Equality Officer at HMP Woodhill keeps a small number in stock to ensure availability.

Ethnic Monitoring Data is examined against the Incentives and Earned Privileges (IEP) scheme and Use of Force Data.

The Disabled and Older Prisoners Liaison Officer (DOPLO) works extremely hard running forums, setting up awareness training and developing protocols for managing the needs of older and disabled prisoners, the majority of whom are based in House Unit 4. Age Concern, now known as Age UK, attends the forums having received funding support from the Governing Governor. The forums are regularly attended by CARATS, Chaplaincy, Resettlement, MHIT(Mental Health Inreach Team) and Healthcare. Age UK completed a Dignity Audit which resulted in new policies being written for social care and resettlement for older prisoners. Regular forums include: Anxiety awareness,

Exercise and nutrition information, Sleep Awareness, Diabetic forum, Mental Health Awareness (certificate provided), and Well Man Clinics.

The CAMEO over 50s club is well established. The management have agreed that attendance is an authorised absence allowing working prisoners to attend this activity. The Gym has initiated a board games session after CAMEO for those prisoners on the Vulnerable Prisoner (VP) unit not able to take part in exercise classes. Teaching in signing has been enthusiastically supported.

With the implementation of the Social Care and Resettlement Strategy Protocol, Healthcare now refer prisoners to the DOPLO.

Disability Awareness and Older Prisoner Training has been delivered to staff. Disability Training is delivered by the Council for Integrated Living. Training dates have been set for the forthcoming year.

Prisoners give very positive feedback on the way staff help and support them. All prisoners over fifty are interviewed and have Care Plans, which are reviewed every three months.

At any one time there will be approximately two hundred and fifty prisoners on the DOPLO list. An acute list is kept to highlight prisoners with high levels of need.

Concerns have been raised about the lack of training/resources for dealing with complex needs. This year the prison has a profoundly deaf prisoner, a blind prisoner and a blind/mute prisoner. There are no protocols in place for searching blind prisoners. The DOPLO is working to produce a best practice document allowing for the search time/date being random.

Showers on HU4 have been refurbished. A business plan has been submitted for additional equipment for HU4B. Showers in other units lack support rails for disabled prisoners. The identified improvements to the Visits area which include disabled access toilet facilities and lack of wheelchair accessible tables for prisoners and/or visitors have not yet received funding. The Board would like to see continued funding support for improvements to facilities for disabled and older prisoners.

A small number of bunk beds are available with non slip steps and grab rails.

Two Digital Teletext enabled TV's are now available.

Benches in the exercise yard have been fitted.

A Disability Awareness Day in December 10 (DAD) went exceptionally well and good links with outside agencies were made. One hundred and sixty prisoners and seventy eight staff attended. The Board recommends this should be facilitated again next year.

Prisoners with Type 1 diabetes are automatically given monitors. Prisoners with Type 2 are tested on the wing by wing nurses during unlock. They may submit an application to have them in possession.

Healthcare now employ a member of staff nearing the end of her training as a diabetic nurse. She will be liaising with known diabetics and the DOPLO. She attends diabetic and ordinary location forums whenever possible and the CAMEO group on a Wednesday.

Feedback from the Kitchen says that the communication from Healthcare about incoming diabetics requiring special diets is excellent.

Deaf Awareness week was marked with two deaf awareness presentations, an information session on British Sign Language and a presentation by a volunteer from hearing Dogs for the Deaf. There are sixty nine staff trained in deaf awareness, which was delivered by RNID.

Post boxes are in place on all ground floors.

Anxiety Awareness sessions run each Monday for new prisoners, and those on an ACCT, by application and self referral.

Travellers' Forums take place with Diversity reps in attendance.

Translation cards have been made available to help non-English speaking prisoners find their way to the correct areas when on moves.

The information on F35s is now recorded on CNOMIS.

A prisoner's welcome leaflet is now available in all the major languages.

Plans are in place to bring release boards forward to improve continuity of care on release. At present prisoners are not asked at Reception if they receive care in the community. The Board believes this information should be sought.

Diversity Clinics are being held on the Wings

Complaints have been made that HU4B prisoners are not routinely provided with a portable ramp to access Education and the Chapel.

It has proved difficult at times to move disabled/dependant prisoners out to other prisons, which may be linked to lack of resources at other establishments.

Disability is not yet linked across the estate to CNOMIS so databases have to be manually maintained. The Board believes the prison estate as a whole should standardise the recording of information around the needs of older and disabled prisoners to ensure quality of care.

## **5.2 Learning and Skills**

The Board is delighted to report that the long awaited new workshops opened on 15/12/10.

There are PICTA, ceramics/mosaics and woodworking areas, sewing and printing workshops. All the Reprographics, signage and posters for the prison will be done in the printing workshop. Unfortunately shortly after opening the woodworking area was closed due to a difficulty with the extraction system. This was effectively and quickly rectified.

The mosaics workshop is a particular success. Commissions have already been received, local schools are provided with Educational mosaics and artistic pieces are being made for the Faith Room and Faith gardens.

The new workshops are providing more activities and training places. Eventually it is hoped there will be capacity for 90 prisoners. Initially the up take of work opportunities was poor. The prison has made progress in addressing this. It is proving challenging to change the culture of many prisoners who have no employment record and no ambition to work.

The kitchen offers twenty two work spaces with training for NVQ and Health and Hygiene.

There has been discussion in the past around the setting up of a laundry at HMP Woodhill. The Board believe this would provide additional work places and would address some of the problems with the loss of kit that occurs when sending laundry out.

### Tribal

Tribal is a company providing Advice and Guidance to prisoners. They have the OLASS 1 contract and are working in most prisons in the South East of the country; they offer information about learning and work opportunities.

Tribal advisers see all new prisoners on the Induction wing after they leave the First Night Centre; they interview them all on a 1:1 basis to discuss what work skills they have and what work they were doing before entering HMP Woodhill. Once the prisoner's employment status and training needs are clarified, referrals are forwarded to the Education Department. Prisoners are asked during Induction if they are dyslexic or non-readers.

Tribal also give advice on Careers and Education.

As Tribal work in most prisons in the South East now they are able to liaise and if/when a prisoner is transferred to another prison they can contact their colleagues there to inform them so that the prisoner will be able to continue the courses he has started.

Tribal have literature on all the wings and prisoners are encouraged to contact them for Information and Advice.

Education run diagnostic tests to identify prisoners needing special help, and to determine the appropriate level of educational need.

The Labour Board hold regular job clubs on the wings to assist prisoners in finding and applying for suitable jobs and education.

The number of prisoners attending courses is checked every day to make sure the prisoners are on activities or working.

The library keeps a record of the numbers of prisoners sent across from the Wings; this is limited to ten/twelve per session. There does not appear to be any record of the books used by the prisoners to give an overall picture of what is taken out during a given period, only the book/books which the prisoner has borrowed on that occasion.

A bank of computers has been installed in the library to make a small classroom. In the library there is only one small table to work on, and there is insufficient room for more.

Prisoners do not spend a great deal of time in the library; they usually just change their books and then return to their wings. This is regulated by the prison staff.

The prison is proactively recruiting prisoners in order to fill the work spaces. Information on courses available is provided by the Education department and displayed on all the wings. The SMT actively encourage Wing staff to use the IEP process to manage non attendance at work and Education.

All the Education courses are now part time so that more prisoners can be accommodated. It is now possible for a prisoner to have a Wing job and attend education.

Almost all the courses are linked to Employability and to the requirements of the sentence plans.

Education services are provided by Manchester College. During the early part of the reporting year there were some problems getting spaces filled. This was robustly addressed and by November 2010 the target attendance of 80% was being exceeded.

The Education department runs courses in four main subjects, English, Maths, Computer skills and Business skills, at Level 2 and above. There are Open University courses available and courses for prisoners who are still working at Entry level.

