



INDEPENDENT MONITORING BOARD

HMP EDMUNDS HILL

ANNUAL REPORT

1st January – 31st December 2010

THE 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:

Satisfy itself as to the humane and just treatment of those held in custody within its prison and the range and adequacy of the programmes preparing them for release.

Inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has.

Report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody.

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

Members of the Board of HMP Edmunds Hill 2009

Ms Dorothy Higginson Chairman-resigned August 2010

Mr James Knowles Deputy Chairman, Acting Chairman from August 2010

Mrs Patricia Cave JP

Mrs Pat Lodge Training Officer-resigned

Mr David Price- Resigned December 2010

Mrs Jackie Scott-Board-Development Officer

Mr Stephen Beresky-Resigned October 2010

Mr. Bob Snape

Mr. Brian Locksmith JP-Resigned December 2010

Mr. Hugh Garrett- Resigned December 2010

Ms. Deborah Padfield- Resigned March 2010

Ms. Terri Hardy – Resigned March 2010

Mr. Jamie Letts

Mrs. Linda Bowman-Appointed July 2010

Mrs. Kelly Osborne-appointed July 2010-resigned December 2010

Mr. Paul Stephenson JP-appointed July 2010

Mr Trevor Wick

Clerk to the IMB

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GLOSSARY

Abbreviation	Meaning
ACCT	Assessment, Care in Custody & Teamwork – replacement for F2052SH
BME	Black & Minority Ethnic
BOSS	Bodily Orifice Scanning System
CARATS	Counselling, Assessment, Referral, Advice & Throughcare Scheme – drug & alcohol team
CC	Cellular Confinement – a punishment
CNA	Certified Normal Accommodation
EO	Executive Officer
GOOD	Good Order or Discipline – Segregation under Rule 45/49 (historically GOAD)
HDC	Home Detention Curfew – the Tag
HMCIP	Her Majesty's Chief Inspector of Prisons
IEP	Incentives and Earned Privileges – Prisoners can be on Basic, Standard or Enhanced
IMB	Independent Monitoring Board
KPI/KPT	Key Performance Indicator/Target
MAPPA	Multi-Agency Public Protection Arrangements
MDT	Mandatory Drugs Testing
NACRO	National Association for Care & Resettlement of Offenders
NOMS	National Offender Manager Service – amalgamation of the Prison & Probation Services
OASYS	Offender Assessment System – computerised risk & needs assessment
OLASS	Offender Learning and Skills Service
OSG	Operational Support Grade
OI/OR/OP	Own Interests/Request/Protection – Segregation under Rule 45/49
PALS	
PCT	Primary Care Trust – National Health component responsible for healthcare
REAT	Race Equality Action Team
REO	Race Equality Officer
RIRF	Racial Incident Review Form
PPO	Persistent prolific offender
ROTL	Release on temporary licence
SORI	

INTRODUCTION

HMP Edmunds Hill is a Male Category C. Training Prison with CNA (Certified Normal Accommodation) for 379 male prisoners, and Operational Capacity of 379.

The Prison is located at Stradishall on the Suffolk side of the Suffolk/Cambridge border and in close proximity to HMP Highpoint with whom it began to merge during 2010. The merger is expected to be complete 17th April 2011

It is also within walking distance of Stirling House, which is a Prison Service training centre, in frequent use for internal, as well as National training and meetings.

The Prison occupies part of the site of a former RAF base and some of the buildings, including three residential units and the main administrative block, suffer from being of that era and in constant need of maintenance.

There are a total of five residential units plus a Separation and Assessment Unit.

Her Majesty's Chief Inspector of Prisons carried out an unannounced inspection from 7-11 September 2009 and published her report in December 2009. The Annual Report has taken the Chief Inspector's recommendations into consideration.

EXECUTIVE SUMMARY

Issues for the Minister

The lack of funding is affecting several areas.

Offender Management Unit: The Offender Management Unit has been affected by the budget retrenchment; staffing cuts mean that officers have to be deployed to other duties. Whilst it is hoped that Probation support Officers will be able to take over some of the work, the IMB considers it essential that this department is always staffed adequately, to enable it to produce timely reports that affect prisoners' release and sentence planning.

Prisoner meals: Whilst the prisoners' food is nutritious, and well produced, the food budget of £2.10/prisoner/day means that food for those prisoners on special diets can become monotonous and give rise to complaints.

Healthcare: There is at present funding for one administrator for the two prisons. It is not practical for one person to divide his or her time between two sites, and funding for the post at Edmunds Hill has had to be diverted from the nursing budget diverting nursing budget to administration. Funding is needed to allow for an administrator in healthcare on both prison sites.

