



ANNUAL REPORT

of the

INDEPENDENT MONITORING BOARD

of

HMP/YOI WARREN HILL

1st June 2009 – 31<sup>st</sup> May 2010

## Section 1

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### 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 Secretary of State for Justice 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.

Members of the Board are unpaid but may claim travelling expenses.

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## Section 3

### DESCRIPTION OF THE PRISON

1. HMP/YOI Warren Hill is a young offender institution providing accommodation (in two geographically separate sites) for 222 sentenced and remanded juveniles. The main site (Warren Hill) includes accommodation for up to 30 remanded boys and a number of others serving Section 53/91 sentences for more serious offences. The vast majority of the young people in Warren Hill are serving detention training orders. The Carlford Unit is located approximately half a mile from Warren Hill main site. It provides accommodation for 29 juveniles serving longer sentences including lifers and sex offenders.
2. Several services are provided by external agencies under contract. Healthcare is provided by the local Primary Care Trust. During the year education and training was provided under contract by the commercial firm A4e and guidance was initially provided by the separate commercial firm Tribal but funding for this ceased with effect from September 2009.
3. Throughout the reporting year the Governor of the prison was Roger Plant who had been permanently appointed to the post in February 2008.

## Section 4

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### EXECUTIVE SUMMARY

#### Particular issues requiring a response

##### **4.1 Policy Matters on which a reply from the Minister is sought:**

- 4.1.1 Whether the Minister will ensure that the provision for serious juvenile offenders in the Carlford Unit which is due to be moved into a new building on the main Warren Hill site will continue to be regarded as a national resource and adequately financed as such (Paragraph 6.1, 6.2 and also Annual Report 2009).
- 4.1.3 Whether the Minister will take steps to ensure that, with the reorganisation both of the NHS and of youth justice, steps are taken to improve the early identification of juveniles in custody with significant mental health needs and to improve the provision of mental health support for them (Paragraph 5.3 and 5.5).

##### **4.2 Operational Matters on which a response is sought from the Prison Service and the Youth Justice Board**

- 4.2.1 Whether the Prison Service and the Youth Justice Board will take steps to ensure the provision of art within the education programme for juveniles in custody because of its developmental and therapeutic benefits. (Paragraph 5.2)
- 4.2.2 Whether the Prison Service and the Youth Justice Board will seek to improve their working with other agencies of government so that juveniles who are foreign nationals are provided with sufficient support during their imprisonment and that timely arrangements for their future are made in advance of their due release date. (Paragraph 6.8)
- 4.2.3 Whether the Youth Justice Board will take steps to improve the resettlement prospects of juveniles released from custody by ensuring that accommodation is arranged for them in good time before their release. (Paragraph 6.17)

#### 4.3 Overall judgement.

Warren Hill prison provides for a challenging population of adolescent boys. Despite some respite provided by a temporary drop in the prison roll, the prison has had increasingly to reorganise and in some aspects to reduce its provision because of the decline in the resources available. The Independent Monitoring Board regards the prison as well led. Significant improvements have made the prison more effective in caring safely and appropriately for its often troubled population, as recognised by Her Majesty's Inspectors of Prisons when they visited in September 2009. The staff work hard and support each other well. For the most part they show much practical care for the boys in their charge. The continuing inadequacy of the first night arrangements should be put right when the new building currently under construction is completed in 2011. We are concerned that the prison has to deal without sufficient external support with some boys with significant mental health problems and others who are foreign nationals with little or no English and an uncertain legal status. Nevertheless we consider that overall the prison is dealing humanely and justly with the young people placed there. The Independent Monitoring Board continues to be concerned that the Carlford Unit, a national resource which provides separately and very appropriately for serious young offenders, continues to be adequately resourced when it moves to a new building on the main site in the Spring of 2011.