It is hoped in time to link some education courses with the work in the workshops.

Space is limited in the Education building. Good attendance is in part dependant on prisoners being escorted there by prison staff.

Education staff now contribute to the ACCT monitoring of prisoners at risk

Education staff have highlighted the need to have personal officer information available on C Nomis.

### **5.2.1 Physical Education (PE)**

In line with PSO 4250 the PE Department conducted a survey of all prisoners.

It was identified that Gym induction was not delivered consistently. The Governing Governor issued an order stating that it must be completed within two days. This standard is now being met.

Attendance of prisoners from Healthcare inpatients at the gym tends to be sporadic due to the mix of physical and mental ailments suffered by these prisoners.

There are four exercise referral/over 50's sessions per week available.

Improvements have been made to the gym, including the fitting of a new floor.

## **5.3 Healthcare**

Healthcare interventions and health promotion are provided by a multi-disciplinary team with twenty four hour nursing cover.

It is pleasing to report that most of the recommendations made by the HMCIP have been addressed in the last year.

- A Skill Mix Review took place and there is now a Deputy Head, Primary Health Care, and a Deputy Head, Mental Health & Substance Misuse. There has been a focus on utilising nurses' skills and using them more effectively by allocating them to their own House Units.
- Performance Indicators show a steady, consistent progress. Primary care needs have been addressed, and are overseen by a Manager. There are new clinics for Skin care and Wound care. There is still work to be done, particularly for Health Promotion and notice boards are being prepared to go on the Wings.
- Clinical supervision now takes place regularly under a cascading system, with training provided to form appraisal teams.
- Clinical records are now boxed up and sent to Crown Services. If needed they can be obtained in twenty four hours.
- Monthly cleanliness meetings take place, and the quality control check is carried out by hospital staff. Treatment rooms have been refurbished. Liaising with the Infection Control Team has made a marked improvement.
- Work on the Duty Room has begun.
- The new TPP system generates all necessary information on patients that was not previously obtainable.
- Prisoners are screened in the First Night Centre (FNC) and have a secondary screening.
- The waiting time to see a doctor compares favourably with the outside and can sometimes be even better.
- There remains a need for Officers to supervise the dispensing of medication on the Wings.

- Primary Care nurses are now progressing through a much improved training matrix.
- There is now an audit of non-attendees for appointments which results in a prisoner being given an IEP.
- A Condom Policy has been ratified and the offer of condoms to prisoners on release is being considered.
- A Mental Health Strategy has been developed, which is evidenced-based. A screening tool is used by the Primary Care Team. There are now two Band six Mental Health nurses and three Primary Care nurses supporting the work.  
The Head of Healthcare took on the management of the MHIT during the last year which has led to a much more cohesive service.  
Joint working has been encouraged and an example of this has been the sessions for Anxiety Management run by the DOPLO.
- Dental sessions have increased and dental nurses triage prisoners on the Wings and offer oral health promotion. There is still an issue that routine dental treatment is only available for sentenced prisoners.
- Night sedation has regularly caused problems in the past. It is hoped that the proposed new core day when nursing staff will be on duty from 7am – 5.30pm for ten sessions and 4pm – 10pm for ten sessions per month will prevent problems in future. Consultation has taken place and Union agreement is awaited. The prison staff are also looking at ways to facilitate this.
- Simple pain relief is now given to prisoners In Possession.
- It is felt that some PGDs (Patient Group Directions) are not as robust as needed.
- Medicines Management highlighted the need for additional training for all staff.
- An audit of Pharmacy procedures was carried out by an external Pharmacist.
- HMCIP raised the issue of the lack of privacy in the prisoners' toilets in Healthcare, suggesting they be screened more effectively. Ways of doing this are being considered.
- All policies are now on the Public drive on the intranet and are being reviewed; all staff have access to computers.
- All Clinical Incidents, including serious ones, are electronically reported to the PCT. Procedures and policies are reviewed and updated by the Clinical Governance Team, with the Partnership Board, and monitored by the Commissioners.
- An audit of all appointments takes place. Occasionally clinics are cancelled due to the lack of uniformed officers.
- Bereavement counselling is provided by a Healthcare Officer and a nurse
- A dual diagnosis nurse has been employed.
- A Palliative Care Policy has been written.

This has been a challenging year. Nurses have been disciplined, investigations have taken place into drug/medication errors, and there has been a dismissal, referred to the NMC (Nursing & Midwifery Council).

During the reporting year the issuing of medication was moved from a centrally based system to a Wing based system. This was a difficult transition to manage whilst addressing staff shortages and training issues.

Standards are being continually monitored. Further training has been introduced and as part of the interview process there is a calculation test which staff must pass.

Staff shortages continue to pose a major problem. There are staff on long-term-sick, and Managers are working weekends, and dispensing medication. Security clearance for new staff remains a problem.

Five nurses were recently recruited from Oakhill Secure Training Centre, but unfortunately two have already resigned.

Clinical Governance meetings have been sporadic and not well attended during the year.

At the beginning of the year the Health and Well Being Fair was a success with two hundred and sixty nine prisoners attending. Applications were also taken for gym, workshops and the SDP (Short Duration Programme). One hundred and forty five staff attended.

Bereavement counselling is offered as an 'extra' by the PCT. Chaplaincy have recruited an additional bereavement counsellor. The PCT has no funding for Post Traumatic Stress Disorder (PTSD) or sexual abuse. MHIT provide some level of service for those diagnosed with PTSD. Prisoners who are ex service personnel are referred to Resettlement who connect with SSAFA and VICS, who in turn may refer on to Combat Stress who specifically deal with PTSD in ex-servicemen.

Problems still remain regarding contracts. There are 3 nurses currently employed by the prison but paid by the PCT, and they have different contracts, terms and conditions. The Pharmacist is employed by the prison, but new staff in Pharmacy are employed by the PCT. Pharmacy has continued to cope with staff shortages, and even when a new member of staff has been employed, security clearance has considerably delayed their starting work.

The Partnership Board and the prison SMT have recognised the work and progress of Healthcare in 2010-2011. Quality Indicators are an example of the improvement with Red Indicators down from 20 to 5, and an Action Plan in place to address the five outstanding areas.

### **Dental Service**

The current four clinical sessions per week will be increased to four and a half. Four sessions of oral health promotion are provided during the year. Dental nurses provide a triage on Friday afternoons on the Wings. Prisoners sentenced over six months are entitled to the full range of NHS dental treatment. Those on remand, or with less than six months to serve, are only entitled to emergency treatment. Prisoners have a dental need six times greater than the general population, due to smoking, drugs and alcohol, poor diet, mental health problems, violence, poor socioeconomic status and poor education.

Dentistry in a High Security prison like HMP Woodhill poses many problems like security, high cross infection risk, access to the service and access to oral health products and pain killers. There is a high rate of missed appointments and complaints.

Dental information posters have been made and just need to have the PCT logo added before being displayed at prominent locations throughout the Prison. They give simple information on the triage system, what treatment sentenced and remand prisoners are entitled to, and how to get a dental appointment.

### **Healthcare Inpatients**

A computer terminal is now installed in the Healthcare Inpatients Wing office.

Healthcare Inpatients Staff were nominated for the Team of the Year Award and won their category.

Fortnightly reviews of each patient are held by Healthcare staff and prison managers to ensure patients are correctly placed.

The phone lines have been improved allowing for better reception for Samaritans phones. However it takes time for damaged phones to be replaced. Reception remains poor in some cells on the unit.

Healthcare Inpatients, which is managed prison staff, now has its own nurse. This unit has one prisoner who has occupied the disabled adapted cell throughout the year and who is a considerable drain on resources. He is centrally managed under Managing Challenging Behaviour Strategy, although the Board has seen little evidence of forward planning/progression for this prisoner.

