



Independent Monitoring Board

HMP Highpoint

Annual Report

2010

For the reporting period: 1st January to 31st December 2010

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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3. HMP Highpoint

3.1 Role of the prison

HMP Highpoint is a Category C training prison for adult males situated some ten miles south east of Newmarket in Suffolk. It was classified during 2010 as being a level 3 performing prison, level 4 being the highest classification. This classification indicates that HMP Highpoint 'is meeting the majority of targets, experiencing no significant problems in doing so (and is) delivering a reasonable and decent regime.' The Certified Normal Accommodation (CNA) at the beginning of the year was for 920 prisoners with an Operational Capacity of 944.

Residential Units have in-cell sanitation except for Vickers and Halifax Units where prisoners have 24 hour access to lavatory and shower recesses. In-cell television is available to all cells with the exception of those prisoners on basic regime. On the Induction wing, there are 24 double occupancy cells.

Accommodation at the prison varies considerably from the older, brick, residential Units to the newly opened Lancaster Unit which is bright and spacious with en suite toilet and shower facilities in each cell.

3.2 Accommodation and facilities

There are ten residential Units.

Tempest Units are the oldest residential Units and can appear dark with narrow corridors and small association rooms. Ongoing painting and improved standards of cleaning have helped to brighten the Units. Though the shower recesses have all now been renovated, drainage and ventilation still remain a problem.

Javelin, Wellington and Handley Units are all two storey buildings. They appear more bright and airy with a narrow gallery running around the wing at the level of the first storey cells. Wellington Unit houses the Induction Unit on one of its spurs. On this Unit there are 24 doubled up single cells. The lavatory is screened but with limited space there is little privacy, which the Board considers unacceptable.

In Handley Unit, staff are located behind windows and locked gates. It is the only Unit where prisoners are unable to knock directly on the wing office door to speak to staff and the Board believes that this remains a barrier to good prisoner/staff relationships. The Board has been advised that alterations are to be made. While this is a positive move, no start date has yet been confirmed. The Board would welcome assurances that if the work is not completed by the end of the current financial year, it will be carried forward and completed as soon as possible.

Vickers and Halifax Units accommodate "super enhanced" prisoners and are modular in construction, originally designed for oil-field workers. Cells are larger and the regime is more relaxed. Prisoners have keys to their own cells and 24-hour access to the shower and lavatory recesses.

Blenheim Unit houses prisoners participating in interventions treatments. Each cell has en suite facilities. Association rooms are bright and large. Telephones are situated in soundproof facilities.

Vulcan Unit, completed in 2008, is bright and spacious with all cells having en suite facilities.

Lancaster Unit is identical in construction and facilities to Vulcan Unit. It houses the Lifer Unit and various prison services, such as Psychology and Probation.

Laundry facilities in all the residential Units still give us cause for concern. The prison continues to utilise domestic washing machines and tumble driers which are not designed for the heavy usage they experience and, as a result, break down frequently. The Board continues to make representations to the prison management to replace broken driers with industrial units but these have not been forthcoming because, the Board understands, of the inadequacy of the electrical supply.

3.3 Healthcare

The Suffolk Primary Care Trust provides healthcare in the prison.

3.4 Agencies

Resettlement providers include NACRO, and the Foundation Training Company.

Drugs services and programmes are provided by Phoenix Futures.

4. Executive Summary

HMP Highpoint has continued to move steadily towards a full merger with the neighbouring HMP Edmunds Hill and this will be completed by April of next year. The merged establishment will see some 1,300 men accommodated across two sites totalling some 26.8 hectares

The year saw significant changes to the management structure. From July 2010 there has been just one Senior Management Team for the merging establishment headed by the Governor of HMP Highpoint. Nationally the Principal Officer grade was closed and Highpoint saw the introduction of the new Developing Prison Service Manager grade. In October 2010 HM Chief Inspector of Prisons made an unannounced inspection: a follow up to their last inspection in 2007. The full report will not be released until 2011 but initial feedback indicates that the inspectors have confirmed substantial improvements. It is understood they have highlighted major concerns with the delivery of healthcare services by Suffolk Primary Care Trust (PCT). The Board shares these concerns.

4.1 Items requiring a response

4.1.1 From the Minister

Reference

4.1.1.1 Mental Health

5.3.6
5.4

The Board still has grave concerns about the men they see with severe mental health issues, particularly those segregated and waiting to be sectioned. Recommendations from the Bradley Report do not appear to have resulted in these issues being identified on entry into the criminal justice system. The Board considers that early intervention and professional help is essential and the humane way forward.

4.1.1.2 Foreign Nationals Over Sentence

5.1.3

Highpoint in line with most other establishments in the country has foreign national prisoners held over the end of their sentence awaiting a decision on deportation. These delays cause unnecessary stress and anxiety. The Board requests that decisions are delivered well before the end of sentence.

4.1.1.3 Financial Investment

4.3

It is understood that savings are required throughout the Ministry of Justice. However the Board would welcome reassurance that there remains a commitment to investment in prisons and to maintaining safe staffing levels, a decent regime and all the resources essential to prepare prisoners for release.

4.1.2 From the Director of Offender Management

4.1.2.1 Drug Intervention Programmes

6.4

The Board is concerned that the Integrated Drug Treatment System will grow to the detriment of cognitive behaviour therapy programmes for drug addiction. Highpoint now has just one such programme which does not seem sufficient for an establishment of this size. Confirmation of a commitment to CBT

programmes is sought.

4.1.2.2 Property 6.12

Property accounted for over 20% of Applications to see the Board. These Applications often involve property lost during transfers, or property not allowed. The Board repeats the requests from its 2009 report for a review into the safekeeping and management of prisoners' property within the prison estate and the establishment of a standardised list of possessions for all Category C prisons.

4.1.2.3 Transfers 6.15

Transfers are exceedingly difficult to obtain even on compassionate grounds. The present transfer requests system builds up expectations unlikely to be fulfilled. It would appear that only a commitment at national level to review the management of prisoner placements will break the current stalemate. Will such a review be undertaken?

4.1.3 From the Governor

4.1.3.1 Healthcare and Dentistry 5.3.1

It is appreciated that the Governor has no direct responsibility for the management of healthcare services and the Board acknowledges the updates it has received on the situation. The Governor is aware that the Board has had serious concerns about staffing levels and pharmacy, dental services. The Board requests that their concerns are taken to the Health Commissioners who are responsible for negotiating contacts.

5.3.3
5.3.4

The Board asks the Governor to facilitate the provision of dispensaries on all residential units.

4.1.3.2 Personal Officers Scheme 6.9

Although there has been an improvement from last year the Scheme is still very patchy. An initiative to put the names of the relevant Personal Officers beside cell doors is not in place on all units and the Board would welcome it being extended and also that the names be kept updated.

4.1.3.3 Property 6.12

Property remains a major issue accounting for over 20% of Applications to see the Board. There has been no real sustained improvement on the situation reported last year and the Board urges that in 2011 the prison at last gets to grip with this problem.