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## **Section 5**

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### **AREAS THAT MUST BE REPORTED ON**

#### **5.1 Diversity**

The work done to ensure that young people in Warren Hill are treated equally is excellent. Racial incidents are rare and are fully investigated. Great care is taken to see that no minority is disadvantaged with regard to access to classes or to sought after jobs. Race Equality Action Team meetings are held monthly which are well attended by representatives of all aspects of the young people's care and each unit sends a boy to bring their concerns to the meeting. The boys are well briefed and their views discussed thoroughly. Warren Hill has a large minority ethnic population and the care taken in this respect is impressive. It is important that this is the case as tensions are apparent from time to time.

#### **5.2 Learning and Skills**

Education in Warren Hill continues to be provided by the commercial firm, A4e. The contract with another firm, Tribal, for providing the boys with educational and careers guidance came to an end in August 2009 with the service being largely discontinued. There is now only one member of staff left who assesses boys on a one-to-one basis during their induction programme and attends their initial review board meeting. The careers element of the guidance service has been taken over by Suffolk Connexions which provides only one session a week and is in no position to help the majority of the boys as their homes are outside the county, for example in Peterborough and London and even further afield.

In August 2009, in response to a decision by the Youth Justice Board, the target hours for the amount of education to be provided for each young person was reduced from 22 to 15 hours per week. Because the introduction of this happened to coincide with a fall in the prison roll, the effect of the reduction in resources was not fully felt for much of the remaining reporting year. Some boys have in fact completed their examination syllabuses more quickly but there has then been a problem in resourcing accredited follow-up programmes. The IMB particularly regrets the decision to remove the art classes from the educational timetable; art is widely regarded as having important benefits for improving perception, self-expression and emotional wellbeing – and this has been found to be especially so for offenders as is well recognised in the annual Koestler Awards for art in prisons. The IMB strongly urges the prison and A4e to provide well-resourced art programmes as a significant part of the educational provision at Warren Hill.

The practical and workshop courses on offer continue to be very popular. An industrial cleaning course was introduced during the year on the Warren Hill site, though some aspects of the provision for this programme, after long delays, were still not in place at the end of the reporting year. The bricks workshop was closed for many weeks while a new instructor was appointed. The car mechanics and painting and decoration workshops have been well run and the boys have engaged with enthusiasm in the practical sessions. A particularly noteworthy feature is the way boys have been involved in redecorating some areas of the prison, thus making a visible contribution to improving their own environment. These programmes are not available to boys on the Carlford site where there continues to be a significant lack of practical training opportunities. Carlford boys have, however, benefitted

from an excellent horticulture programme as well as improved opportunities for work experience outside the prison and some boys have repainted their rooms.

Education continues to be very well supported by the high quality of the library (with the librarian employed by the Suffolk Library Service). Most boys make use of the library and imaginative initiatives are in place to encourage this including the use of visiting authors such as Anthony Horowitz who has visited to conduct workshops with the boys.

The education programme has been helpfully supplemented in various ways. For example the Howard League for Penal Reform has run a four day citizenship course at Warren Hill which was well received by the boys and the League combined with the education provider's media group for ten days at both the main site and in the Carlford Unit. Short courses provided by the army and the fire service were particularly well received and it would be good for these to be repeated.

It is difficult to organise a coherent education programme as boys are joining and leaving the prison practically every day and they often miss lessons to attend review boards, disciplinary hearings and court cases. Nevertheless many boys, who have often missed out on educational opportunities earlier in their lives, benefit from the caring and careful attention they receive from the education staff.

### **5.3 Healthcare and Mental Health**

Throughout the reporting year Healthcare in the prison continued to be provided by the Primary Care Trust. The healthcare staff are respected by both boys and the rest of the prison staff as they provide a very effective service with professional skill and kindly good humour. As well as treating illness and injury they monitor all boys on arrival as well as when they are taken into segregation.

The healthcare centre, though recently redecorated, remains rather cramped and with insufficient privacy. During the year work started on a new building which should provide much improved facilities at some point during 2011.