Staff also managed a prisoner on food refusal for some months during the year. This was done with great compassion and care until he was moved to normal location.

Many of the prisoners in the Unit are on ACCTs and many also have serious mental health issues and are supported by the Mental Health Inreach Team. Some of them have been going through the lengthy process of referral to a secure hospital.

### **5.3.1 Mental Health Inreach Team (MHIT) & Mental Health Provision**

Mental Health and Primary Mental Health.

There is now a Deputy Head of Primary Mental Health and Substance Misuse, who has been able to make considerable improvements since her arrival in Healthcare.

A Mental Health Strategy has been produced and a Mental Health Screening Tool has been introduced. This is the Threshold Assessment Grid (TAG), developed by the Institute of Psychiatry, and will be used in Reception.

New projects include the delivery of Anxiety training to prisoners by the DOPLO (Disabled and Older Prisoners Liaison Officer) and a training session on Mental Health and Violence for Officers.

Improvements in this area include joint work with the Mental Health Inreach Team (MHIT), Care Plans for more prisoners, and base-line assessments for Mental Health NICE Guidelines.

Mental Health Inreach Team (MHIT)

In spite of being short-staffed the Team accepted two hundred and sixty of the six hundred and thirty six referrals received during the year. The high number of referrals gives an indication of the levels of need amongst the prison population. Once accepted, prisoners received treatment from MHIT staff and psychiatrists. It is pleasing that many of the regular patients do become stable as a result of their treatment.

Psychiatric cover is very limited. It is believed that in order to meet the levels of demand a psychiatrist is required on a daily basis.

The availability and accessibility of medicine charts after 4pm has caused problems for the psychiatrists.

Although recruitment remains a problem, the current staff are benefiting from better communication between themselves and the Primary Mental Health Service.

### **5.3.2 Substance Misuse Service (SMS)**

During the reporting year nine hundred and eighty two new prisoners were referred for treatment. There were three thousand three hundred and eleven appointments made. The SMS continues to use a range of pharmaceutical treatments for opiate (heroin) and alcohol dependence. Medications to ensure abstinence from heroin and alcohol are also prescribed. All patients on treatment are seen regularly on a one-to-one basis for review, motivational interviewing, brief interventions, health promotion and education.

Non-pharmaceutical treatments to help prisoners deal with their substance misuse issues include auricular acupuncture, yoga and art.

Health promotion and education sessions on substance misuse are well attended. Topics include crack awareness, alcohol awareness and harm reduction.

Healthcare Officers bring prisoners to their appointments. However, only one Officer is qualified to carry out drug testing. The SMS does not have its own designated staff, and some sessions have been stopped as they are not provided for through In-Vision.

The team has lost one member recently but will remain in its current state until Integrated Drug Treatment Service (IDTS) is live.

## **IDTS - INTEGRATED DRUG TREATMENT SERVICE**

The necessary recruitment campaign to staff IDTS in the prison has been lengthy and complicated. There are nine new posts providing an effective skill-mix to meet the needs of the Woodhill prisoners.

A Needs Assessment highlighted increased alcohol and stimulant use over other drugs.

A Dual Diagnosis Worker will deal with prisoners' mental health and drug issues, and specialist interventions are provided by a Substance Misuse Worker who began working on April 1<sup>st</sup> 2011.

House Unit 5 is now the Stabilisation Unit and prisoners received in Reception with any form of substance misuse will be placed in this Unit. Much work has been carried out on the Unit to provide the necessary accommodation and special facilities.

IDTS training has been rolled out, not only to Officers on HU5, but throughout the prison, and a Newsletter is being distributed to staff to keep them updated on the progress of the Service.

The entire process has been very controlled and brought stakeholders together in a manageable and safe way. It is believed that this will ensure that IDTS will run efficiently and effectively in HMP Woodhill.

## **5.4 Safer Custody and Suicide Prevention**

### **5.4.1 Violence Reduction**

Violence Reduction Training Courses are programmed to take place every two weeks, but are currently running behind schedule.

Anti-Bullying Strategy (ABS) Training is not a dedicated training course, and has been incorporated within the Violence Reduction Training Course Syllabus.

The Violence Reduction (VR) Coordinator identified problems with the reporting system for assaults during the early part of the reporting year. As a result all Duty managers now have the responsibility for recording incidents on Cnomis. The responsibility was previously with the Officer Support Grade (OSG) based in Security.

A VR focus group was conducted in July 10. Prisoners reported that Woodhill was a safe prison. First Night Centre and Visits were positively commented on. Feedback from the Induction Unit, HU1B, was good and reported as being very safe with a consistent well run regime.

The Violence Reduction Co-ordinator has worked to improve VR awareness, the recording of data, and manage prisoners placed on ABS more effectively. The VR co-ordinator and Psychology are developing interventions for prisoners placed on ABS to reduce bullying. The VRC has recommended that ABS booklets follow prisoners to places of work, education etc. A Governor's Order was issued to this effect in January, but in reality ABS documents are not managed as effectively as ACCT documents. They do move with prisoners on transfer. There is not yet consistency in the way the units use or highlight prisoners on ABS. A victim support document has not yet been fully developed. The role of Violence Reduction co-ordinator has recently been taken over by the member of staff who disseminates the Use of Force documentation.

The numbers of high risk Cell Share Risk Assessment (CSRA) locations are being monitored but training in the new (effective April) CSRA document and process needs to be implemented. There is only one trainer in the prison. In future CSRAs will be managed by the area Senior Officers (SOs) who will have responsibility for updating the log. The Safer Custody Team will then check the log.

#### **5.4.2 Safer Custody**

The re-organisation of the Safer Custody group is being planned and will result in combining the role of the Safer Custody Co-ordinator (Senior Officer grade) with that of the Control & Restraint (C&R) Co-ordinator.

The Board believes that this group plays a very important role in ensuring prisoners' safety and hopes the emphasis continues.

There is 91% of staff trained on ACCTs. This is a substantial increase, accompanied by better documentation and use of the ACCT document and staff entries. In the reporting period five hundred and seventy one ACCTs were opened on five hundred and three individuals. It is notable that approximately 40% of ACCTs were opened in Reception or the First Night Centre (FNC), a good indication of the success of the procedure. If Induction is added to FNC and Reception the figure rises to approximately 50%.

ACCT documents are opened by staff as a result of prisoner statements or incidents. In the period January to April 2011 the number of ACCTs opened due to incidents (fifty nine) has risen substantially as compared to the same period last year (forty).

There has been an increase in the number of Safer Cells during the year. There has also been an increase in the number of long term supervisions, with the associated costs.

The Safer Custody committee recognises that it would be a good practice for all Reliance, G4S and the Samaritans staff to be offered the opportunity to attend ACCT training as this would give them a better awareness and understanding of the ACCT processes.

Kitchen and DHL staff with prisoner contact have received ACCT training. All new staff, including Healthcare staff, are now attending ACCT Awareness Training as part of the Induction process.

Concerted efforts by the SMT and Safer Custody Team have resulted in much improved correlation between ACCT Reviews and Care Maps.

All prisoners on ACCT are given the opportunity to attend an Anxiety Awareness session.

Cardio Pulmonary Resuscitation courses have been conducted throughout the period and all Senior Officers have attended.

In April 2011 The Standard 60 Suicide and Self Harm Prevention Audit gave a risk rating of Amber Green for the Establishment, a significant improvement on the 2009 audit which resulted in an Amber Red rating.

The Safer Custody Team meets on a regular basis, but there seems to be a lack of prisoner representatives, and there are no defined training courses, apart from Awareness available for this role. The Board believes this is an area that could be developed.