4.1.3.4 Sentence Plans (OASYS) 6.8

The Offender Management Unit has continued to be under-resourced and again a low number of sentence plans have been completed. The anticipated improvement in staffing levels did not materialise and now an improvement is promised for 2011. The Board will press for this improvement to take place and will monitor to see whether the situation does improve.

4.1.3.5 Visits 6.16.2
6.16.3

The Ormiston Trust and all uniformed staff do all they can to create a welcoming environment within the hall. It is unfortunate that the provision of refreshments does not reach the same standard. The Board requests an urgent review to ensure that in the future HMP Highpoint has a service that is of credit to the establishment.

4.1.3.6 Handley Unit 3.2

The Board has had ongoing concerns about the siting of the unit office. Improvements are promised but a start date has not been provided. Confirmation is sought that the work will be carried forward if not completed in the current financial year.

4.1.3.7 Older Prisoner Forum 6.11

The Board welcomed the introduction of this forum and is disappointed that only two meetings were held in the year. The Board looks to see this number increase in 2011.

4.1.3.8 Safer Custody community engagement initiative 5.4

The Board commends the community engagement initiative and looks to the Governor to continue supporting it in 2011.

4.2 Items not requiring a response

4.2.1 Reception/Property 6.14
6.13

The Reception/Property Unit on Edmunds Hill will close in early 2011 and will merge on the Highpoint side. Because of the unit's pivotal role in receiving and discharging prisoners the Board is mindful that this merger will need to be monitored closely. The Board already has some concerns about how property will be managed because of current ongoing problems.

4.2.2 Induction 6.7

In 2011 Wellington Unit will become the induction unit for the merged establishment. A new Induction Programme is planned. The Board will monitor progress.

4.2.3 Merger 4
7.1

By April 2011 the merger of HMP Edmunds Hill and HMP Highpoint will be complete. The resulting establishment will be a large Category C training prison to manage and a very large estate for the Works and the Gardens departments to maintain.

The Boards for the two establishments will merge at the beginning of January and the HMP Highpoint Board looks forward to working with their colleagues to provide a high standard of monitoring across the establishment.

4.3 Overall Judgement

The Board acknowledges that it has not been an easy year for staff - uniformed and civilian. They have faced the double challenge of going forward to the merger with Edmunds Hill and dealing with the uncertainty created by the financial savings the Governor is required to make. Although there has been concern as to possible job changes and losses it is to the great credit of all staff that they have remained committed and focused on the work in hand.

Last year the Board expressed concern whether savings in investment would impinge on staffing levels. This concern is repeated. At present staffing levels permit a prompt and effective response to any incident that may occur. With staff stretched this may not be possible and safety and security could be compromised. The Board also fears that the savings required may make it increasingly difficult to maintain the current regime and that education, training and resettlement opportunities might also suffer. While it is hoped these fears are unfounded the Board foresees some difficult decisions facing the Governor and her Senior Management Team.

5. Required Reporting

5.1. Diversity

The merger of HMP Highpoint with HMP Edmunds Hill inevitably set the agenda for the year and credit must be given to the Senior Management Team for the smooth transition. However, it has involved the redeployment of staff, which at times affected the level of input desirable for achieving the goals of the Diversity and Race Equality Action Team. Lack of regular contact with a representative member of staff, and delay in the investigation of Racial Incident Reporting Forms, tends to lead to a loss of prisoner confidence in the system. Also, partly as a result of this, neither the staff nor the prisoners received adequate training. A further drawback is that prisoner representatives are unable to meet regularly if the relevant member of staff is not available to facilitate their meetings. This affected both the meetings of the DREAT representatives and the Foreign Nationals.

DREAT meetings are chaired by the Deputy Governor. They take place monthly and, except for one occasion, have been held regularly throughout the year. A governor is appointed with specific responsibility for Decency and Diversity. Other Operational Heads also attend. ***The lack of regular attendance by a representative from Healthcare at these meetings has been regrettable, particularly in view of the fact that disabled and elderly prisoners are included within the remit of the DREAT.***

5.1.1 Engagement with outside organisations

A representative of Suffolk Inter-Faith Resource has attended most DREAT meetings throughout the year. The prison also has a contract with the Ipswich and Suffolk Council for Racial Equality. Their engagement with the prison has been sporadic due to difficulties with staff recruitment. During the last quarter of the year, a staff member from ISCRE was finally appointed and has started his visits.

5.1.2 Ethnic Monitoring

The ethnic balance of the prison population has remained more or less the same throughout the year, with about 46.9% white British and the rest of the population being a mixture of ethnic minorities or foreign nationals.

A piece of work was commissioned to investigate the reason for the consistent low number of Black Minority Ethnic prisoners who acquired Enhanced status. One reason given was that some ethnic groups do not apply for Enhanced. There is a need for the staff to understand this and compensate accordingly. Release on Temporary Licence remained below range for BME prisoners throughout the year.

This year, efforts were made to appoint a representative for the Gypsy, Traveller, Romany community and their food was at times included in the menu. The Catholic Chaplaincy is very willing to initiate a support group for the GTR community, but they require further support and encouragement from the prison authorities if this is to become a reality. This is a group within the prison population that feels particularly disenfranchised.

5.1.3 Foreign Nationals

Uncertainty is the chief anxiety for the foreign national population. Although Highpoint staff commence procedures for deportation at least 18 months prior to date of release, somehow the Criminal Casework Directorate fail to convey their decision, which is made, sometimes at the last moment and sometimes beyond the prisoner's release date. Also, due to lack of available accommodation, it is not always possible for prisoners to transfer to Immigration Removal Centres on completion of their sentence to await deportation.

The UK Border Agency has representatives visiting the prison on a regular basis. There are facilities at Highpoint for one-to-one interview rooms. However, even after direct phone contact with the prisoner's Case Worker, frequently the relevant information is not forthcoming.

Another source of frustration for some foreign nationals at Highpoint is that they do not qualify for Category D. This engenders a sense of disincentive and even of hopelessness, particularly when the prisoner is already beyond completion date.

A further disadvantage experienced by foreign nationals is a lack of or long delays in receiving a sentence plan. Due to shortage of staff in the Offender Management Unit, there has been a backlog in dealing with sentence plans. Foreign nationals tend to come at the bottom of the priority list since the expectation is that they will be deported and therefore perceived as being less urgent.

The appointment of a new Senior Officer with responsibility for Diversity, Immigration and Foreign Nationals was a very positive step. Due to her diligence and wisdom, many of the frustrations have been alleviated. She is capable, perceptive and fair in her dealings with the prisoners and much appreciated by them. The Board commends the Governor for her wise choice.

5.2. Reducing Re-offending

The Manager for Reducing Re-offending at HMP Highpoint continues to work in partnership with the Head of Education, A4e, the education provider and the Offender Learning and Skills Service. Learning and Skills work has been consolidated over 2010. The merger with HMP Edmunds Hill has been prioritised and work across both sites has been re-evaluated to meet the needs of offenders within a restricted budget.