Staff shortages have meant that quite often there is not an officer available to escort boys to and from the healthcare centre. This results in the doctor and the dentist wasting a lot of time between patients as individuals are escorted to and from their units by healthcare staff. This reduces the number of treatments possible with precious resources being wasted as a result. This is a continuing problem raised repeatedly by the IMB over several years.

The IMB continues to be very concerned about the boys with significant mental health needs who are sent inappropriately to Warren Hill and about the difficulties and delays that the prison staff experience as they try to secure appropriate placements for them elsewhere in the system. If these boys are at significant risk of self-harm they are usually housed in the segregation unit so that they can be adequately supervised. As mentioned in previous IMB reports, this means that these vulnerable boys can be unsettled or intimidated by being placed near or alongside others who are being punished.

### **5.4 Safer Custody**

The recent combining of the Psychology and Safeguarding Departments has continued to strengthen the prison's approach to safer custody and staff as a whole are more alert to the issues involved and more ready to work together to ensure the safety and welfare of the young people.

IMB members regularly monitor the ACCT files kept on boys subject to special oversight because of the risk of them self-harming. We continue to be impressed with the care and sympathy shown towards these vulnerable boys, both in day-to-day dealings and at reviews. We have noted many more



instances where boys have been encouraged and enabled to keep in touch with their families, for example through being granted discretionary phone calls.

Bullying is a continuing concern in the prison. A new violence reduction strategy has been introduced to encourage a more proactive approach, discouraging negative labelling and setting positive goals, an approach which recognises that most bullies are also victims. It took staff some time to get used to this, though the approach promises well. The IMB continues to encourage the prison to consider the introduction of a restorative justice initiative, having seen such a scheme working well with juveniles when members made a visit to Ashfield Prison.

The prison has recently housed a higher proportion of serious offenders. In some cases these bring rivalries and gang activities into the prison resulting in bullying, assaults and fights. Boys have been injured as have prison officers when they have intervened. The prison has introduced new arrangements for boys to move from one location to another along a one-way route which has succeeded in reducing the opportunities for confrontation.

The IMB is concerned about the future of social worker provision in the prison as the funding for this service is uncertain.

## **5.5 Segregation/Separation & Care Unit and Dealing with Misbehaviour**

Throughout the reporting year the IMB has continued to be very concerned that boys who are in prison for their first night are housed in the same dual-purpose unit as those who are segregated, mostly in different corridors but sharing showers, servery and exercise yard. The same staff have to cope simultaneously with these two very different groups. The prison has been less full for most of the year and this has meant that boys have generally moved on to the units in the main body of the prison after their first night. As mentioned in 5.3 above the unsettled atmosphere can be disturbing and frightening for new arrivals when they are at their most vulnerable. This has particularly applied to a few boys with significant mental health difficulties who have been retained in the unit, occasionally for as long as several weeks, so that staff can more easily give them oversight and attention. Fortunately by the end of the reporting year work had started on a new building which, among other things, should at last during the course of 2011 provide better facilities for boys on their first night or who are otherwise vulnerable.

Adjudications following disciplinary infringements are regularly monitored by the IMB, and are found to be fair and well conducted. Boys are listened to and found not guilty if there is insufficient evidence. Governors meet quarterly to review the outcome of adjudications and the trends revealed by statistics. This has helped to ensure consistency of punishment and to inform decisions about staff training. Staff sometimes complain that boys get away with too much; governors need more frequently to remind staff of sentencing policy and to explain to them the reasons for decisions in significant individual cases. The Board is glad to note the introduction of a policy under which a boy who has behaved violently has an early review of his status under the earned privilege and incentive scheme. It is also good to note that the prison has continued to manage most problems in a low-key way with boys staying in their normal locations or in robust cells on the wings. A minor reports system for dealing with minor cases was due to be introduced just after the end of the reporting year.