The number of trained Listeners available to prisoners during the reporting period has declined. By the end of the reporting period there were only seven for the population of over eight hundred prisoners, and only four of these were available to go onto a rota to cover the whole establishment. The guide for most prisons is one Listener per fifty head of population.

Identification and retention of suitable prisoners seem to be the main causes of such low numbers. It is appreciated that the nature of HMP Woodhill contributes to the significant turnover of its population, and consequently low Listener numbers. The Board believes that measures should be identified and put in place to increase selection and retention of this very important role. This situation has been ongoing and highlighted in previous reports, but no lasting improvement has been sustained.

A cordless phone can be made available if prisoners wish to contact the Samaritans. Some cells have very poor reception which has resulted in prisoners becoming upset and damaging the phone. Replacement phones are not easily available. This is of concern to the Board particularly when there is a shortage of Listeners.

A Listener is appointed as a part of the delivery of the Induction process; however, this is dependent on having sufficient Listeners in the prison. Where there has been a shortage of Insiders, the Listener has had to undertake both roles which is unsatisfactory. By the end of the reporting year the numbers of both Listeners and Insiders had fallen dramatically. In theory prisoners are put on hold once trained, but the prison cannot and should not deny a prisoner a progressive move.

The possible use of Listeners at local courts during the core day has been discussed. During debrief Listeners have raised concerns around the lack of continuity care shown by staff on Wings. It is reported that there has been a huge increase in prisoners turning to Listeners for advice. It is claimed Personal Officer work is not being completed.

With the flexible staffing arrangements recently introduced, the Personal Officer Scheme appears to be not as effective as it should be. In a number of instances prisoners do not know who their Personal Officer is, and s/he is not always identified outside the prisoner's cell. Daily enquiries/general applications are not always dealt with as effectively as they could be.

It would be worthy of consideration, as part of an officer's training, that s/he is given some basics to cover the responsibilities of being a Personal Officer.

The New Listener DVD is currently being piped into the Holding cells in Reception.

#### DEATH IN CUSTODY

HMP Woodhill had one death in custody from natural causes in December 2010. The inquest was held on the 19<sup>th</sup> May 2011, and produced no recommendations for the prison. The situation was handled with sensitivity and professionalism by the prison.

#### SELF HARM INCIDENTS

In the last reporting year there were one hundred and twenty seven incidents of self harm; this year (2011) to the end of May, one hundred and three incidents were recorded. Fifty individual prisoners were involved in these incidents, but two prisoners were responsible for 30% of the incidents. In the prison year 2010, one prisoner was responsible for 30% of the incidents. As reported last year, there is no "Alternatives to Self Harm Programme" available as it is not accredited. The Board requests consideration is given to the development/delivery of an alternative programme.

#### VULNERABLE PRISONERS (VP)

During the later period of this report it has been noted that an increasing number of prisoners on Rule 45 have been housed on the First Night Centre. The Board is informed that the dedicated VP Wing has been constantly full. However the overall population of the prison has remained low for much of the reporting period.

This has had the effect of reducing the numbers of cells available on the First Night Centre to new arrivals and consequently they have to be temporarily located on another wing.

Resettlement does question prisoners as to how safe they felt whilst in custody. To date, no prisoner has expressed concerns regarding his safety at these interviews. Exit interviews are not conducted.

All prisoners are asked on Reception if they are in custody for the first time. Prisoners requesting Rule 45 at Reception are interviewed by the Duty Governor.

### **5.5 Segregation Unit, Close Supervision Centre (CSC), HU6 and MCBS**

#### **5.5.1 CSC**

Following the CSC Strategic Review Workshop held in April 2010, one action point was to "Conduct a Training Needs Analysis and develop an action plan for all CSC/Segregation staff".

An anonymous questionnaire was sent out to all CSC/Segregation staff in early June with questions covering three areas: Personal Competencies, Professional Competencies and Training. Staff were encouraged to expand on their choices and make any comments they thought would be relevant.

Ten Stab Proof Vests have been purchased to be evenly distributed between the Segregation Unit and HU6.

Although there is no National policy for the use of High Control cells, there is a local Woodhill policy. IMB are notified and attend reviews when a prisoner is located in a High Control cell.

The Operational Manager has updated the Prison Service Instruction and reviewed the Policy document and Operating Standards to ensure continuity. Problems with the lateness of reports has improved and work is being done to improve their quality.

The Operational Manager has developed a database of the details of Category 'A' Reviews, Annual Reviews and quarterly Care & Management Plans. Quality checks on Care & Management Plans (CMPs) are being done to ensure that the most recent CMP is sent with offenders on transfer. Holding establishments are responsible for ensuring Cat A reviews, OASys, and quarterly Care and Management plans are completed correctly, and within the required time frames. It has been discovered that some Cat A reviews are late, and this has been raised with Cat A section.

In the new Audit Baseline for the main CSC sites staff are required to start Working with Challenging Behaviours (WCB) training within four months of taking up post. WCB training covers what is required of staff working in Segregation Units and Special Supervision Units.

A specialist forensic nurse has joined the psychology team for HU6. In addition a forensic nurse will be working three days a week in the main prison.

The regime on the CSC is frequently under pressure due to the mix of prisoners and unlock protocols. It is not uncommon to have three different regimes running at any one time. The regime then becomes very time sensitive, and late arriving visitors onto the unit can have a seriously negative impact. The Board is concerned that the mix of prisoners can result in prisoners under assessment having very limited opportunities for association. Whilst the CSC at Woodhill is primarily an assessment unit, there are generally more prisoners located on HU6A who have already been selected. There are plans to open a second unit later in the year, which the Board hopes will alleviate this problem.

Staff on HU6A are making full use of the Incentives and Earned Privileges (IEP) process.

Prisoner consultation meetings have started again.

The environment has been improved. A small planting area has been created using grow bags and plastic hothouses on one of the exercise yards. Prisoners working with Education staff have painted murals on one of the exercise yard walls.

Unlike the main population of HMP Woodhill the majority of prisoners on CSC have lengthy sentences. Prisoners have suggested that Education does not meet their needs. Options available are believed to be of little benefit or interest. Funding was withdrawn for the popular cooking course as there are no qualifications available under OLASS. There are some options open to prisoners through Open University courses. Prisoners on longer sentences who have transferred in from Dispersal prisons find the Facilities list restrictive.

Equality Impact Assessments were circulated to all CSC prisoners in May 11.

The CSC achieved 92% in a recent Audit.

### **Protected Witness Unit (PWU)**

The very small number of prisoners held on the two units, and necessary restriction of visitors to the units, lead to challenges in management. There is frequently an undercurrent of unrest with minor problems tending to escalate. For a short time the regime on one of the units had to be split to maintain the stability of the unit. Staff are given awareness training for psychological interpretation of prisoners.

Considerable improvements have been made to the regime and more opportunities are available to prisoners on the PWU. Prisoners supervised by staff worked hard to create a horticultural project in a secure area which adjoins the unit. This will allow for some 'grow and eat' activities which will employ prisoners. The garden is an absolute credit to the prisoners who worked hard to develop it, and greatly enhances the environment.

In addition to access to the garden, prisoners participate in education, including computing courses, and the gym.

All prisoners have Sentence and Care and Management plans.

The Visits room has been improved with less austere furniture and activity packs for children.

### **5.5.2 HU6**

The majority of Category A prisoners are held on Units B and C on House Unit 6. Subject to security clearance, category A prisoners are able to access the same work and education opportunities as other prisoners.

There are plans to open a MCBS Unit and a second CSC Unit later in 2011.

### **5.5.3 Managing Challenging Behaviour Strategy MCBS:**

HMP Woodhill continues to make good use of the MCBS. The total number of prisoners includes some under Central Management in addition to those managed locally. Concerns have been raised by the panel with the number of prisoners referred to the strategy who are on Standard level. Whilst there is improved sharing of information and some examples of proactive management, this is not so in all cases. One Centrally managed prisoner has been a patient in Woodhill Healthcare Inpatients for nearly twelve months with no discernible forward strategy.