It has been a year of consolidation. The challenges of the merger of HMP Edmunds Hill and HMP Highpoint, the unification of programmes and systems of working, pressures of budget cuts have been tackled by the SMT with consideration for improving the amount of purposeful activity hours for offenders.

5.2.1 Education

All courses now offer nationally recognised qualifications. Courses available are as follows:

- Basic skills. Literacy and Numeracy. Adult Literacy Entry level 1, 2 and 3
- Communication skills. Adult Literacy Level 1 and 2 and Level 1 and 2 communication skills

- English for Speakers of Other Languages Entry levels 1, 2 and 3 and levels 1 and 2
- Numeracy level 1 and 2
- Social and Personal Development: NOCN level 1 and 2 - diversity, healthy life styles etc
- Social and Personal Development: NOCN level 1 and 2 - alcohol awareness, anger management, budget and money management etc
- E3 ICT – OCR Entry level
- CLAIT – OCR levels 1,2 and 3
- Art – NOCN Entry 3 Level 1 and 2
- Enterprise – OCR Enterprise level2, Bookkeeping level 1
- Enterprise – OCR Enterprise level3, Sage Bookkeeping level 1
- Family Man – NOCN Social and family life skills level 1 and Team and Group work level 2
- Fathers Inside – NOCN Social and life skills family relationships level 1 and Group and team work level 2
- Learning support – City and Guilds 9297 Adult learner support qualification
- Forklift Truck Licence- ITSSAR certificate
- Multi skills – Basic Certificate in Construction skills
- Streetworks (repair and maintenance of highways) – City and Guilds level 2
- Graphic design – Level 1,2,and 3
- Industrial cleaning BICS level 1 and 2
- British Safety Council (BSC) and Construction Skills Certification Scheme card

All classes now have elected classroom representatives who have meetings with staff. They have been a good way for the IMB to monitor teaching and courses content and value, from a prisoner's perspective, without disturbing lessons. Comments have always been full of praise, mature and thoughtful. Constructive comments have been made which staff have acted upon.

The *Family Man* and *Fathers Inside* courses both have graduation presentations to which IMB members are invited. To see the participants grow in confidence and teamwork is moving and a privilege. The students are a credit to their teachers.

The old building has eventually been painted and carpet replaced in the office but there are still problems with a leaking roof, which means there can still be buckets littering the reception area on wet days. Many windows need replacing.

5.2.2. Physical Education

The enhanced facilities in the Gym continue to attract prisoners who have the opportunity to work for Active IQ awards such as:

- Award in Basic Health and Fitness - entry level
- Award in Active Healthy Living - level 1
- Certificate in Fitness Instructing - level 2
- Circuit Instructor - Level 2
- Personal Trainer - level 3
- First Aid at work - Nuco training

5.2.3 Industries and Gardens

The Head of Re-offending has given a lot of thought to the development of purposeful activities on both sites and has a three year plan to generate income as well as offer activity places of value to the offenders.

This year at HMP Highpoint there have been 8 workshops:

- Workshop 1- Small reclaimed appliances- Preparation for Employment Entry level 1 and 2, and Performing Manufacturing Operations C & G level 1, Warehousing and Storage NVQ level 2
- Workshop 2 - Reclaimed appliances; as above
- Workshop 3 – Tailors; as above
- Workshop 5 – Single portion packaging; as above plus Food and Drink manufacturing C&G level 1
- Workshop 5 – Welding and Fabrication; as above plus Level 1 Certificate in Introductory Welding Skills, level 1 and 2 (both MIG and arc) and NVQ PMO level 1
- Workshop 6 – Waste management
- Workshop 7 - CLAIT
- Workshop 8 – Multi skills
- Workshop 8A – Fork lift truck Certificate
- Streetworks – an area outside the workshops using the classroom in Workshop 8

The latter 4 workshops come under the supervision of the Head of Education.

Special mention must be made of the Greeting Card enterprise running from the Tailor's Workshop. This continues to be self funding, providing cards for the prison community. It is one of the few activities seen in the Segregation and Assessment Unit.

The gardens and grass areas provide work opportunities for those meeting the relevant security requirements. The gardens team is responsible for snow and ice clearing and did an excellent job during the cold weather in December 2010, helping to maintain safe conditions underfoot.

5.2.4 Additional learning opportunities

Self study - There are opportunities to study through correspondence courses. The library provides lists of available distance learning courses. One prisoner is doing well towards his Diploma for Bible Studies supported by the Salvation Army Chaplain.

Learning support – Positions are available through Education and PE, providing support for prisoners participating in learning activities. This can gain a C&G 9295 Adult Support Qualification.

Embedded learning is available in the workplace or on the residential unit to work for Literacy and Numeracy level 1 and 2, and C&G ESOL accreditation.

One-to-one project helps improve reading, writing and spelling on a one-to-one basis for those less confident.

Learn Direct – NVQ level 2 Customer Service and Skills for life, Literacy and Numeracy Entry level 3 and level 1 and 2, NVQ level 2 Retail Skills for workers in the Canteen.

Parenting: You and Your Child – run by the Ormiston Trust. Entry level 3 and level 1.

5.2.5 Interventions

Many of those participating in Intervention courses now reside on Blenheim Unit. Please refer to section 6.5 for details of drugs and alcohol services and courses.

5.2.6 Psychology

The Psychology department has been very short of staff this year. Recruitment of junior psychologists in this rural part of Suffolk is difficult and the nature of the job means there is a constant turnover of junior staff. This has put pressure on those remaining to enable the following programmes of learning.

- Thinking Skills Programme
- CALM – Controlling Anger and Learning to Manage it
- HRP – Healthy Relationships Programme
- Violence Reduction Reps training
- CSB - Cognitive Skills Booster

5.2.7 Chaplaincy

The Team produced a local Restorative Justice Course designed to meet local needs. This replaced the Restorative Justice and previously the Sycamore Tree courses, which proved more costly. It has enabled more students to participate throughout the year.

5.2.8 Kitchens

Working towards the basic Hygiene and Catering NVQ level 1 and HAB qualification is important, but the work of prisoners in the kitchens is vital to the production of 2000 meals a day. .

Staff and prisoners were rewarded for the extraordinary way in which they coped with temperatures of –8°C when the water tanks caused a flood rendering the heating useless for a couple of weeks.

5.2.9 Library

The concern of the IMB in the 2009 Annual report regarding access to the library was eventually addressed in the latter part of 2010. Prisoners on three units had no access to the library unless they were in Education for 33/52 weeks including 5 Bank Holidays, other units had no access for 21/52, 24/52 and 26/52 weeks respectively because of shortage of Officers. From July things began to improve as a Senior Officer was dedicated to library movement and has ensured improvements. The Board will continue to monitor this.