Foreign National Prisoners: The position for foreign national prisoners improved, but the IMB still believe the UK Borders Agency needs more resources to see that foreign national prisoners know their fate before their release date and are not retained in prison.

Issues for the Prison Service

Prisoner's property: The management of prisoner's property still creates unnecessary pressure for both the prison and the IMB.

Relationship between prison and the PCT: The long wait to see the dentist for routine cases has returned to a high level. The IMB believes that that continuous pressure must be applied to the PCT until this is rectified

Issues for the Governor

The gardens have in the past provided colour in a drab and utilitarian setting, and valuable training opportunities for offenders. The IMB urges the governor to see that this good work is not allowed to deteriorate.

Offender Management Unit: IMB urges the governor to see that this department is always staffed adequately, to enable it to produce timely reports that affect prisoners' release and sentence planning.

Education: Whilst the merger has brought essential changes, with departments relocating, the IMB would like to be assured that educational opportunities at Edmunds Hill will remain as broad based as possible

Morale: The Annual Staff Engagement Survey revealed a less than average feeling of job satisfaction. The IMB compliments the governor on the work already done to rectify this, but asks her to maintain the momentum in this vital area.

Significant Changes since the Last Report

The merger of HMP Edmunds Hill with HMP Highpoint

The transfer of the Reception and Induction Units to HMP Highpoint

The extension of hand-held devices for detecting mobile phones

The expansion of Integrated Drug Treatment System (IDTS).

The provision of new gym facilities

Rag making workshop and the reallocation of educational and workshop facilities between Edmunds Hill and Highpoint

TREATMENT OF PRISONERS

RECEPTION/INDUCTION/PRISONER STAFF RELATIONS

Reception

Although this is outside the reporting period, the Reception unit at Edmunds Hill closed in February 2011 and all prisoners are now received and assessed through Highpoint before being transferred to Edmunds Hill.

The reception unit at Edmunds Hill was always clean and well-organised. Staff were very helpful and tried to ensure that arriving and departing prisoners received courteous treatment and correct information.

Most prisoners were transferred from London prisons. Prisoners and their property were checked to identify anomalies. In 2010, as in 2009, prisoners' property was often absent at the time of arrival. The subsequent efforts expended by officers to locate missing items put an unwelcome strain on an already busy team. The IMB feel that many of these issues could have been avoided if other establishments rigorously followed the existing procedures.

All prisoners passing in and out of Edmunds Hill were seated on the BOSS chair to assist in the detection of mobile phones. The healthcare team checked both arriving and departing prisoners and, where appropriate packed food was made available for them.

At times, there did appear to be some confusion regarding what electrical equipment a prisoner might have. The rules do seem to vary between establishments. Occasionally, there were delays in checking and issuing electrical equipment to a prisoner, which could lead to unrest and the subsequent raising of unnecessary applications to the IMB.

The property card system was a constant issue. There was a lack of consistency regarding the items recorded and some confusion about which items were recorded on the various cards.

The new catalogue system for parcels was introduced and has worked well and has reduced the amount of parcels. Staff therefore had more time to spend with prisoners

Induction

Once processed by reception, arriving prisoners were located on Unit 2 for induction. The induction process was well managed by staff. The anomalies were highlighted in the recent HMCIP audit regarding the lack of foreign national language packs and those arriving late on a Friday not having access to a telephone call or indeed receiving a one-to-one meeting (**HP8, p10**). These were corrected in 2010: prisoners now have access to a phone call in Reception and one-to-one interviews with staff and an 'insider'.

The induction process at Edmunds Hill took 3-4 days, which was longer than in some other prisons where it will typically take one day. The large amount of written material that must be absorbed also adds stress particularly to foreign national prisoners when it is not provided in their native language, but by the year's end 'Big Word' was used regularly along with interpreters as required.

Resettlement issues were handled well and assessments carried out early within the induction process.

Although this is outside the reporting period, the Induction Unit transferred to Highpoint in January 2011, with suitable prisoners being transferred to the EH site, but the S/O on Unit 2 has an Induction Orderly, who visits newly transferred prisoners.

Prisoner/Staff Relations

Prisoner staff relations continued to be generally good. Prisoners were normally treated with respect and dignity. The IMB continued to monitor the Personal Officer Scheme: Notices are prominently displayed advising prisoners of who their personal officers are, and encouraging prisoners to contact them in times of difficulty. During visits to the prison, IMB members have asked officers about the contact they have had with their assigned prisoners. Officers were not always able to respond positively to these enquiries, which suggests that whilst the system has improved, officers are not always taking the time to get to know their designated prisoners, and certainly when applications to the IMB are received, prisoners have not always sought out their personal officer before raising a complaint.