Having identified prisoners who fall into the MCBS category the Board feels there is still a need both nationally and locally, to develop the use of interventions and proactive management, in addition to monitoring.

Psychology is closely involved with both MCBS/CSC and DSPD in providing risk assessments.

The loss of two staff this year has been managed, but with difficulty. A new MCBS Unit will be opening on HU6 which will be run by HMP Woodhill on behalf of the Central Management Group. There is no additional funding for the unit. Mainstream programmes will be available if suitable. Psychology will be separating from Programmes so an additional post will be made available to undertake risk assessment work/interventions within HMP Woodhill. The manager of the Managing Challenging Behaviour Strategy is a chartered forensic psychologist based at HMP Woodhill. The risk assessments for the prisoners coming onto the unit will be her responsibility.

### **5.5.4 Segregation**

In light of the changes in the IMB role in monitoring prisoners on Good Order or Discipline charges (GOoD), the Board adjusted the Segregation rota to include the closer examination of the management of documents. The Board now has a more detailed record of the use of Segregation and all segregated prisoners. The use of Segregation has steadily increased over the reporting period. Statistically it remains low and is only used as a last resort in the management of disruptive prisoners. The majority of prisoners are held for the minimum period of time.

At the beginning of the reporting period there was a rise in the use of Special Accommodation, but this has settled and is now only used occasionally, and for very short periods of time, usually less than an hour.

On rare occasions prisoners have been sentenced to cellular confinement on their Wing due to lack of space or a toxic mix of prisoners in segregation. The management of these prisoners has improved, but the Board remains concerned that information may not be passed effectively to the Wing and support staff.

The Segregation unit staff are responsible for preparing the monthly Adjudication Standards meeting. The Senior Officer (SO) carries out a random 10% quality check on adjudication paperwork. The Deputy Governor reports on any overturned adjudications and the individual adjudicator responsible will be offered advice and guidance. A Governor grade independent review of adjudication paperwork is carried out to ensure standards are maintained and consistent.

The SMT have recently focused on improving the quality of referral paperwork for those adjudications which are referred to the Police.

Special Accommodation paperwork is initiated in the Segregation unit. The system in place for notifying the IMB when prisoners are located in Segregation, Special Accommodation (SA), or when a Body Belt is used, is effective. A body belt has been used once in the establishment during the reporting period, and the Board was satisfied it was used correctly and the circumstances were appropriate. Also a prisoner was transferred in wearing a body belt from another Establishment, which was not in the High Security Estate. The body belt was removed as soon as he arrived and the prisoner was located on the First Night Centre.

Prisoners are not routinely subjected to a full body search when located in Segregation unless the risk assessment dictates that it is necessary. Prisoners are provided with appropriate clothing when in an unfurnished cell. Copies of documentation for SA and GOoD reviews are forwarded to the IMB.

The Board has questioned the static and consistently low numbers of prisoners on Basic regime level. The IEP scheme does not seem to show the scope in use the Board might expect when compared with difficulties in filling spaces in the Education, the Workshops and use of Segregation. The SMT have worked hard to give staff the confidence to use the IEP system effectively. Staff have voiced concerns that prisoners are returned too quickly to their units from Segregation.

The IEP policy is due for review in July 2011. The Facilities List has been reviewed and demonstrates a clear gap between Basic, Standard and Enhanced. It will be published at the end of July 2011. Weekly checks are made by Residential Governors but there is greater scope for more detailed examination of data. Prisoners on Basic regime are reviewed every seven days. All prisoners on Standard level are reviewed annually. The status of prisoners is marked on Wing information boards and the numbers of Basic and Enhanced prisoners is recorded on the daily briefing sheets.

Use of Force reports are rigorously examined at the monthly Use of Force meeting. Staff continue to report they are not being given sufficient time to complete Use of force paperwork.

## Section 6

### AREAS WHERE THE BOARD CHOOSES TO REPORT

#### 6.1 The Prison

It is to the credit of the management and all staff that such a significant improvement in performance has been made during the last twelve months. There is continual focus on sick absence management and on the routine/regime of the establishment. There is high visibility of managers around the establishment throughout the day. Back to the Floor exercises have been used to help identify weaknesses in working practices and develop understanding of Wing Staffs' concerns.

By the end of 2010 HMP Woodhill achieved 92% on a Health and Safety compliance audit. The National establishment average was 78%, and the next highest recorded figure was 88%. Three areas of good practice were identified.

#### Targets

- Requests and Complaints and general correspondence were exceeded.
- The target for time unlocked of 8.2 hours was exceeded with 9 hours.
- Against a target of 90% for discharge to court, 96.45% was achieved.
- Purposeful activity scored 21.25 against a target of 19.5
- Classroom attendance scored 81.9 against a target of 80
- Resettlement achieved 88.81% prisoners in settled accommodation against a target of 80%, 36.44 prisoners in employment on release against a target of 30 and 14.14 prisoners in education/training on release against a target of 6.5
- Drug Course starts were exceeded with 152 against a target of 150, and completions were 108 against a target of 105. These were the highest scores by a core local prison.
- 96.27% of staff were C&R refreshed, against a target of 80%, and there were 45 advanced trained staff to meet the commitment to the Service of 42. This was the highest score by a core local prison.
- Sick absence rate was down to 7.19 days per member of staff, against a target of 9.29 days. This was the highest score by a core local prison.

Thirty eight of the thirty nine applicable targets were achieved, eleven were HMP Woodhill 'all time bests', and twelve were the highest level of performance by a core local prison.

By the end of 2010 there were twenty one officer vacancies and twenty five OSG vacancies. In order to try to manage the staffing shortfall a Resourcing Committee was set up. Following the initial voluntary redundancy scheme the number of officer vacancies has increased slightly, although HMP Woodhill is on target to meet the required reduction in managers.

HMP Woodhill is fortunate in having the services of a full time occupational health advisor who has been a great help in managing sickness levels and supporting staff returning to work.

Staffing levels have been adjusted through re profiling to typically a Senior Officer plus four to a Wing. With the ongoing staff shortages there is a great deal of cross deployment. This has led to slippage in the effectiveness of personal officer work. The Board believes there is a need for a renewed focus on Personal Officer work and dealing with prisoners' daily applications

It took some time for the new profiles and minimum staffing levels to bed in. Wing closures were not fairly distributed across the prison and staff were very unsettled. With robust management and the high visibility of managers, the effects on the regime have been stabilised. Nevertheless the Board does feel the lack of consistency of unit staff has in part led to the increase in the number of IMB applications.

Prisoner consultation meetings restarted for the main prison and the CSC. They are well attended by managers and staff from all areas.

During April the contract for the computer systems in the prison was changed to another provider. For nearly two weeks there was either no, very occasional, or extremely slow access to all systems. The Board believes this is unacceptable and extremely risky. It is particularly disappointing after the problems with the introduction and implementation of C-Nomis and InVision.

In June 2010 there were a number of issues relating to prisoners being moved within the establishment to make room for overcrowding drafts. In June 2010 a prisoner gave details of three Wing moves, excluding FNC and the Induction Unit, since his arrival at the end of February 10. At the beginning of the reporting period prisoners arriving on overcrowding drafts with associated issues accounted for a sharp rise in IMB applications. Since then, and throughout the remaining reporting period, the numbers of prisoners has fallen below Operational Capacity. This has resulted in some difficulties moving lower category prisoners to more appropriate establishments.

The Board has raised concerns at the increasing number of cell smashes, prisoners threatening to jump from height and assaults. The Command Suite has been opened on four occasions during the reporting year. On every occasion the incidents were resolved within eight hours with no or very little disruption to the regime.