The Learn Direct facility in the library offers places for 5 prisoners on Skills for Life. This facility takes up a lot of space in a rather cramped library and can be disruptive as participants chat.

5.3. Healthcare and Mental Health

Healthcare struggled during the year with problems of staffing; there were issues with Dentistry, Pharmacy and Mental Health.

Prisoners do not have confidence in the service and sometimes the level of care has been below what would be expected from the same service in the community.

Prisoners with mental issues in reception are not always identified, and screening needs to be reviewed to reflect this. Counselling Services are sadly lacking.

Services such as Opticians and Podiatry are also not always available, meaning prisoners have to wait a long time for appointments.

5.3.1 Staffing

During the year, the Integrated Drug Treatment Strategy Clinical Lead left the prison and is yet to be replaced.

Throughout the year there have been problems with recruiting and retaining nursing staff. The shortfall has had to be made up with agency nurses. Recruitment campaigns have been held throughout the year, and although not all posts have been filled, there is now a Primary Mental Health Lead Nurse appointed and 5 general nursing staff.

Three GPs provide a regular in-hours service, supported by three regular locums. An out-of-hours service is provided, with an on call rota.

There is only one Primary Mental Health Nurse – which has proved problematic as no cover is available during periods of sickness.

5.3.2 Mental Health

Concerns are ongoing about prisoners with mental health issues being held in segregation awaiting assessment. The length of time until they are sectioned and moved on is unacceptable.

The initial screening of prisoners needs to be addressed as the current assessment does not always give an early indication of those prisoners with mental health problems.

Counselling services are still lacking, and this needs to be addressed.

The In-Reach Team does good work with those prisoners identified as having mental health issues, sometimes under difficult circumstances. The team has established a Prison Mental Health Delivery Group to address all mental issues, Prison Health Performance and Quality Indicators and recommendations relating to the Bradley Report.

5.3.3 IDTS

The number of prisoners on the IDTS programme grew steadily throughout the year to 32 on methadone and 9 on Subutex.

Prisoners from other establishments have been reluctant to come to Highpoint to access the IDTS programme, possibly because it means moving far away from family ties. This may mean they are transferred under restraint: a situation the Board does not consider acceptable.

A 13-week review for those on the programme was put in place early on in the year. This is going well with CARATS actively involved in the development of care plans.

There have been problems with prisoners having to wait for up to two hours before getting their script, which has caused tension and friction.

The Board is concerned that the IDTS Lead nurse post was still not filled at the end of the year

5.3.4 Pharmacy

Since Boots were appointed as pharmacy providers, prisoners experienced serious delays with the provision of their medications. There were ongoing problems with repeat prescriptions being delayed sometimes by as long as two weeks.

The Board received numerous Applications from prisoners having to wait inordinate times for repeat prescriptions. The Board is concerned for prisoners with long term health issues (e.g. heart conditions and depression) not receiving their medication in a timely fashion. Prisoners who need prescription drugs out of hours (particularly those arriving from other establishments late or at weekends) often had to endure intolerable delays as there were limited stocks kept on site. This has now been addressed, and more prescription drugs such as antibiotics are kept in stock.

There was no full time Pharmacist Technician employed, and this caused problems with dispensing but this post has now been filled. With the appointment of a Pharmacy assistant the problems are at last being addressed and the Board will continue to pay particular attention to this matter.

Dispensing on the units has improved with Tempest Units having two purpose built dispensaries where prisoners may be given medication in private. The other residential units are yet to be equipped with dispensaries.

5.3.5 Dentistry

The new provider for dentistry, Weymouth Prison Dental Services, struggled to cope with the waiting list, which when they took over was quite low. However this soon changed with some prisoners having to wait **14 weeks** for treatment, many in some considerable pain and discomfort. This was aggravated by the breakdown of equipment earlier on in the year. One prisoner who spoke to a Board member threatened to pull out his own tooth. Some improvements were made, with a dedicated dental nurse appointed, who has worked hard to manage the waiting list, working with wing staff to make sure appointments were kept, and prisoners informed of their appointment times and dates.

5.3.6 Optician

These services were not always available during the year, though the situation has now improved with an optician visiting every other month.

5.3.7 Podiatry

There is no Podiatry service at the prison, resulting in prisoners having to be taken to Newmarket or Haverhill for treatment. The Board understands that the PCT is being asked to provide an in-prison service.

5.3.8 Sexual Health

A new stand-alone service was started in November with clinics every two weeks. There are also plans to introduce a Chlamydia screening service in 2011.

5.3.9 ICAS and PALS

During the year, ICAS surgeries continued at fairly regular intervals and there has been a steady stream of prisoners being seen by them. Twenty two ICAS Applications were received in the year.

PALS forms are available for prisoners. However these have to be processed by Healthcare, and this does not always give the prisoners confidence that their complaints are dealt with in a confidential and impartial manner.

5.4. Safer Custody

The IMB continue to monitor the Safer Custody of prisoners through attendance at the monthly meetings, liaison with the Safer Custody Officer and weekly visits of all prisoners on ACCT documents. The Board is kept updated regularly of important issues raised at the Safer Custody meetings.

Throughout the year violence and self-harm have continued to decrease. The Safer Custody Officer has been proactive in managing Perpetrator Intervention and Victim Support Plans and ACCTs. The decrease in drugs and mobile phones could have triggered problems but staff have managed prisoners carefully. The successful regime set up before Christmas to limit hooch production meant that the Christmas period was quiet. The Listeners, Violence Reduction and Foreign National representatives are to be commended for their wing-walking, poster campaign and gathering of useful exit surveys to inform improvements. Between June and September, 189 exit surveys confirmed that prisoners are feeling safer at HMP Highpoint. The majority felt that staff kept them safe, but they prefer to report bullying to the Violence Reduction representatives rather than staff. 60% of prisoners stated that HMP Highpoint is managing issues of bullying quite well or very well.

As the merger process between HMP Edmunds Hill and HMP Highpoint has continued there have been changes to the meeting structure. In June the Highpoint monthly Violence Reduction and Suicide Prevention meetings combined. Although this was more effective in terms of staff time, it was a bulky meeting that resulted in less time to discuss practical ways to tackle problem areas as informed by data. In October, the Highpoint and Edmunds Hill meetings were then merged. These large meetings have alternated since between the two sites.

There have been noticeable absences of key members of the team, particularly Healthcare, Psychology, Security and Chaplaincy. Whilst there have been great shortages of staff in Healthcare and Psychology, there is concern that the large size of the meeting makes it easier to absent oneself.

Sadly the Violence Reduction prisoner reps and Listeners, who are key to discussion, have found it difficult to join meetings held at HMP Edmunds Hill.

The merger has meant a great deal of change for managers and staff. A concern at present is the effects on staff, and hence on prisoners. The Safer Custody officer continues to manage his job as best as he can but is under the pressure of managing two sites, 350 extra prisoners and a change of administration support, and is still frequently redeployed to other duties.