Arrangements for the segregated boys have continued to improve during the year. These adolescents can be very demanding and unpredictable and some are clearly disturbed. They all need to be approached with empathy. Some staff are excellent in doing so, showing much imagination and care. The IMB considers that those working in this unit need to be well motivated

and with the appropriate skills if good results are to be achieved. Boys who are bored or depressed may behave badly and fail to make progress. Recently, following staff redeployment, there have been welcome changes in the regime, with more education and attendance at outside classes and more association where possible. Early in the year a “traffic light” system was introduced to provide readily understandable incentives and consequences for those segregated. This, however, led to some confusion amongst both boys and staff as it did not align with the levels used in the earned privileges and incentives scheme used across the prison as a whole. Governors have continued to modify progressively the terms of the segregation imposed to provide a reward for good behaviour and to facilitate the reintegration of the boys into the normal regime. The limitation on the resources for providing education on the unit has resulted in some cases in a considerable delay in putting a programme in place. Reading and writing materials have, however, been more readily available. Staff continue to involve the boys in practical tasks about the unit. The IMB has voiced repeated concern about the bleak exercise yard. An exercise bicycle has now been provided there and further improvements – such as the use of balls and other equipment – is now being talked about.

The IMB is insufficiently informed of moves into segregation, but visits to individual boys in the unit are made on an at least weekly basis. All of the reviews of continued segregation attended by the IMB have been conducted, in the IMB’s view, on a proper basis. The IMB has been represented at Segregation and Monitoring Review Group Meetings.

## **Section 6**

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### **OTHER AREAS OF THE PRISON REGIME ON WHICH THE BOARD HAS ISSUES TO REPORT**

#### **6.1 The future of the Carlford Unit**

At the start of the year the Board was most concerned about plans to close the Carlford Unit, a rare and highly valuable national resource for dealing with the most serious offenders under the age of 18. It seemed likely that this special facility, housed in a building half a mile from the main Warren Hill site but surrounded by the prison buildings of Hollesley Bay, would become an almost accidental casualty of the drive for economy, prison by prison, across the national estate. In its last annual report the Board pressed ministers and also the YJB to ensure that this small unit providing with its supportive ethos for the rehabilitation of serious young offender juveniles was retained as a significant national resource.

Soon after the start of the reporting year the IMB was glad to receive a letter from David Hanson, the then Prisons Minister, telling us that there had been a reconsideration and that the Youth Justice Board had launched a project to consider what might be the best policy for providing for serious young offenders within the secure juvenile estate and that in the meantime the Carlford Unit would be able to continue its work. The Minister promised to write to the IMB about the emerging conclusions of this project in the spring of 2010. However, no policy regarding serious young offenders was announced by the time of the General Election in May 2010, and the IMB continued to be concerned, at a time when short term expenditure cuts had become a priority, that decisions about the future of Carlford would be taken by the new Government on a sufficiently informed and considered long-term basis. After the end of the reporting year (in July 2010) it was decided that the Carlford unit would be closed in March 2011 with the building likely to be used by HMP Hollesley Bay. At the same time the new accommodation wing under construction on the main Warren Hill site would be used for a special unit. The IMB is concerned this new unit should be given both the brief and the staffing to generate the sort of stable, caring and community ethos that has enabled Carlford to be such a successful facility.

#### **6.2 The Carlford Unit during the reporting year**

Morale in the Carlford unit, amongst both boys and staff, was at lower than usual ebb in the early part of the year, due not least to the continuing uncertainty about the future of the unit. The cutting of the education hours had a major effect on Carlford, with formal education reduced to 8.30am – 11.30am. This has been particularly unfortunate for these boys, most of whom are on long sentences and who are in a position to benefit, both academically and in terms of personal development, from sustained tuition. Some have been deprived of a challenging programme that might enable their long-term rehabilitation. As a result boys have been less occupied in the afternoons than previously and perhaps increased boredom led to the unusually high number of adjudications in Carlford for petty incidents in the early part of the year.