## **6.2 Reception and first days in custody**

Reception times are published and agreed nationally. HMP Woodhill is open over lunchtime for the reception and discharge of prisoners with lunchtime patrols and a designated discharge manager.

Prisoners can be interviewed and searched in private by making use of an office and the camera interview room.

Air conditioning has now been fitted within the area to provide suitable ventilation. Cosmetic improvements have been made to the physical area. New information boards are on order and the TV aerials are to be updated. A nurse is now allocated allowing prisoners to receive medication prior to discharge. Healthcare screening is carried out by a dedicated Reception nurse on a daily basis. The responsibility for Cell Share Risk Assessments (CSRA) is shared with the First Night Centre (FNC), and a Listener is employed in Reception. Recently the number of Listeners has fallen and the three month rotation of Listeners has led to gaps in this service.

An Equality Impact Assessment was carried out in conjunction with representatives from the Integrated Living Partnership and recommendations have been put forward. Prisoners now use the

showers on the FNC, the shower area having been identified for conversion to toilet facilities for disabled, and a search facility for wheelchair bound prisoners. Costings for appropriate searching facilities for disabled prisoners have also been submitted, but are dependent on the availability of funds. Funding has not yet been made available for these identified improvements to Reception.

On arrival on the FNC each prisoner has a first night interview. During this they will be offered a reception pack for smokers/non smokers and the cost explained. They will be issued with a PIN to make a reception call to a family member or friend and the process for onwards phone calls explained and put into motion. There have been improvements in the activation of pin phone requests with most activated within 24 hours. Phone numbers submitted by prisoners managed by the Public Protection Unit (PPU) can be problematic for a number of reasons (e.g. number submitted goes to voice mail). PPU Support Staff keep a list of these numbers and retry every three days. Evenings and weekends are the most productive times for getting a response from these phone numbers. The Pin-phones Clerk informs the Security Intelligence SO of all 'non-PPU' pin-phone requests not completed within 24 hours (working day). Prisoners coming onto the FNC have the opportunity to shower and receive clean clothing and bedding.

The First Night Centre (FNC) has several private interview rooms which are used to conduct all first night interviews. Prisoners are given an 'Information for Prisoners' leaflet when they leave the FNC containing information on what to expect during their first days in prison, and various local polices such as Diversity and Anti-Bullying. These are given out for the prisoners to keep. All Prisoners start and complete the initial part of induction at the FNC before being moved to HU1 to complete the full induction modules

There is now a dedicated induction room in HU1. This is properly set up with a projector and notices on the walls. All prisoners undertake 'Tribal' (Education induction). Information on how to book a Reception visit is given verbally as part of the Induction process.

The Board has raised concerns with the number of long term prisoners held on FNC. This is due in part to the constant supervision cells that are available. The Board is pleased to report that there are improvements in the management of prisoners on constant supervision with better focus on returning the prisoner to normal location.

The Board is impressed with the comprehensive content and clear delivery of Induction. Difficulties may arise due to the sheer quantity of information delivered, particularly to first time prisoners.

## **6.3 The Prison Population**

### **6.3.1 Indeterminate Sentencing for Public Protection (ISPP)/Lifers and Licence Recalls**

The reduction in Lifer and Indeterminate sentenced prisoners is likely to be due to the more effective transfer of prisoners on these sentences, allowing them more opportunity to access appropriate long-term intervention and to progress through their sentences. At the end of the reporting period there were twenty seven IPP and forty two Lifer prisoners. Initial risk assessments, OASys and Sentence Plans are completed within the recommended sixteen weeks of sentence wherever possible. Funding restrictions have led to the loss of the Sycamore Tree course which was not accredited. The needs analysis that was conducted in July 10 does not indicate the need for additional courses.

It is important that HMP Woodhill does not accept Indeterminate Sentence Prisoners with courses on their sentence plans which cannot be provided. These prisoners need to be transferred in line with their sentence plan targets. Psychology do not complete initial risk assessments but are required to complete risk assessments as part of parole reports.

### **6.3.2 Foreign Nationals (FN)**

As of 30/10/10 the population included 111 Foreign National prisoners equating to 14% of the population. By the end of March the number was 108, the population varies very little. In mid May there were 18 prisoners held purely on immigration. The FN coordinator has secured six places at a soon to be opened new Immigration Centre.

The immigration United Kingdom Border Agency (UKBA) clinics are now running fortnightly, and a Vietnamese interpreter has attended to assist prisoners.

Weekly clinics are run with Eaton House, the local immigration enforcement office, in attendance. Proof of nationality and immigration status interviews are held and general case enquiries dealt with. Prisoners are given information about schemes open to them to enable them to return to their home country.

The FN Co-ordinator has had great success in finding a FN specialist solicitor willing to attend the Immigration Clinics.

Polish Embassy staff visited the prison and were given positive feedback from the Polish prisoners regarding their treatment.

37% of FN prisoners have been identified as having difficulties with processes/procedures in the prison system e.g. property

The FN coordinator has produced laminated, picture-type menus for prisoners with learning/language difficulties to assist them in ordering meals.

The majority of Detainee Centres are full and, as few of HMP Woodhill's prisoners meet the criteria for them, the prison is required to hold some of them in custody until they can go as "overnight lodgers" before being deported the next day. The Board is concerned at the length of time some FN prisoners remain at HMP Woodhill once they are 'sentence spent'.

A letter was received from the Head of the Immigration Department, thanking the FN coordinator and clerk for their help, and indicating how impressed the Immigration Services are with the support for Foreign Nationals at HMP Woodhill. The Immigration Department are now using Woodhill as an example of good practice for other prisons.

Prisoners from countries in the European Union are covered by the European Economic Agreement. The FN population represents more non EEAs than 12 months ago. The FN coordinator is working with UKBA on Operation Nomina, which is to ensure that EEA Nationals are adhering to their Treaty rights.

## **6.4 Chaplaincy**

The Chaplaincy team continue to make a huge contribution to the well being of prisoners and their families. Pastoral care is provided for all groups. Faith Based Interventions are working well with a particularly successful Week of Accompanied Prayer for 12 prisoners.

Chaplaincy are closely involved with the Reducing Reoffending Action Plan through Children's and Families Pathway. Father and Children's days on Saturday mornings and Storybook Dads have been a great success. One hundred recordings have been made and Baby Books for fathers of newborns well received.

Chaplaincy were largely instrumental in the Launch of New Leaf, a mentoring scheme aiding short term prisoners pre and post release.

Chaplaincy are in the process of getting CTC clearance for visitors to Cat A prisoners as an extension to the Official Prison Visitors Scheme. Two members of the team will attend the National Association of Prison Visitors AGM in London

The Chaplaincy Induction leaflet is to be translated into the 10 most popular languages.

A number of Weekly Studies are delivered including Christianity Explored; Islamic Studies, Prayer Group; Music Group; Roman Catholic Study Programme. There are regular visits from Buddhist, Pagan, Sikh, Jewish and Hindu Chaplains. A small prisoner- led Buddhist group is being trialled. Minority Faith Sessionals attend monthly when possible. A comprehensive list of Faith Specific Festivals are celebrated including : Dhamma Day (Buddhist), Layat Al Baraat, (Muslim), Guru Poornima (Hindu), Fast of Tammuz (Jewish).

Training for staff in religious practices is now being delivered by The Equalities Team.

ABC (Awareness, Belief ,Culture) Training runs monthly. It is particularly useful in increasing staff confidence, especially in relation to searching. Training is delivered in appropriate religious attire and headwear and how it should be worn.

The review of the Facilities list included Religious Artefacts. Books and CDs have been added as well as more fragrances for Ramadhan and Miswak Toothpaste. Medina Dates are under consideration.

The Dedicated Search Team now check F35s for authorised religious items prior to cell searches.