The Board will continue to monitor carefully.

The Board is pleased to report that the Safer Custody Team initiated a successful community engagement initiative with local colleges and outside organisations using two poetry booklets which were written and produced by prisoners at Highpoint. The Board recognises the value of the initiative and hopes that with the support of the Governor it will continue to grow next year.

During the year an inquest was held for a man who died in custody at HMP Highpoint in May 2007. The Chair of the Board attended. A verdict of suicide was returned. The Coroner noted that the transfer of information between custodial establishments (police station to prisons) and between, and within, prisons needed to be addressed.

The inquest for a man who died at the West Suffolk hospital in 2008 is still awaited.

5.5. Segregation and Assessment Unit

The Board acknowledges the difficulties faced by staff in looking after often challenging and troubled prisoners. It is to their credit that they usually are able to resolve situations that might otherwise develop into an incident.

In our last report we raised grave concerns about prisoners with severe mental health problems being segregated for lengthy periods of time while they awaited assessment and transfer to a secure hospital. The Board considers this to be an intolerable situation.

When the refurbished unit was re-opened in 2010 the Board looked forward to seeing exercise equipment in use and in-cell education and work being made available on a regular basis. There has not been much progress: exercise is in the main restricted to walking around an enclosed small yard and in-cell activities are still very limited. Prisoners located in the unit for their own protection can find these restrictions particularly frustrating. The Board looks for an improvement in the situation

In-cell televisions are now available to some prisoners depending on their status and their compliance with the unit regime. At reviews requests for televisions are often raised and the Board now receives fewer complaints about the availability of radios.

Towards the end of the year it was proposed that the SAUs for HMP Highpoint and HMP Edmunds Hill be merged on the HMP Highpoint (South) site. No date has been given and the Board awaits confirmation and developments.

The twice weekly reviews are now held on Mondays and Thursdays and the Board attends the majority of these. Time-keeping has at times been an issue with members often having to wait from 15 minutes to an hour for the Governor or Healthcare to attend. Towards the end of the year the Board suggested that the reviews be put back to 14.00 and this has been agreed.

During the year it was proposed that the SAU units for HMP Highpoint and HMP Edmunds Hill be merged on the HMP Highpoint site. By the end of the year this proposal had not yet been taken forward; if it is, then the Board will need to monitor progress very closely and be alert for any problems.

6. Other Areas

6.1 Catering and Kitchens

Generally speaking, the Board is satisfied with the level of service provided by the kitchens under constant pressure and tight financial constraints. Negative comments in food servery logs are fewer, and those comments that are made are of a minor nature. Very few Applications are made to the Board regarding the quality of the food.

There has not been one week in the year when all the kitchen equipment (ovens, Bratt pans etc) has been working and the Board commends the catering staff for managing around these issues to produce meals on time. The kitchen experienced a major heating fault in the coldest part of December 2010 resulting in the need for temporary heating to be brought in. Despite these difficulties, the catering staff and prisoner kitchen workers remained cheerful and productive.

6.2 Chaplaincy

The Chaplaincy team provides a very high standard of pastoral care to all prisoners; not just to those with a faith. They have a team of full-time, part-time and voluntary chaplains and can meet all faith needs. Their pastoral care includes a daily visit by a Chaplain to the SAU where all prisoners are visited and any concerns discussed. The Chaplaincy is usually called upon if a prisoner suffers bereavement and will offer all necessary support.

The Imam continues to lead the team as Co-ordinating Chaplain. He is also part of the prison Care Team which provides support to staff as required.

The Chaplaincy continues to run a wide range of successful groups and courses. The Board has received good feedback from prisoners about 'Loose Ends', a monthly drop in session for prisoners wanting to talk informally within a group, and the Restorative Justice course exploring the effects of crime.

Management of the Prison Visitors Scheme is also a Chaplaincy responsibility. The Board notes that the scheme does not seem to have a particularly high profile at the moment.

6.3 Complaints and Applications Procedure

A new prison Applications procedure was rolled out during the year. This was aimed at ensuring better management and control of the Applications process. Whilst the Board welcomes the introduction of the new procedure, there are still occasions where prisoners are not receiving acknowledgement of their Applications and some Applications are being lost. The Board considers that the Application process should be tightened up and prisoners should receive acknowledgements and responses within the stated timescales.

6.4 Drugs and Alcohol

2010 saw the trend from the previous year continuing with fewer drugs recovered and random testing indicating confirmation of a drop in usage. Intelligence, though,

suggests there is always a ready market for supplies and it is a reflection of good security measures that the flow has been reduced. This highlights the continuing need for good programmes looking at addictive behaviour.

The Board has concerns that the IDTS programme may increase in profile to the detriment of in-depth courses where participants address and examine the reasons for their addiction. The Board notes that IDTS does seem to be able to tap into funding from various sources. IDTS clients are monitored and receive good ongoing support from CARATs. However, participants may be seen by other prisoners as a further source of drugs and become subject to pressure to divert their daily medication for financial gain. The Board is still concerned about the waiting area in Healthcare for IDTS clients. Any delays in delivering the medication can mean a long wait in a stuffy room and the atmosphere is at times quite volatile.

There is now just one drugs course which is run by PASRO. In reply to the Board's 2009 Report, the National Offender Management Service said there were no plans to increase this number. The Board does not hesitate to restate its view that only one drugs course is inadequate for a prison population of 944.

Last year the Board raised concerns that prisoners with poor literacy found it difficult to participate in courses run by PASRO. Key workers now aim to address this issue by providing additional support as and when required.

The year saw the delivery of the first ARV programme. It appears to be bedding in very well. An IMB member attended when certificates were issued and it was heartening to hear participants discuss the work they had done and the value to them as individuals. Their appreciation of course facilitators was very evident.

Participants reside on Blenheim Unit whilst completing intervention and offending behaviour programmes. A weekly meeting of uniformed staff and programme facilitators is held on the unit so that information can be shared and problems discussed. Regular attendance at this meeting is encouraged: although at times conflicting work pressures can be a problem. Unfortunately staff working off the unit do not always have the same awareness of the needs of prisoners tackling substance and behavioural issues. Training and awareness sessions aim to address this.

A new course has now been introduced: Alcohol Awareness. It is run by Probation. So far there has been a good uptake and the Board hopes that resources will allow continuing delivery.

Attempts have been made to introduce AA and NA support groups for prisoners with alcohol and substance problems. Unfortunately so far contacts made with outside agencies have not produced any tangible results. Prisoners who have been involved with these groups in other prisons still hope the coming year will see their introduction at HMP Highpoint.

6.5 Incentives and Earned Privileges

The year saw a fall in the number of prisoners on enhanced IEP status.

The Board supports the IEP process, provided it is seen to be fair and transparent, with the prisoner being given a clear explanation of reasoning behind the decision. Nonetheless, the Board continues to receive Applications from prisoners who

consider their IEP downgrade to be unfair. The Board feels there is room for improvement in the consistency in applying the rules and sanctions across the wings. Indeed, the Board has observed inconsistencies between officers on the same wing. This behaviour can result in frustration for the prisoner.