However, with the staff changes in April 2010, Carlford has begun to develop more positively again and a creative spark has returned. Staff are organising more purposeful activities for the afternoon sessions, with classes in art, cookery and gym planned, a club being formed for board games, and the radio station being resurrected. The IMB considers it important that these plans are realised. Already the horticulturist is now working three afternoons weekly, resulting in young people growing their own salads and vegetables. A special remembrance garden has been planned, constructed, planted and is now being maintained in memory of an officer who died last year. The possibility of more work placements in the community have also been explored: by the end of the year two young people were working at a centre run by MENCAP four days per week and this was proving to be very beneficial for both sides.

Carlford has been full throughout the year with all 29 spaces invariably taken and with a considerable waiting list. The quarterly family days have continued to be very successful with a good uptake of families coming to visit their young person in prison. A particularly good feature is that the visits are intergenerational with grandparents and young siblings as well as parents attending, often from a long distance. The staff take a lot of trouble to ensure that the visitors are made to feel valued and welcome and that they are able to see some of the work done and the personal progress being made in the unit. Parents have often expressed to IMB members their gratitude that their sons have been placed in this small scale setting with its humane and constructive ethos.

### **6.3 Accommodation**

The prison has been less full than in previous years, reflecting the sharp reduction in the number of juveniles nationally who have been given custodial sentences. The number of empty beds enabled the prison to take one of the four accommodation blocks out of use for several months and this enabled the management to cope with the reduction in staff that occurred as a result of the national recruitment freeze. Warren Hill has continued to maintain the policy of the single occupancy of all rooms, which helps to provide for the boys' safety. There has been a continuing urgent need for a new facility for Reception and for keeping first night prisoners separate from those undergoing punishment. There is also a need for a larger Healthcare unit. All these needs should be met by the new building which will come into use in 2011.

### **6.4 Purposeful activity**

During the course of the reporting year several factors have had an impact on the programme of purposeful activity. Nationally there has been a fall in the number of juveniles in prison and the consequent reduced roll at Warren Hill has helped the prison to cope with the problems caused by the decline in resources available. In August 2009 the Youth Justice Board target for education provision for juveniles was reduced to 15 hrs per week - with an additional 10 hrs a week of purposeful activity to be provided by the prison.

It has been a challenge for Warren Hill to bridge this shortfall. The prison has done this by developing its horticultural and industrial cleaning courses and also the raptor project. In addition there has been an increase in the number of boys for whom work is arranged outside the prison with them being released on temporary licence (ROTL). The education provider A4e also now provides a range of resettlement courses which contribute to the hours of purposeful activity.

It is a different picture at Carlford. There the 15 hours per week education occurs solely in the mornings, with the afternoons given over to association. By the end of the reporting year there were plans to improve this provision as set out in paragraph 6.2 above.

There continue to be a number of enrichment opportunities arranged with other organisations visiting the prison. The Board strongly welcomes these contributions as they widen both the programme on offer and the range of people from the community whom the boys can meet and from whom they can learn.

## **6.5 Advocacy**

Warren Hill now has two full-time advocates, the service being run by Barnardo's. The advocates are concerned that they should be perceived as independent and have been worried that the site of their office may compromise this. Referrals to the advocacy service have decreased during the year, and the advocates plan to improve their accessibility by being more visible to the boys during meals, evening association and at exercise times. The IMB is represented at periodic meetings to review the work of the Advocacy Service.

## **6.6 Catering**

The caterers work hard to create a varied set of menus that always include alternatives providing for those of different religions as well as for vegetarians; the set of menus is changed every six months. Their efforts have, however, been affected by budgetary constraints and as a result the quality and quantity of the food has varied. Religious festivals are catered for very well and there is good liaison between the caterers and the Imam. Until the staff redeployment in April 2010, the rotation system for meals meant that all the boys had a significant opportunity to eat communally at lunch or supper. Since then the timetable constraints have meant that there has been a rotation system only at lunch which has reduced the frequency of eating out. In the view of the IMB eating in the company of others, including staff, increases the community awareness of the boys and helps the development of their social skills. Unfortunately the system whereby officers are encouraged to eat with and engage in conversation with the boys has on the whole not been working well and in some units it does not take place at all.