The mosaics workshop have collaborated with Chaplaincy to produce mosaics for the Faith Gardens and Faith Room. The Muslim mosaic is in place with Christian, Hindu and Jewish mosaics almost complete. A proposal for a Traveler Mosaic for the Faith Room has been submitted

The Muslim Faith garden is nearly complete; the final mosaics will be fitted ready for dedication of Festival of Eid. There are plans in place for a Christian garden and it is hoped work will start later in the year.

Most High Security Estate prisons are running the 16 module Tarbiyah course. HMP Woodhill are exploring this delivery after Islamic Studies 4, or for those already at level 4, to a maximum of 10 prisoners.

## **6.5 Reducing Re Offending/Resettlement**

Needs Analysis June 2010

The last needs analysis was part of a High Security Estate project and took place in February 2008. The aim was to identify the needs of prisoners at HMP Woodhill. Questionnaires were distributed to all prisoners in June 2010, and a 73% response rate was achieved. The resettlement needs included employment, inappropriate income, committed offences with friends, no appropriate accommodation, alcohol linked to offending, drugs linked to offending, Thinking Skills Programmes (TSP) treatment need, Controlling Anger and Learning to Manage it (CALM) treatment need, domestic violence, committed offences with family, and Control Of Violence of Anger Impulsive Drinkers-Group Secure (COVAID-GS) treatment need. The average number of resettlement needs

was five, with the majority of the population having three to seven resettlement needs. This demonstrates that prisoners need on average the input of five different services to assist them to address risk factors related to offending.

The TSP and CALM programme teams report that referrals are lower than would be expected in line with the needs analysis for TSP and CALM. Referrals should be Offender Management led. It is therefore suggested that Awareness Training specifically occurs with the Offender Management Unit in order to increase the identification of prisoners who would benefit from TSP and CALM.

The needs analysis has demonstrated that there is a need for support for emotional problems and less severe mental illnesses. There was an increase in reported anxiety and self harm in comparison to previous needs analyses. Healthcare are presently reviewing mental health services, which is positive as this appears to be a gap in services to prisoners at HMP Woodhill. Although health needs are not necessarily linked to offenders' risk of re-offending, they are important needs to be addressed to improve the quality of life of individuals.

There were gaps in services in relation to alcohol-related offending, employment and primary mental health/poor coping.

Overall, the current Short Duration Programme (SDP) provision appears to be at the right level, with it appearing that the introduction of IDTS will improve drug services by making intervention more seamless. There is a gap in services in relation to alcohol misuse and offending linked to this, with the present intervention being Alcoholics Anonymous (AA), or those meeting the specific treatment targets of COVAID-GS (who are not alcohol dependent). The Board is pleased to report that an alcohol worker is due to be employed at HMP Woodhill who will assist with meeting this area of outstanding need.

The conclusion of the needs analysis points out the importance of personal officer work in encouraging pro-social goals, pro-social relationships and behaviour.

Resettlement run the Veterans in Custody support group for ex-Service men. Some veterans with Post Traumatic Stress Disorder (PTSD) will be referred to the group for additional support by MHIT. Prisoners with PTSD are treated by MHIT as appropriate.

The Reducing Reoffending monthly meetings have been rescheduled after lapsing earlier in the year.

Family visits are available to all Prisoners. There are plans to have a 'Families Day' at the Prison and to include a relationship course run by 'Relate'. HMP Woodhill aspires to have these in place within 12 months. The number of visits a prisoner is permitted is based on the prisoner's regime level: 2 visits a month (Basic); 3 visits (Standard); 4 visits (Enhanced). There are 'Father & Child' Visits for Enhanced Prisoners. The security measures for verifying visitors' identities have been improved. The Visitors Centre has two machines, one for new visits and the other for 're-visits'. This makes the security process quicker for individuals visiting more than once. An additional visits session is now held on a Saturday morning. This is an effective 'overspill' if Saturday and Sunday sessions are full. The online booking system has been upgraded.

In light of the importance of maintaining contact with family, friends and access to legal advice the Board is concerned that the number of telephones available do not meet the needs of the prisoners. Each wing of seventy five to eighty prisoners has only three telephones available. There are often queues and high levels of frustration evident if a phone is not working correctly.

Finances have been agreed for Relate courses to start.

Refreshments are available in the visitors centre at every session. The price of refreshments in the main visits hall is in line with those available at the visitors centre.

Resettlement Peer Advisers are trained in providing accommodation advice. A 'Moneymadeclear' hand-out is available in Resettlement. This provides information on the minimum criteria required for opening a basic bank account. Unfortunately, Woodhill is not able to guarantee the provision of bank accounts for Prisoners undergoing Resettlement. This concern has been raised by the Resettlement Team as bank account provision has been identified as being helping reduce the possibility of Prisoners reoffending once they've been released.

The Discharge Board identifies prisoners who need to be seen by health services staff for a pre-discharge assessment. Prisoners are given information and assistance on how to obtain health and social care services on release through the 'Next Steps' Guide which is available in Resettlement and on release.

## **6.6 Kitchens and Canteen**

### **Kitchens**

Local policy requires twenty two workers/prisoners, including cleaners, to be part of the kitchen team.

All kitchen staff receive induction prior to commencing work and this includes full training in Health and Hygiene within the Kitchen area. All Aramark staff receive ACCT training.

Senior management (Aramark and SMT) perform daily checks and sign all charts and paperwork as required by the Environmental Health Agency.

The responsibility of the food trolleys being cleaned is that of each house unit, though they are checked regularly by the Kitchen team.

All House Units have in place a monthly servery journal that is filled in for each service. The journal also documents pre and post service checks and visits by the SMT. These are audited by the General Manager and the results forwarded to the SMT.

All House units have a food comments book for the prisoners' use and this is checked and any comments, whether positive or negative, are responded to in a timely and constructive manner by senior kitchen staff.

Aramark Woodhill are fortunate to have a qualified nutritionist as their training manager, and this helps the planning and delivery of a varied but balanced menu to the prison population.

The General Manager and his Kitchen manager regularly attend a monthly Prisoner Consultation Committee meeting, as do DHL, to listen and respond to any issues raised by the prisoners.

Aramark also conduct a prisoner and staff annual survey in March.

Diabetic prisoners have praised the kitchen for revamping the menus. The kitchen report that the communication from Healthcare about incoming diabetics requiring special diets is excellent.

## **Canteen**

DHL staff have provided an excellent service during the reporting year. Staff attend Prisoner Consultation monthly meetings to solicit the views on their products, and also on the service received by the prisoners. Prisoners have been advised at the monthly meetings that DHL do not have the facility to provide fresh fruit and vegetables at the current time.

DHL also provide a wish list about once every quarter to prisoners. If items on the return of this list are seen to be popular and in demand they are placed on the Canteen sheet.

The Board has had very few complaints about the canteen service during the reporting year. The Policy on Play Stations has caused some issues. Prisoners with long sentences transferring to HMP Woodhill from Dispersal prisons do find the Facilities List frustratingly restrictive.

Arrangements are in place for the prisoners to repay their loans over a period of time through the finance department.

Items from, for example, the Argos Catalogue, are charged as per the catalogue price without a management fee being charged. Other than the standard postage and packing fee no other extra charges are incurred by the prisoners.

Hobby items are available from the standard Canteen sheet, but other authorised items can be ordered from the Catalogues available to prisoners.

Prisoners have raised pricing concerns to Board members in the past, but DHL maintain that their prices are very competitive in the market for items that are regulars on the Canteen sheet.

## **Section 7**

### **THE WORK OF THE INDEPENDENT MONITORING BOARD**

The Board is greatly concerned with the lack of transparency in the calculation of the Budget. This is an extract from the National Council minutes DC 35/10:

6.4 The Council reaffirmed its earlier decision to publish the factors included in the budget formula but not the actual formula as it could be misleading. \*\* confirmed that it was continuing to be developed and was subject to on-going review and refinement. Boards had been provided with a budget and, as long as they met their statutory duties, it was up to them to decide how to prioritise the use of that budget.