6.6 Induction and First Night

The Board remains concerned that 24 cells designed for single occupancy are shared by two persons, who are also obliged to share the ablution and lavatory facilities of the cell. The Board considers this to be wholly unacceptable.

The Board is pleased to state again that the staff on the induction wing are positive and caring, contributing to reducing prisoner stress of the first night.

From 2011 Wellington Unit will become the Induction Unit for the merged establishment. A new induction programme is likely. The Board will monitor developments

6.7 Lifers

The Lifers Unit, Lancaster, remains a very settled unit. Although the men have the chance to apply to transfer to Vickers and Halifax units, most prefer to stay on Lancaster where the majority of lifer prisoners reside. The men keep the unit looking bright and very clean and tidy and they have the opportunity to do some basic catering for themselves.

Lifers from elsewhere continue to request transfers to HMP Highpoint to take advantage of the popular HRP programme run by Psychology.

Four successful lifer days were held during in the year in the visits hall. Lifers have the opportunity to spend extended quality time with their families and they are able to discuss concerns with lifer-trained officers and probation staff.

6.8 Offender Management Unit and OASys

This time last year the Board was confident that a considerable improvement in the work of the OMU would be seen, and in particular in the completion of OASys. Sadly this improvement has not materialised. The department is currently under-resourced (although this situation is scheduled to improve in 2011), with the inevitable consequence that Offender Supervisors are not able to do their work properly: a real fear has been expressed that an offender may be discharged from Highpoint before ever getting to meet his Offender Supervisor, and might then re-offend, thus showing up the OMU in a very unfavourable light.

During 2010, hours lost to the OMU through officers being redeployed amounted to over 3000, and the Offender Supervisor caseload is currently running at over 60. These factors have contributed to the current situation where 143 prisoners managed by the OMU are without an initial OASys, and 63 are overdue a review. As an example, in November a mere 3 OASys were completed! This in turn has led to the department receiving over 100 Request/complaints and solicitors' letters a month.

A laudable initiative, introduced during the year, was that of OMU "surgeries" on the wings on a Friday afternoon. These surgeries can result in up to 20 offenders being

seen in one session. However, following a reprofiling exercise, the SO concerned found that she was being redeployed at a time when the surgeries should be taking place, which interfered with her ability to do this valuable work. Both the OMU and Resettlement had asked to be represented on the Reprofiting Group, but this request was not acceded to.

The IMB does appreciate the difficult situation the Prison Service is in, in particular in relation to staffing, but the OMU function is an important one, and for too long it has not received the support it deserves, and which the current Governor pledged to provide.

6.9 Personal Officer Scheme

On the whole the Board feels that staff work well with prisoners, although there are some officers who seem lacking in basic communication skills. Last year, the Board reported that some of the residential Units displayed personal officer names adjacent to cells and anticipated this being extended throughout the prison. Regrettably, this has not been the case and the Board wonders about the reason for this.

The Board is pleased to report that the Personal Officer scheme is much improved over 2009; though it is still "patchy". The Board is delighted to acknowledge some excellent Personal Officers (and prisoners attest to this) but there are others who are yet to fully embrace the scheme.

6.10 Preparation for Release and Resettlement

6.10.1 Resettlement

As last year, the prison is consistently achieving its KPTs: Accommodation 86%, up from 80%, Education 25%, up from 11%, and Employment 30%, up from 27.8%. Both Debt Counsellors and Jobcentre Plus are attending regularly, and there are plans to begin to work with offenders much earlier in their time at HMP Highpoint rather than in the last 3 months of their sentence, which often does not give enough time.

On a less positive note, the Board has noted a disappointing attendance at the bi-monthly Resettlement meetings.

6.10.2 Probation

The Probation department is a very valuable asset to the prison. The variety and extent of the department's involvement in prison life is evidence of this.

Apart from managing IPPs (currently 62) and Lifers (currently 52), which now includes driving offenders' sentence plans, Probation are involved in HDC boards, carrying out Resettlement Manager Reviews for accredited courses including ARV, HRP, CALM, TSP and CSB, and sitting on various committees, including DREAT, Safer Custody, and Health and Safety. Probation also has a public protection responsibility, notifying the police of the reception or discharge of certain types of offender. In addition, Probation are now running the Alcohol Awareness course which was successfully introduced into HMP Highpoint during the year.

Probation is appreciated for being very good at assessing risk. They have coped admirably with the merging of the two sites in spite of being, at times, short of staff, and are delivering their service as per their contract with the prison. They are also appreciated by the IMB for their willingness to help and to provide information when requested.

6.11 Prisoner Forums

Earlier in 2010, the prisoner forum format changed. Instead of one meeting with all wing reps, it has been devolved to individual DPSM prisoner services. This has the advantage of better local accountability, full understanding of problems affecting specific units and speedier resolution.

Originally prisoner forums were alternated with personal officer surgeries. This was not successful as take up was very poor. OMU surgeries are now held each month on each unit instead. To date, this seems better and easier for prisoners to understand the purpose.

The IMB are regularly invited, attend and receive minutes to 3 out of the 5 DPSM prisoner forums. Individual forums have developed their own approach and character which is interesting to observe. One forum has been actively interested in food issues and invited a chef from the kitchen to attend a meeting, which he did. Another has a very businesslike, efficient and courteous approach to agenda items, along with forensic inquiry on the part of the reps. The third has a more informal, relaxed approach that suits the unit well.

Skilful and experienced SOs chair meetings when DPSMs are not available.

Prisoner reps are fully involved in the meetings, have positive relevant comments, good ideas and give insight. One prisoner-led initiative from a forum is the possible introduction of Fine Cell Work to HMP Highpoint. This has been taken forward by the IMB to Governor level.

Forum for Older Prisoners

In 2009 the Board was pleased to report that a forum for older prisoners was to be introduced. It is therefore disappointing to note that only two meetings were held during the year. Older prisoners are, though, invited to DREAT Meetings (see Section 5.1)

6.12 Property and Post

Although there has been a drop in the number of Applications received by the Board concerning prisoners' property, the topic continues to be a major issue for prisoners at HMP Highpoint. In the reporting period, 146 Applications (representing 21% of all Applications) were received by the Board on this matter, and represented the no. 1 topic of all issues raised.

The Board has seen little improvement over the situation reported in 2009, where the Board expressed its incredulity that so much property could go missing within a closed prison system. The Board is at a loss to understand where missing property goes to and why it seems so difficult to trace it, once mislaid.

The Board has yet to see any focus or cohesive action by the Prison Service to address this issue.

The existence of different property allowances across different prisons continues to be an issue. In the Board's experience, prisoners are generally unaware of these different allowances, resulting in fruitless Applications that cannot be resolved.