The increase in foreign national prisoners has brought, to a certain extent, a shift in culture and attitudes. The HMCIP report identified that there was an indication that the IEP system was disadvantageous to foreign national prisoners because they did not understand the rules; indeed there is also evidence that the rules are not always uniformly applied.

The IMB found evidence of improvement in 2010, with a greater provision of access to interpreters and material in foreign languages

The Governor introduced a new Offender Engagement Strategy in 2010

Safer Custody/Suicide Prevention/Anti-Bullying

Edmunds Hill placed a heavy emphasis on the safety of prisoners and staff alike. Meetings were held on a monthly basis to discuss the general approach towards safety as well as reviewing individual cases. Both staff and prisoner representatives attended meetings.

Incorporated within the Safer Custody meetings were a Continuous Improvement Plan and a Violence Reduction Plan. Both were reviewed each month and updates/amendments applied in line with current trends and situations.

All incidents were responded to quickly with appropriate actions taken to underpin the safety and security of individuals involved. Prisoner representatives stated that prisoners generally feel safe and that staff react promptly to any incidents.

Statistics for 2010 compared to 2009 are:

	ACCT Document	Intervention Plans	Self Harm Incidents
2009	83	52	19
2010	52	46	12

The table below provides a more detailed breakdown of the 52 ACCT documents opened in 2009 shown by ethnic category:

OPENED A.C.C.T. - ETHNIC BREAKDOWN

Only those ethnic Groups having prisoners on ACCTs in 2010 are shown in the table

2010	A1	A2	A3	A9	B1	B2	B9	W1	W2	W8	W9	M1	NS	Monthly Total
January	1	0	0	0	0	0	0	3	0	1	0	1	1	
February	0	0	0	0	0	0	0	1	1	0	0	0	0	
March	0	0	0	0	2	0	0	2	0	0	0	0	0	
April	1	0	0	1	0	0	0	4	0	0	0	0	0	
May	0	0	1	1	1	0	0	2	0	0	0	0	0	
June	0	1	0	0	0	1	0	1	0	0	4	0	0	
July	1	0	0	0	0	0	1	1	1	0	0	1	0	
August	0	0	0	0	0	0	0	3	0	0	0	0	0	
September	0	0	0	1	1	0	0	5	0	0	0	0	0	
October	0	0	0	1	0	0	1	0	0	0	1	1	0	
November	0	0	0	0	0	0	0	1	0	0	0	0	0	
December	0	0	0	0	0	0	0	0	0	0	0	1	0	
TOTAL	3	1	1	4	4	1	2	23	2	1	5	4	1	

Ethnic Code	Ethnic Description
A1	Asian : Indian
A2	Asian : Pakistani
A3	Asian : Bangladeshi
A9	Asian : Other
B1	Black : Caribbean
B2	Black : African
B9	Black : Other
M1	Mixed : Caribbean
M2	Mixed : African
M3	Mixed : Asian
M9	Mixed : Other
O1	Chinese
O9	Any Other Ethnic Group
W1	White : British
W2	White : Irish
W8	White : Irish Traveller/Gypsy
W9	White : Other
NS	Not Stated

Drugs/MDT/VDT

The presence of illegal drugs at Edmunds Hill remained well controlled. The drug-testing unit carried out a total of 474 tests during 2010 broken down as follows:

	Random	Risk	Total	Positive Results	Positive Results as a %
January	40	6	46	2	4.3
February	42	6	48	0	0
March	38	14	52	2	3.8
April	42	2	44	1	2.2
May	40	10	50	0	0
June	39	0	39	4	10.2
July	39	7	46	1	2.2
August	38	3	41	0	0
September	39	10	49	3	6.1
October	39	3	42	3	7.1
November	40	3	43	3	6.9
December	38	0	38	1	2.6
Totals	474	65	539	20	4.2

The KPT for the Establishment on Random tests is a maximum of 10% Positive. The percentage for the year at Edmunds Hill was 6.2%. The establishment also continues to achieve well against its target for Random tests.

Barbiturates	0
Cannabis	3
Opiates	11
Methadone	11
Benzodiazepines	1
Cocaine	0
Amphetamines	0
Buprenorphine	2

The number of drugs detected is more than the number of positive tests because some samples contained more than one drug.

The number of tests fell in 2010 compared to 2009. The percentage of positive test also fell, which suggests that the drug problem at Edmunds Hill was well controlled. The prison remained with the KPT.