## **6.7 Chaplaincy**

After a year without a Co-ordinating Chaplain and with low morale among the team, this year has seen an appointment being made and much good work done. The Chaplaincy runs a "Time Out" scheme for vulnerable prisoners much appreciated by the young people, and chaplains are often to be seen with boys in segregation. There is an excellent part-time Imam in the team but efforts to appoint one full time had not been successful before the end of the reporting year. Unfortunately there is no Prison Visitor scheme as the Co-ordinating Chaplain doubts its usefulness for young people. We cannot agree with this view, having seen its value in the past, and are hopeful that it may be restarted.

## **6.8 Foreign Nationals**

Foreign nationals make up around 10% of the Warren Hill population. Many of these are thousands of miles from their parents and with no known support in the UK. Some are of uncertain age and many are at risk of deportation. Many have little English and the “Big Word” telephone translation service is frequently used across the prison. The foreign national coordinator for most of the year was given no detailed time to develop the provision for these boys. There has been a change of coordinator in the recent staff re-profiling and the IMB thinks it important that the new post holder is able to give more attention in future to meeting the needs of these particular young people. The IMB has been especially concerned about some East Asian boys who have little or no ability to communicate in English and for whom the prison has little provision and little ability to contribute to the planning of what is to happen to them on the completion of their sentences. The fact that these boys are generally cooperative and that there is no one either inside or outside the prison to speak up for them means that their needs can often be overlooked. We consider this to be a major problem for the prison but one that needs to be addressed more widely, particularly with regard to foreign nationals under the age of 18 by the Youth Justice Board working in conjunction with United Kingdom Borders Agency and other government bodies at national level.

## **6.9 Late Arrivals**

The significant problems of long journey times for boys following court appearances and their late arrival times at the prison have been raised by the IMB for several years with the Youth Justice Board and by letter to the Prisons Minister and also via the Annual Report. The matter has also been taken up with the Prison Service and with ministers by the IMB National Council. 2008/9 saw some improvement in the experience of these problems at Warren Hill and this improvement continued or much of the recent reporting year. The improvement is thought to have been enabled by the decline in the number of juveniles being remanded or sentenced to custody. During the year the Prison Escort Service ceased to require the prison to forward monthly summaries of arrival times.

In recent months, however, following the closure of the provision for juvenile offenders at HMP/YOI Huntercombe, those arriving at Warren Hill have come from a wider geographical area, so journey times have been lengthening and the problem of boys arriving after 9 or 10 p.m. has been growing once again.

The few staff at the prison late in the evening continue to do their best for those arriving late but they are not able to deal with boys with the promptness and level of care that is desirable at a time when these new arrivals are at their most vulnerable.

## **6.10 Management**

The Governor, his Deputies, and the management team, have continued to provide strong leadership during the year. They have worked hard to improve the prison, despite the reducing resources available. There has been continued inventiveness in seeking to maintain programmes which offer particular value to young people. There has been a particular focus on making the most efficient and effective use of staff with a new staff profile resulting in widespread changes in the management structure and in staff deployment in April 2010. The Governor, rightly in the view of the IMB, has continued to give priority to developing the staff's ability to focus on the characteristic needs of the adolescent age group and the particular needs of the prison's often demanding population. Most – though not all – staff have adapted well to the considerable challenge of working in a juvenile prison.

### **6.11 Personal Mentoring Scheme**

In its last Annual Report the IMB called on the prison to develop further the personal officer scheme as this could be a powerful way of helping to promote the boys' welfare and development. In the early part of the year the scheme was seen still to be working unevenly, with for example delays occurring in the allocation of personal officers to boys arriving on the residential units. In April 2010 the Personal Officer programme was transformed into the Personal Mentoring Scheme to give the work a greater sense of purpose. The new scheme has many similarities to the old but the back-up arrangements have been greatly improved so as to cope with staff being off duty. As soon as the young person is moved from the first night accommodation onto one of the residential wings a Personal Mentor is assigned to him, now with the addition of a Personal Mentor Buddy. The Buddy is another significant adult and role model. The Personal Mentor Buddy and Personal Mentor are on duty at different times so there is generally someone available to whom the boy can turn. So far this system seems to be working well. In the smaller environment of Carlford the system works very well, with one Personal Mentor and three buddies for every young person. The boys in Carlford in general have longer sentences so the unit has greater stability and there is more opportunity for interaction with staff.