The merging of the Reception Units for the whole establishment in 2011 will mean that all property will be stored on the HMP Highpoint (South) side. It is hoped that this will go smoothly but the Board has concerns that as property is already an ongoing issue this may prove otherwise.

6.13 Reception

Reception staff have an important role in that they provide the first impression of Highpoint. All prisoners arriving or being discharged will pass through the unit. When IMB members visit, they are pleased to observe that staff are always friendly and courteous in their dealings with prisoners.

As noted in the previous section, the Reception at HMP Edmunds Hill will close next year and all incoming prisoners will be received into the Highpoint (South) Reception. The Board will monitor this arrangement closely to see if there are any problems or issues that need to be taken to the Governor.

6.14 Security

As stated in section 6.4 (Drugs and Alcohol), fewer drugs have been found within the establishment. This trend also extended to finds of mobile phones and fermenting liquid ('hooch').

	2008	2009	2010
Mobile phones	98	63	32
Cannabis resin	1,203.7g	283.4g	44.1g
Herbal cannabis	665.9g	204.0g	69.1g
Opiates	55.4g	35.6g	14.4g
Steroids/ecstasy	2,079 tabs	88 tabs	100+ tabs
<u>Other finds</u>			
Barbiturates			0.5g
Buprenorphine (Subutex)			4.0g
			1 crack pipe
'Hooch' (approx measurements)	321 litres	117 litres	30 litres

The continuing programme to net residential units means that fewer parcels have been thrown over the exterior fence. Extensive searches of units and other areas

have been intelligence-led to find items that have still managed to get through. Attempts to smuggle drugs or phones through mail and visits have continued and do not seem likely to ease.

In the run-up to Christmas, the canteen stopped supplying anything likely to be used to make hooch (e.g. oranges). Searches were also stepped up. These combined measures were very successful in preventing brewing.

The reduction in mobile phones is attributed to a good local searching policy and the introduction of BOSS chairs and wands (high-powered metal detectors) across the whole prison estate.

The downside in the reduction of drugs and mobile phones is often an increase in unpaid debts which in turn can lead to bullying or assaults. Prisoners will not often divulge the names of their assailants or what led to an assault. Staff may have a good indication of what has happened but without evidence cannot take the matter forward.

The monthly security meeting provides a good forum for sharing intelligence amongst staff and managers and builds up a good picture of security issues across the prison and any particular problem areas. Good security has meant trying to stay one step ahead all the time and to spot any developing trends, and then to take appropriate measures. The Board acknowledges that good intelligence and security goes hand in hand with maintaining a safe environment for prisoners and staff. The Board does, though, have concerns that a possible reduction in the drug dog team may have an adverse effect within the establishment.

6.15 Transfers

Prisoners continued to raise many issues with the Board related to transfers. Four main concerns were regularly cited by prisoners and these are described in the following paragraphs.

6.15.1 Prisoners wishing to be nearer home

Although the prison service promotes the value of maintaining family ties in helping towards reducing re-offending, the Board's perception of the reality is that prisoners experience intolerable delays in achieving transfers to prisons nearer home. Even when a transfer is agreed between the two prisons, there continues to be delays affecting the actual move.

The situation at HMP Highpoint is particularly acute since it is situated in a remote part of rural Suffolk with a high population of prisoners from London and the Home Counties. The Board received 73 Applications in 2010 from prisoners requesting assistance in achieving a transfer but in reality the Board finds itself powerless to do anything effective for these prisoners.

In parts of the country (notably Kent), there are few, if any, Category C places available for transferring prisoners into. This puts a huge strain on visiting parents, often elderly, and wives and partners with young children when a visit becomes a major undertaking for them.

6.15.2 Compassionate Transfers

However pressing the need, compassionate transfers can generally only be agreed on a 1:1 basis at Governor level and in practice, this rarely happens. The Board considers this to be wholly unacceptable.

6.15.3 Category D prisoners retained

Last year the Board reported its concerns regarding retained Category D prisoners and suggested that the process needed clearer explanation. No further concerns have been raised with the IMB on this issue.

Foreign Nationals have made Board members aware of their frustrations at not qualifying for Category D conditions – please see Section 5.1.3

6.16 Visitors and Visitor Centre

6.16.1 Operations

For the most part the Board is satisfied with the way that visits are conducted and the officers show sensitivity to the cultures and religions of ethnic visitors.

6.16.2 Refreshments

In the visitors centre (the reception area outside the prison) and in the visits hall within, vending machines provide snacks, beverages and soft drinks. By Monday afternoon's visiting time after a busy weekend, much of the stock is depleted and the vending machine contractor is unwilling to replenish stocks over the weekend.

Given HMP Highpoint's remote location, the Board feels that these facilities are inadequate for visitors who may have spent several hours travelling to the prison by sparse and infrequent public transport, often with young children. Hot drinks and adequate refreshments should always be available.

There is a coach service, which operates from the London area on Sundays only and this takes nearly three hours. Both the visitors centre and the visits hall have small kitchens where it would be possible to sell refreshments yet these are not operational.

6.16.3 Ormiston Trust

The Board is delighted to report that the Ormiston Trust continues to provide a superb facility and excellent services to prisoners, their families and their children. Their office is located on the induction unit and their door is always open to prisoners with issues concerning their children and families.

The Trust had another busy year in 2010 supporting prisoners with children in a number of events:

- 3 Family days with 43 prisoner visits by 287 adults and 53 children
- 24 Children's visits, where 281 prisoners met 309 children

- The Christmas party was a happy event with an officer playing the role of Father Christmas, distributing presents which had been donated by a local church. Alas, the severe cold weather in December prevented some families from attending. Nonetheless, 13 families with 18 children were able to attend.
- The Family Day challenge where the theme “making fun out of nothing” saw prisoners engaging with their children in making collages from leaves. The Board found this a heartening process, where bonds between the children and their fathers were demonstrably strengthened.

Although not part of The Ormiston Trust’s Service Level Agreement, they willingly staffed the playroom for domestic visits where approximately 2,000 children used the facility during the year.

The Trust also staff the playroom as a gesture of good will for the four Lifer Days held during the year, where between 50 and 60 children were entertained.

The Board is pleased to report that the new Parenting course has started and four courses were run during the year, with up to eight prisoners per course. It is proving popular with the fathers.

The Trust continued to maintain a referral channel with “*London Links*”, an agency providing services and support to families of London-based prisoners, though the Board understands that continued funding from April 2011 is in jeopardy. The Board feels that the withdrawal of the *London Links* service would increase the isolation and sense of remoteness of London-based prisoners at HMP Highpoint.

The year ended with great uncertainty for the Trust regarding their future funding.

6.17 Vulnerable Prisoners

Although HMP Highpoint does not have a vulnerable prisoners Unit, many of the population are considered to be vulnerable and end up being transferred to the SAU either for their own protection or because their mental health issues give rise to difficult behaviour.