RACE RELATIONS/EQUAL OPPORTUNITY AND DIVERSITY

Race Relations

Approximately one third of the prison population consisted of foreign nationals. In response to this influx, the prison has designated Unit 3 primarily for such prisoners, although not all foreign national prisoners are able to reside there. The senior officer responsible has risen admirably to the challenge of catering for the various nationalities whilst still performing all other normal senior officer duties.

Despite all barriers much has been achieved in the foreign national arena. There is now a library facility within the unit stocked with non-English books, magazines and papers. There is still more to

do, but the **IMB commends the efforts that have been expended to date and hopes that the senior officer responsible is provided with the time to continue her excellent work.**

Following the merger Unit 3 is no longer an exclusively foreign national unit.

Two Immigration surgeries per month took place in 2010. These sessions contributed greatly to assisting prisoners to understand the process and to discuss their particular case with UKBA officials. During the period between surgeries, the senior officer and other staff on the unit were in regular contact with the various embassies to progress specific cases and provide answers to the individuals involved. These efforts resulted in, not only an increase in the feeling of well being of the prisoners (see 3.2 above), but at the year's end 11 prisoners were still held beyond their release date.

The IMB, however, remains concerned about the effectiveness of the UKBA in progressing cases in a timely manner and advising foreign nationals of their fate in advance of their release date. The IMB feel this area should be given more attention by the Ministry.

Equal Opportunities and Diversity

This area remains one of the most rigorously monitored in the prison with a full range of diversity issues examined. The prison is working towards an equality scheme in response to the Equalities Act 2010. Whilst prison performance is generally very good, the KPT for the number of BME staff employed is not met because of the demography of the area surrounding the prison.

The IMB's concern of 2009 that ALL prisoners should be treated equally regardless of their age, race, disability, gender religious belief or sexual orientation has been addressed.

Following comments in the 2009 report, the prison authorities are doing their best to ensure that prisoners with the same national background share cells. The staff also try to keep older and disabled prisoners together.

It was also felt that people of the same national background cell sharing would assist with language difficulties.

Thanks to the work of the librarian, the books on the shelves in the library more nearly reflect the diversity amongst the prison population.

Faith Awareness training commenced in Autumn 2010.

SAAU (Separation and Assessment Unit) and Adjudications

The total number of prisoners located in the unit during 2010, together with a month by month breakdown by reason is shown in Appendix A.

The unit is well managed. Cells are generally clean and in a reasonable state of repair. IMB members are always provided with access to prisoners and officers escort them during these visits.

Prisoners located in the unit have access to a telephone and showers. Daily exercise is provided individually. Prisoners are allowed in-cell education packs, but are not allowed to attend courses within the education facility.

A member of the healthcare team and the duty governor see all the inmates every day. The IMB visit the unit during each rota visit and always speaks to the prisoners located there.

The system for advising IMB members when a prisoner is located in the unit has been refined and now works well.

Adjudications are held in a suitable facility within the unit. However, there were often delays in starting these due to the lack of a required staff member.

During 2009 the IMB had difficulty in attending review meetings due to the lack of an agreed schedule and timetable. The Governor made efforts to remedy this, and matters improved during the second

half of 2010. Generally, the unit is calm and orderly, paperwork and records are well maintained and staff are helpful and polite.

SECURITY

Security at Edmunds Hill was well managed. Security meetings were held monthly and attended by appropriate members of staff.

Security Information Reports (SIRs) were produced regularly and relevant information and advice provided to staff regarding contraband, hooch and mobile phones.

Edmunds Hill remains vulnerable to having contraband thrown over the perimeter fence. Measures were taken to reduce this risk as much as possible, but it cannot be eliminated completely until finance is available.

Prisoners state that it is difficult to acquire drugs within the prison and intelligence on this matter is acted upon through the use of cell searches and random drug tests. The number of positive tests found on Mandatory Drug Testing is consistently lower than the KPT. Visits were monitored closely to identify if any attempts are being made to introduce drugs through this method. All visitors to the prison were searched by the drug dogs, which have proved a valuable asset. Where intelligence suggested vulnerability the prisoner concerned was placed on closed visits.

A more significant problem for the prison was the brewing of hooch. Quite large quantities were brewed earlier in 2010, however staff were successful in finding much of this and the methods and implements used to facilitate it removed or revised. A fortnight's ban on the selling of fruit in the canteen at Christmastime 2010 ensured that hooch was not a problem.

The introduction of the BOSS facility at reception helped considerably in preventing mobile phones being brought in by prisoners from other prisons. Hand-held detectors available to officers enabled greater levels of detection on the units. Several finds of SIM cards and batteries also assisted in controlling this area. The IMB commends this, but believes that jamming services are needed to eradicate the problem.