### **6.12 Canteen**

The canteen system enables boys to use their own money to purchase additional food, toiletries and other items from an approved list. In mid 2009 the nearby prison at Hollesley Bay ceased to be the provider of the canteen for Warren Hill and a new system was introduced. This appears to be working satisfactorily although there are some drawbacks. If there are discrepancies in a canteen pack this cannot be rectified immediately and the boy ends up with a refund rather than the item he had ordered. Depending on when a boy arrives at the prison, he may not be able to order and receive his canteen for up to a fortnight, and has to make do with a Reception Pack of standard items. When Hollesley Bay ran the canteen, it made a profit after staff costs which went into a general purpose fund used for enhancing the lives of the boys through the provision of extra equipment and prizes. This additional and discretionary source of funds is no longer available.

### **6.13 Substance Misuse**

A needs analysis undertaken by the psychology department in June 2009 showed that 46% of the boys were in prison because of a drug-related crime. In view of this the substance misuse team is understaffed and this reduces the amount of intervention work they are able to carry out. The prison targets seem to concentrate on assessments rather than interventions. This results in intervention work not being given sufficient priority – which is a wasted opportunity considering how many young offenders quickly reoffend. This is a pity as the department has compiled good materials to use with the boys and has an excellent suite of rooms for both individual and group work.

#### **6.14 Reception**

The reception unit continues to be housed in a temporary building which is cramped, poorly set out and seriously lacking in facilities. There are inadequate changing facilities, no shower (a particular problem after long journeys), a wholly inadequate lavatory (which is also shared with staff and visitors) and practically no space for new arrivals to be held, privately interviewed and searched. Additionally there are no arrangements for washing personal clothes which are stored and then reissued in an unwashed state when boys go to court or are released. A new reception unit will be provided in the new building currently being erected. This should come into use in 2011 and enable the long-running problems to be properly addressed.

#### **6.15 Serious Incidents**

During the year there were three serious incidents when one or more boys were out of control to the extent that the prison's command suite was opened. Members of the IMB attended on each occasion to observe the actions of prison staff in restoring order. The IMB reassured themselves as to the welfare of all involved, including that of the perpetrators, witnessing their removal to segregation at the end of each incident and monitoring their subsequent welfare. The IMB are agreed that these incidents were each very well handled by the Governor responsible. Staff turned out in large numbers showing much professionalism, patience and skill. Their established good rapport with the boys helped them to negotiate very effectively as the boys showed confidence in the word of the staff and also confidence that they were going to be well treated. Much effort was made on each occasion to keep the trouble localised and rest of the prison running as normally as possible.

#### **6.16 Staff recruitment, retention and welfare**

There has been a long running problem of recruitment at Warren Hill, which has this year once again been exacerbated by a temporary national freeze on staff appointments. The lower number of prisoners on roll for much of the year reduced some of the pressure on staff, though what was perceived to be a higher proportion of challenging and disruptive boys meant that the pressure on available staff was at times very high indeed. Staff at all levels have continued complain of stress. Morale was affected early in the year by two staff suicides and by another staff death in a climbing accident. Staff were also unsettled by the pace of change within the prison and the uncertainties about the future of the service nationally. The decision to go-ahead with the new building did, however, help staff to feel confident about the future of the prison even if many aspects of future arrangements remained unclear pending central government decisions. Throughout staff have supported each other very well.