7. The Work of the IMB

7.1 The Year in focus

The year started with 13 members and ended with 15. Two members resigned during the year. In January interviews were held and four new members were recommended for appointment. Confirmation of these appointments was delayed owing to the General Election and the Chair acknowledges the patience and commitment of these new members.

While HMP Highpoint has moved towards a full merger with HMP Edmunds Hill, the IMB Secretariat at the Ministry of Justice considered the future of the Boards for the respective prisons. As a single Management Team for the two prisons came into force, the two Boards moved to a joint briefing from the Governor at the start of their monthly meetings. At the end of July, the IMB Chair for HMP Edmunds Hill resigned and this brought the date for a possible merger of the two Boards sharply into focus. The two Boards were asked to consider whether they were in favour of a merger and eventually the MOJ decided this would come into effect on 1st January 2011. All existing Board members were invited to join the new Board which will be meeting early in 2011 to elect officials.

The Board continued to have a busy year. In addition to regular rota and application visits, segregation reviews and the monthly Board Meetings, individual members attended 93 special interest and other meetings within the prison. There was a slight drop in Applications to see the Board from the previous year, 708 as compared to 773 in 2009. However the Board has concerns that it is still receiving Applications that would be more appropriately dealt with by Personal or Wing Officers.

In 2009 the Board hosted a visit for colleagues from HMP The Mount and in 2010 the visit was returned. All involved found the opportunity to visit another Category C training prison a most useful and interesting experience. It was a good opportunity to discuss common concerns and also to compare the regime at the two establishments.

The annual evening get-together was held in the summer and the Board continued to meet regularly for lunch before the monthly meetings. This meeting together informally helps to forge a very strong and supportive team. It is hoped that the enthusiasm and excellent team spirit will carry over into the new Board.

This will be the last Annual Report from the HMP Highpoint Board and the Chair wishes to record her thanks to all members. Throughout all the uncertainty about the Boards, future members have remained strongly focused on their day to day work. Their ongoing support, strong commitment and professional approach to the Board's work is gratefully acknowledged.

Members very much appreciate the support and guidance of the Board's clerk. During the year he also became clerk to the HMP Edmunds Hill Board and will now remain as clerk for the new Board. His experience and knowledge will continue to be most welcome.

7.2 Board Statistics

Recommended complement of Board Members	20
Number of Board Members at start of the reporting period	13
Number of Board Members at end of reporting period	15
Number of new Members joining within the reporting period	4
Number of Members leaving within the reporting period	2
Number of Members transferring out within the reporting period	0
Total number of Board meetings during the reporting period	12
Average number of attendances at Board meetings during the reporting period	11
Number of attendances at meetings other than Board Meetings	154
Total number of rota visits conducted	145
Total number of visits to the prison	590
Total number of Applications received	708
Total number of segregation reviews held	343
Total number of segregation reviews attended	300

7.3 Applications received by the Board

Code	Subject	2006	2007	2008	2009	2010
A	Accommodation	9	4	5	8	2
B	Adjudications	12	12	8	12	12
C	Diversity related	5	6	3	3	7
D	Education/employment/training	13	62	53	65	91
E	Family/visits	28	59	69	68	58
F	Food kitchen related	5	17	17	12	13
G	Health related	19	46	47	79	74
H	Property	91	173	195	191	146
I	Sentence related	202	191	116	129	113
J	Staff/prisoner related	12	28	22	17	21
K	Transfers	76	132	129	132	73
L	Miscellaneous	252	180	139	168	139
Total number of subjects in Applications			910	803	884	749
Total number of Applications		724	840	695	773	708

7.4 Activities and Development

Internal training of new members has gone on throughout the year and latterly the new members from HMP Highpoint were joined by two new members from HMP Edmunds Hill. The confirmation of the merger of the two boards in January 2011 has made this particularly useful.

The mentor system is widely recognised as being essential to the success of the probationary year and the improvement in retention of newly appointed members. Mentors at HMP Highpoint are very professional and dedicated and their close contact with their mentees is very much valued.

The merger of the two prisons has featured in several training sessions and there was a particularly useful session led by a Governor and the HR Business partner detailing the implications of the merger.

The planned visit to observe the Control and Restraint training at Kidlington was cancelled by the centre but has been re arranged for April 2011. In the interim, members were given the opportunity to observe the internal C & R course and benefited considerable from the well organised presentation and demonstration of techniques.

Members always appreciate any opportunity to be included in any courses within the prison. The knowledge gained is invaluable in carrying out duties with greater understanding.

Other training has involved speakers from One Voice for Travellers, CARATs, workshops and related qualification opportunities.

Visits have been made to IRC at Oakington and to HMP The Mount.

Members found both visits very informative and helpful.

8. Glossary of Abbreviations and Acronyms used in this report

AA	Alcoholics Anonymous
ACCT	Assessment Care in Custody and Teamwork
ARV	Alcohol Related Violence
BICS	British Industrial Cleaning Services
BME	Black Minority Ethnic
BOSS	Body Orifice Security Scanner
BSC	British Safety Council
C&R	Control and Restraint
CALM	Controlling Anger and Learning to Manage it
CARATS	Counselling, Assessment, Referral, Advice and Through care
CBT	Cognitive Behaviour Therapy
CCD	Criminal Casework Directorate
CLAIT	Computer Literacy And Information Technology
CNA	Certified Normal Accommodation
CSB	Cognitive Skills Booster
CSCS	Construction Skills Certification Scheme
DPSM	Developing Prison Service Manager
DREAT	Diversity and Race Equality Action Team
ESOL	English for speakers of Other Languages
FTC	Foundation Training Company
GTR	Gypsy, Traveller and Romany
HAB	Hospitality Awarding Body
HMCIP	Her Majesty's Chief Inspector of Prisons
HRP	Healthy Relationships Programme
ICAS	Independent Complaints Advocacy Service
IDTS	Integrated Drug Treatment Service
IEP	Incentive and Earned Privileges
IPP	Imprisonment for Public Protection
IRC	Immigration Removal Centre
ISCRE	Ipswich and Suffolk Commission for Race Equality
KPT	Key Performance target
MDT	Mandatory Drugs Test
MIG	Metal Inert Gas
NA	Narcotics Anonymous
NOCN	National Open College Network
NACRO	National Association for Care and Resettlement of Offenders
NVQ	National Vocational Training
OASys	Offender Assessment system
OCR	Oxford Cambridge and RSA Examinations
OLASS	Offender Learning and skills service
OMU	Offender management Unit
PALS	Patient Advice Liaison Service
P-ASRO	Prison Addressing Substance Related Offending
PCT	Primary Care Trust
PHPQI	Prison Health Performance and Quality Indicators
PO	Principal Officer
SAU	Segregation and Assessment Unit
SIFRE	Suffolk Inter-Faith Resource
SMT	Senior Management Team

SO	Senior Officer
TSP	Thinking Skills Programme
UKBA	UK Border Agency
VR	Violence Reduction