A serious breach of security during 2010 occurred in June when a prisoner was incorrectly released before the completion of his sentence. This mistake happened not because the correct procedures to prevent it did not exist, but because those procedures were not followed at four separate points between Reception and the gate. This was classified as an escape and resulted in the dismissal of an officer and the downgrading of the prison from Grade 3 to Grade 2 in spite of having excellent scores in many other departments.

PRISONER SERVICES

COMPLAINTS

The complaints system at Edmunds Hill received some criticism during 2009. Complaint forms were not always easy to come by and often the responses, whilst supplied promptly did not always provide a full answer to the complaint or query. There was some improvement in 2010.

Invariably the incomplete or limited response leads to an IMB application and in extreme cases a confidential access complaint.

In most cases the complaints related to questions about HDC, ROTL and D-Cat however immigration issues property and increasingly financial queries regarding slowness of money transfer from the previous prison are creeping in. (for more detail, please see page 20).

A breakdown of confidential access complaints is shown in Appendix C.

VISITS/VISITORS CENTRE

Family Centre

The family centre is situated outside the main entrance to HMP Edmunds Hill. It is a single story building. There is wheelchair/pram ramp leading to the entrance. The inside comprises a single room fitted out with chairs for the visitors. There are toilet facilities and lockers for visitors' use.

When visited by the Board, the facility was always clean and tidy and the prison officers who manned it were very helpful.

Visits

Visiting is as follows at HMP Edmunds Hill.

Domestic visits Friday, Saturday and Sunday afternoon

Legal visits Tuesday and Thursday

There are no visits on Monday or Wednesday. These times are reserved for staff meeting and training sessions.

The centre, although always clean, is beginning to look worn and the carpet shabby.

The centre is equipped with two vending machines dispensing drinks, snacks and chocolate bars. Machines are restocked on Tuesdays and Fridays, The machines which are serviced by an outside contractor are sometimes empty on the Sunday visits because the contractor will not replenish them at weekends.

The prison officers who are on duty during the visits did their best to get the prisoners to the centre for the start time.

All staff are to be congratulated for the professionalism and good humour during what is sometimes a trying time for both visitor and prisoner.

The IMB has been concerned for some time about the lack of parking facilities within the visitors' car park, believed to be due to staff parking there. **The rubbish bins in the visitors' car park regularly overflowed creating a bad first impression.** The prison is located in a remote area not well served by public transport, a high percentage of prisoners are more than 50 miles from their homes and therefore visitors are likely to need to drive to the prison. It is, therefore, essential that there is space within the visitors' car park. **The management has addressed this and although in 2010, matters improved, the problem was not totally eliminated.**

CHAPLAINCY

During the past year members of the Chaplaincy carried out their core work. One SORI course was held successfully in early 2010. No more courses were held because of insufficient tutors. Funding for training SORI tutors has also ceased. This course will be replaced in 2011 by the accredited RESTORE course.

Apart from the regular services, there were thriving weekly groups for Muslims and Christians. Instruction meetings for Roman Catholics have ceased temporarily following the departure of the RC Chaplain: her post has been advertised.

Cruse-trained bereavement care volunteers see between six and eight prisoners every week. They provide an important service by addressing some of the underlying losses that have been suffered by participants and which, in some cases, have led to substance and alcohol abuse.

A small music group now enhances Christian worship regularly.

The Riding Lights Theatre Company paid a return visit in May 2010. They hope to come again in 2011.

The Edmunds Hill and Highpoint Chaplaincy teams are merging. Each site will continue to have a coordinating chaplain, and individual chaplains will do most of their work on one, but with plans for them to do some of their work on both sites. In this context, the Muslim Chaplain led the bulk of the initial i-2-i course at Highpoint

KITCHENS

The kitchens were constantly under pressure to provide good quality meals within a much-restricted budget (£2.10/prisoner/day). The menu is changed weekly on a four weekly cycle. There are Halal, Vegan, vegetarian and healthy options. Nevertheless, because of budget constraints the diet is at times monotonous in spite of the best efforts of the kitchen staff, but the calorie requirements of 2500

Cal/day is met. The Kitchen caters for prisoners having food allergies in consultation with Healthcare (see section 4).

In consequence the IMB remains concerned about the budget cuts that have been made in the cost per prisoner daily allowance.

As mentioned in 2009, a recurring theme of rota visits is equipment that has broken and is awaiting repair. The kitchen is operational everyday throughout the year, in a time of reduced budget, the **IMB still wonders what plans exist to replace and maintain catering equipment?**

A commendable and relatively unsung aspect of the kitchen's work is the training provided to kitchen workers in food handling to level 2 of the Royal Society of Public Health qualification. This provides prisoners with a marketable skill on their release.