The Board at HMP Woodhill welcomed a review of Board budgets as it appears considerable disparity in individual budgets has evolved between prisons of a similar size and role. However the Board is disappointed with the lack of clarity and transparency in the calculations that led to the publication of the revised budgets. It would seem that disparity remains. In the HMCIP 2010 inspection report it was noted that prisoners felt the IMB were insufficiently visible. The Board responded by increasing Rota visits to House Units. Unfortunately the budget was reduced, and even with reducing number of visits to less essential parts of the prison, and significantly reducing the number of meetings attended in the prison, the Board exceeded the set budget.

Prior to 2010 the Board consistently performed within the set budget. The population and complexity of Woodhill has increased. The number of general and confidential applications has increased, and yet the budget has been decreased to the point the Board is no longer able to stay within it. The budget is insufficient for all IMB members at Woodhill to claim expenses, yet the Board is currently short of nine members. The Board would like to recruit, but prospective members would need to be told there is no budget for them to claim expenses.

Board members have attended the following training courses organised by the Secretariat:

Foundation Course

Experienced Members Course

Tri annual review training

Board members have attended the following training courses organised by HMP Woodhill:

Challenge it, Change It (Diversity)

ACCT refresher course

Professional Standards

Conditioning and Anti Bullying

Security Key Talk

Personal Protection

Disability Awareness

IDTS

Cnomis

The Board has invited the following speakers to Board meetings:

Dedicated Search Team

Police Liaison Officer

Safer Custody Team

Head of Security

Head of Resettlement

IDTS manager

Vocational Training manager

The Chair attends the IMB High Security Estate Chairs quarterly meetings.

The Chair attended three CSC/MCBS meetings

The Chair attended two Cat A review meetings

The Chair and the Vice Chair attended a Cat A Allocation and Management Training day.

The Vice Chair attended two IMB London Area Chairs quarterly meetings.

The Board attended the National Tactical Response Group at Kidlington.

The Board would like to thank the IMB clerk for all her hard work and support during the year. The Board also give thanks to members of the Admin team who provide cover if the clerk is away.

<b>BOARD STATISTICS</b>	
Recommended Complement of Board Members	20
Number of Board members at the start of the reporting period (incl. three members in their probationary year and one member on sabbatical)	10
Number of Board members at the end of the reporting period (incl. one member in their Probationary year)	11
Number of new members joining within the reporting period	1
Number of members leaving within reporting period	3
Total number of Board meetings during reporting period	11
Average number of attendances at Board meetings during reporting period	9.5
Number of attendances at meetings other than Board meetings	46
Total number of visits to the prison/IRC (including all meetings)	588
Total number of applications received (General and Confidential)	597
Total number of segregation reviews held	58
Rule 45 paperwork reviewed and prisoners interviewed	58

### Section 7.1 Applications

Code	Subject	2006/7	2007/8	2008/9	2009/10	2010/11
A	Accommodation	2	3	3	6	4
B	Adjudications	2	4	3	2	12
C	Diversity related	14	6	5	4	17
D	Education/employment/training	20	13	3	10	21
E	Family/visits	16	21	7	15	41
F	Food/kitchen related	23	11	11	12	1
G	Health related	35	22	18	20	88
H	Property	54	71	47	38	59
<b>I &amp; K</b>	Sentence related & Transfers	58	69	46	84	83
J	Staff/prisoner/detainee related	31	14	6	19	13
K	(Transfers)					
L	Other	87	91	115	143	67
	<b>Total number of general applications</b>	342	325	264	351	400

Confidential Applications June 2009 – May 2010	108
Confidential Applications June 2010 – May 2011	197

The increase in the number of Healthcare related complaints has mirrored the difficulties with staffing in Healthcare.

The number of confidential applications has almost doubled during the reporting period. Not all the complaints were of a confidential nature, but it illustrates the increase in the total number of applications processed by the Board. For most of the reporting year the prison has been below capacity. The Board believe this increase reflects the difficulties around shortages of staffing and high levels of cross deployment across the prison.

The Board members at Woodhill have again worked exceptionally hard this year. The Board is nine members short of a full compliment and only has ten full members. This small number of fully trained members has undertaken all duties whilst providing mentoring for new members.

## **IMB HMP Woodhill**

### **Section 8**

#### **GLOSSARY OF PRISON-RELATED ABBREVIATIONS USED**

**ACCT-** Assessment, Care in Custody & Teamwork – replacement for F2052SH

**ABS** Anti-Bullying System

**BME-** Black & Minority Ethnic

**CARATS-** Counselling, Assessment, Referral, Advice & Throughcare Scheme – drug & alcohol team

**CNA-** Certified Normal Accommodation

**C & R-** Control & Restraint

**CSC** -Close Supervision Centre

**ETS-** Enhanced Thinking Skills – an OBP

**FNC-** First Night Centre

**F2050-** Prisoner’s basic record

**F2052A-** Prisoner’s wing record

**F2052SH-** Record for prisoner currently at risk of self-harm

**GOOD-** Good Order or Discipline – Segregation under Rule 45/49 (historically GOAD)

**HCC-** Health Care Centre

**HMCIP-** Her Majesty’s Chief Inspector of Prisons

**HU-** House Unit

**IEP-** Incentives and Earned Privileges – Prisoners can be on Basic, Standard or Enhanced

**IMB-** Independent Monitoring Board

**IRC-** Immigration Removal/Reception Centre

**KPI/KPT-** Key Performance Indicator/Target

**LIDS-** Local Inmate Database System – IMB can use this to check location, dates, etc.

**MHIT**- Mental Health Inreach Team  
**NOMS**- National Offender Management Strategy  
**PCT**- Primary Care Trust

**PMU**- Population Management Unit  
(central)

**CNOMIS**- Prisoner Nation Offender  
Management Information System

**PO**- Principal Officer

**POA**- Prison Officers' Association – the  
main trade union

**PQR**- Post Quality Review

**PPO**- Prisons and Probation Ombudsman

**REAT**- Race Relations Action Team

**RRLO**- Race Relations Liaison Officer

**ROTL** - Release on Temporary Licence –  
e.g. to work in mess; town visits; home  
leave

**SO**- Senior Officer

**VP**- Vulnerable Prisoner

**WFM**- Workforce Modernisation

**YO**- Young Offender

Cc:

Rt. Hon Kenneth Clarke. Lord Chancellor and Secretary of State for Justice

Mr. Phil. Wheatley. Director General of the National Offender Management Service

Mr. Crispin Blunt MP. Parliamentary Under-Secretary of State for Justice

Mr. Suma Chakrabarti Permanent Secretary

M. Michael Spurr. Chief Executive Officer

Mr. Danny McAllister. Director of High Security Prisons

Mr. Phil. Wheatley. Director General of the National Offender Management Service

Mr. Crispin Blunt MP. Parliamentary Under-Secretary of State for Justice

Mr. Suma Chakrabarti Permanent Secretary

M. Michael Spurr. Chief Executive Officer

Mr. Danny McAllister. Director of High Security Prisons

Rt Hon D Grieve QC.MP Attorney General

Mr. Nick Hardwick. HM Chief Inspector of Prisons

The Prisons and Probation Ombudsman

Baroness Vivien Stern. Senior Research Fellow at the International Centre for Prison Studies

Ms. Juliet Lyon. Director Prison Reform Trust

Ms. Frances Crook. Director Howard League for Penal Reform

Milton Keynes Primary Care Trust

Mr. James Naylor. High Sheriff of Buckinghamshire

Mr. Ian Stewart MP. Milton Keynes

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