#### **6.17 Throughcare and Resettlement**

Meetings are held periodically throughout a boy's time at Warren Hill to review his progress. Attendance at these boards includes parents, personal officers and members of external Youth Offending Teams (YOTs) as well as the boy himself. These meetings are often very constructive but there are instances where boys have been let down for example when a report is missing or a YOT worker from his home area has failed to attend. Resettlement was for most of the year reviewed at bi-monthly meetings intended to bring together all parties at Warren Hill concerned with the throughcare process. However, numbers at the meetings were



variable, and progress was slow. From March 2010 and the staff reorganisation, meetings became monthly and much more constructive and proactive. Several new initiatives have been planned to help boys make an easier transition from prison to the outside world. There is also better planning for the use of placements outside the prison including work experience (with boys released under temporary licence). Help is now provided with opening bank accounts and with other practical arrangements that face a boy on release. The main ongoing problem is finding suitable accommodation for the released young person, especially as most of the boys come from many miles away. The prison has expressed repeated concern over this to their local youth offending teams. The problem, which is central to the prospects of every young person on his release, is beyond the control of Warren Hill and merits sustained attention by the Youth Justice Board.

### **6.18 Video Facility for Court Appearances**

The IMB has for several years been calling for the video facility to be upgraded to make it sufficiently secure and confidential for court use to prevent young people from having to make long and costly journeys to court for brief appearances. It is good therefore to report that at the end of the year the necessary work to enable this was being carried out.

## **Section 7**

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

7.1 Members of the IMB visited the prison on a rota basis at least once and usually twice or sometimes three times a week throughout the year. This included some visits in the evenings and night and at weekends. They also attended various boards, such as those reviewing continued segregation, arrangements for those at risk of self harm, applications to go out of the prison on temporary release or arrangements for a boy's early release into the community. Members also observed a wide range of management meetings.

7.2 During the year two members resigned and two recently recruited members successfully completed their probationary year.

7.4 During the year 43 boys asked to see the IMB – these applications were mainly taken “on the hoof” as IMB members toured the prison.

7.3 Members attended several training courses both within and outside the prison. A member of the Board has been trained to work in schools and youth groups for the “Prison! Me! No Way!” scheme.

7.4 One member attended the IMB National Conference and a group visited HMP/YOI Huntercombe, which at the time provided for juveniles. The meetings of Area Chairs and a national meeting of Juvenile Chairs were attended by either the Chair or the Deputy Chair. Several members belong to the Association of Members of Independent Monitoring Boards (AMIMB) which brings monitors together to discuss issues without any government involvement.

7.5 The IMB have benefitted from excellent cooperation by the Governor, his Deputies and other members of the prison's management team who have been most accessible, frank and informative. Almost all the staff are helpful to IMB members as the latter go about their duties, though not all staff (for example in the education department) are adequately briefed about the role of the IMB. The IMB Clerk, who is also the Governor's personal assistant, has been most helpful despite the many other demands on her time.

<b>BOARD STATISTICS</b>	
Recommended Complement of Board Members	10
Number of Board members at the start of the reporting period	11
Number of Board members at the end of the reporting period	9
Number of new members joining within the reporting period	0
Number of members leaving within reporting period	2
Total number of visits to the prison (including all meetings)	331
Total number of applications received	43

#### **Applications received from boys during the year**

<b>Code</b>	<b>Subject</b>	<b>2008/9</b>
A	Accommodation	2

B	Adjudications	2
C	Diversity related	1
D	Education/employment/training	3
E	Family/visits	3
F	Food/kitchen related	1
G	Health related	4
H	Property	2
I	Sentence related	6
J	Staff/prisoner/detainee related	3
K	Transfers	6
L	Miscellaneous	10
	<b>Total number of applications</b>	<b>43</b>

## **Section 8**

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### GLOSSARY OF PRISON-RELATED ABBREVIATIONS USED

ACCT Assessment, Care in Custody & Teamwork

IMB Independent Monitoring Board

YJB Youth Justice Board

YOI Young Offender Institution

YOT Youth Offending Team