HEALTHCARE

Access

The services detailed in 2009 annual report are all still in operation. These are nurse led clinics in asthma, diabetes, blood borne virus, well man, hypertension, phlebotomy, pre-release and a clinic for the older person. A consultant led GU medicine clinic has taken base once a fortnight since December 2010

IDTS is now running well with 30 prisoners being treated at any one time, between two and three new prisoners arrive each week from Bedford and the London prisons. A Project Manager and a Lead Nurse shared with Highpoint are now in post, but there has however been no substantive IDTS Nurse since October. The London prisons were still not giving 48 hours notice of transfer as agreed in the protocol, meaning that prisoners had to be returned. Prisoners having IDTS are seen regularly by the doctor and there is a regular multidisciplinary 13-week review of all prisoners on IDTS.

There were still no Chiroprody or Physiotherapy services.

Staffing

The Board is pleased that the acting Head of Healthcare has been appointed to the substantive post. There are three outstanding staff nurse vacancies, but the department has appointed a Nursing Team Leader and Healthcare Support Worker. There is still no physiotherapist. Chiroprody services should commence in 2011.

The Administrative Officer retired in 2010. Funding was available only for one A/O between the two sites. The Head of Healthcare has had to divert funds from the nursing budget to employ a full time A/O

Dental Care

Dentistry continued to be the most unsatisfactory aspect of the health services at Edmunds Hill, and is a regular feature of the weekly rota reports. During the year, the contract to provide the service was given to Weymouth Dental Services, who only provide one session one week followed by a half session the next week. The total number of prisoners waiting to see the dentist as routine cases was 97; the waiting time is ten weeks.

Although the prison authorities and the PCT are searching for a remedy, the IMB believes that the present state of affairs is completely unsatisfactory, and that two fully-funded dentistry sessions a week are necessary to maintain an adequate service.

Inpatient and Secondary Care

This normally takes place at Addenbrookes or the West Suffolk Hospitals. The fact that prisoners are still being sent back without discharge letters or with letters, that do not detail recommended management, and with prescriptions for drugs that are not in the pharmacy. West Suffolk Hospital normally sends discharge letters by E-mail to named GPs. Because the doctors working at prison are not GP principals, there seems to be no mechanism by which the hospital is able to communicate speedily with Healthcare, and staff must waste their time chasing up reports and discharge letters.

The NOMS and PCT IT systems still do not communicate with each other. Blood results for EH are still being sent to Highpoint, which wastes staff time in retrieving them.

The IMB feel that a better method of communication between external agencies and internal staff needs to be introduced to ensure patient care is maintained effectively.

Although there has been some improvement, prisoners, generally from London prisons, with existing medical conditions are still arriving without their medical notes, believed to be because of the pressure in these establishments. There was less difficulty than in 2009, but the prison still receives prisoners needing inpatient care or who have outstanding appointments at hospital.

In these events the Head of Healthcare encourages affected prisoners to use the PALS system to complain to the sending prison.

Accommodation

The building programme is continuing. The Pharmacy is fully operational, and the new treatment room has opened. The ambience of the whole department has improved.

Mental Health Services

This service improved in 2010. A consultant psychiatrist now visits monthly. There is now also a permanent Mental Health Nurse based in the prison. She works in conjunction with the Mental Health Liaison Nurse who is part of the Mental Health In-reach Team, which covers Edmunds Hill and Highpoint as well as the community. Some required services still could not be provided because they were not available in the community. Performance Indicators are consequently regularly in the 'red'.

Relationship with the PCT

Generally, this is reported to be good. During 2010, the department has remained within budget and has under spent on IDTS. **The IMB is very concerned about the dental facilities and expects the PCT to take firm action to improve them.**

Patient Opinion

The Patients' Action Care Group (Patients' Forum) has been established, which has met between 3 – 4 times during 2010. The concerns highlighted in last year's report have been addressed, and adequate carbohydrate is available for diabetic prisoners. Nevertheless because of the constrained kitchen budget, this tends to be monotonous and prisoners wanting variety have to rely on their personal funds.

General

In spite of some intractable difficulties beyond the staff's control, in 2010 services for prisoners continued to become more comprehensive. The department works well; staff morale was high and the physical surroundings continued to improve.

EDUCATION/LEARNING AND SKILLS

EDUCATION

Two Quality Improvement Groups monitored the work of this complex area of activity. One of these groups consisted of managers of the various activities and senior prison managers responsible for Education, Learning and Skills. The second group consists mainly of practitioners in those activities, with senior prison management also represented. Each of these groups met bi-monthly with lively discussion of current issues and performance data. Reports of these meetings and planned actions are distributed widely amongst staff and management. Representatives of the IMB were regularly invited to attend these meetings and did so as often as practical.

The IMB is very concerned that these groups have not met for the last seven months

The senior management team at Edmunds Hill continued to take a positive attitude towards the involvement of all prisoners in work and/or education under the leadership of the Governor. As a result levels of prisoner participation remained high.

An unannounced inspection by Ofsted at the beginning of September 2009, published in 2010, resulted in the department retaining its Level 2-GOOD rating.

The Mechanics of Delivery

The following agencies deliver Learning and Skills in Edmunds Hill:

HMPS Data Input, PICTA, Gardening, Gymnasium and Rag making, which is now in the former carpentry workshop.

A4e English for Speakers of other languages (ESOL), Literacy, Numeracy, Social and Life Skills (SLS), Barbering, ICT, Business Enterprise, Art, Painting and Decoration, Carpentry.

Aquila Learn Direct, Funding for Vocational Training, Fork Lift Truck handling (theory), funding for Gym courses

Foundation Training Co. Resettlement Workshop

Suffolk County Council Library Service

Skills Funding Agency Tribal

Over the year there has been a net gain of 18 employment places

As part of the induction process, the educational needs of prisoners were assessed by the Tribal team and in conjunction with the management of Education and Learning and the Offenders Management Unit (OMU), a suitable programme of courses are identified.

A range of programmes has been developed for short stay prisoners which provide an opportunity to gain accreditation, and thus improving employability. Longer stay prisoners, have the opportunity to gain unit accreditation (e.g. NVQ) if their length of stay prevents them from gaining the full qualification. An individual learning plan is created for each learner, which is reviewed on a monthly basis.

Tribal maintains a learner summary for each individual, which includes action points and overviews of all learning in both OLASS (Offender Learning and Skills Services) and non-OLASS provision.

The anticipated Forklift truck-handling (theory) course ceased, and the practical course did not take place.

THE LIBRARY

The service, operated by Suffolk County Council, continued to improve. However, the librarian is disappointed that evening library sessions were often cancelled at short notice because of shortages of officers. There are now some books for every group of foreign nationals-a better provision than in Suffolk generally.

The merger with Highpoint has meant that the two Education departments are being integrated. This has caused considerable anxiety amongst the staff. The management are rationalising the various training opportunities across the two sites, which the IMB believe that this will be beneficial in the long run.

Education is passing through a turbulent time, and it is vital to see that training and staff morale are not damaged by the changes.

RECYCLING

The Recycling and Waste Centre was transferred to Industrial Centre at HMP Highpoint in June 2010

GARDENS

The impact upon the life of the population of Edmunds Hill by the work of those involved in the management and supervision of the gardens continued to be nothing but positive. The visual impact from the high standard of floral displays evident throughout the grounds was uplifting, to both prisoners and staff. Only two members of staff supervise the gardens; the floating Officer who used to help has been redeployed. Because there is not enough adequate supervision, and therefore a potential security risk it was no longer possible to offer certified training courses for those Prisoners interested in gaining a qualification, and there appears to be no intention to restart them.

The IMB regrets the loss of this popular and valuable training opportunity.

In 2009 a vegetable area was established and it was hoped that in 2010 Prisoners would grow vegetables and provide them for use in the kitchen. Unfortunately this did not happen and now the area is neglected.

On a more positive note the irrigation system is now working in the poly tunnels and a therapeutic garden is being developed around Unit.

This has not been a positive year for morale in the gardens, but despite this staff have remained committed. The grounds have been well looked after and the visual impact has been high with wonderful areas of colour in the flowerbeds. The gardens offer good work placements for Prisoners and have an impact on the visual surroundings of the establishment, it could only be an advantage to the Prison if it were possible to offer more support and encouragement so that they could be used to their full potential and high levels be maintained.

GYMNASIUM

Physical Education is a popular activity for many in the prison population. The facilities currently consist of a weights room and sports hall; however there is no outdoor non-turf area available and space near to the Sports Hall is limited.

The weights Room is well equipped but again, space is limited. The lack of adequate heating and ventilation was a concern to the IMB, especially as the only heating provided was through the use of a portable heater, which in such a confined space could create problems. This was however rectified at the start of 2011.

Facilities in the gym have been upgraded. The floor in the sports hall is complete with kickboards in place. The P.E. office has been converted into a worthwhile classroom space and a smaller area in reception has been upgraded to provide adequate office space for staff.

In recent months after considerable comment by IMB there has been an assessment of the fitness room and estimates requested to install two air conditioning units. It is hoped work will soon be completed and problems with condensation avoided. An imaginative use of floor space has led to an increased area of floor space and this has helped to improve the environment in the fitness room.

There have been some changes in personnel over the last year, however the facility continues to be very popular with the prisoners, the Board hopes however there will be greater provision for the over 45 age group with perhaps classes for this growing number of prisoners.

An outdoor area for football is still needed to allow greater flexibility in the sports hall use with age specific classes.

A friendly and enthusiastic attitude continues to be demonstrated by staff in the P.E department and the IMB enjoy a good relationship with them, and real progress has been made in improving the gym area, which is very heavily used.

PROBATION/RESETTLEMENT

PROBATION

General

Norfolk and Suffolk Probation Services merged to form the Norfolk and Suffolk Probation Trust in April 2010. Over the initial year of the Trust, 100 posts, or 20% of the Trust workforce has diminished by retirements and voluntary redundancies. The Trust has a further 10% to save over the next three years, somewhat better than originally expected. Both Senior Probation Officers at Highpoint and Edmunds Hill took early retirement in April 2010 and were replaced by one Senior Probation Officer. In spite of these unsettling changes, the probation team at Edmunds Hill continue to serve the prison population well.

Staffing

The merger between the Highpoint and Edmunds Hill probation teams continued throughout the year. By 1st April 2011, the projected combined department staffing will be:

One Senior Probation Officer

4.7 Probation Officers

7 Probation Support Officers.

With additional Support

Courses

Six Alcohol Awareness Courses, with 8 participants at a time, lasting for 10 sessions, took place in 2010. Unfortunately the contributions from the Fire Service on drink driving and from Alcoholics Anonymous ceased for reasons beyond the prison's control. The course enables prisoners to confront their drinking and to learn either abstinence or control.

The A-Z Course and SORI courses no longer take place. The SORI course will be replaced by RESTORE.

Induction

Edmunds Hill has a high turnover of prisoners, some arriving and leaving within a matter of weeks. The probation team now only see selected prisoners as part of the induction process, but are training insiders and orderlies to give information to all newly arrived prisoners.

The probation team have introduced a staff awareness programme designed to help, in particular, new staff members to understand its role and importance within the induction process.

Public Protection

Public Protection meetings are held on a monthly basis where the management and monitoring of the risk of all PPO, High Risk and Very High Risk prisoners is discussed. Close working relationships are maintained with the OMU, Custody and security. Probation also assesses and interprets applications for Home Detention Curfew (HDC) and Release on Temporary Licence (ROTL).

In the past, whilst the probation team at the prison in conjunction with custody and resettlement tried to progress early release documents, they were often held up by the slow reply from the external probation service. The probation service is stretched and has to target more serious offenders than the majority in Edmunds Hill. Nevertheless, these delays caused immense frustration for the prisoners and staff and lead to unnecessary applications being made to the IMB (see section 8 below). **The IMB feel that this area should be given greater focus and would hope to see improvements during the course of 2011.**

An exercise in 2009 identified 160 prisoners from Suffolk and some of these have been relocated to Edmunds Hill, making it easier for their families to visit and add to the well being of the prisoner.

Summary

The probation team at Edmunds Hill continue to serve both the prison and the community well, with its diligent and thorough approach.

OFFENDER MANAGEMENT UNIT

Following comments by HMCIP OASys reports were given priority during the latter part of 2009, and the unit staff were not redeployed to other areas of the prison. They, together with staff from probation have worked hard to bring the reports up to date. The unit was operating more effectively, but serious under-resourcing and reallocation of staff to other areas in the latter part of 2010 meant that once more it missed its targets for the performance of OASys reports. At the time of writing, 75 prisoners were awaiting OASys Reports, including 2 IPP prisoners and 13 PPO

The IMB is concerned that delay in completing prisoners' OASys reports, on which their sentence plan depends, leads to frustration amongst the prisoners.

To counter this, The Senior Probation Officer is allocating Probation Support Officers to assist the officers in the OMU to enable them to work more flexibly

The IMB urges the management to ensure that the OMU is always adequately staffed to enable it to produce reports in a timely fashion.

RESETTLEMENT

Resettlement staff work continually to assist prisoners with their resettlement needs. The various groups work together imaginatively, to find ways of delivering the best chances of 'resettlement' for prisoners. Staff shortages and an ever-increasing demand impose unwelcome stress on a busy team ,which at times, struggles to provide an effective service.

NACRO has performed well during the year with nearly every prisoner provided with accommodation on release. This is a real improvement and makes a huge difference to prisoners who would otherwise leave with no fixed abode. NACRO meet with all offenders on induction. The impact this has on providing the potential for employment and reintegration into the community cannot be underestimated. **The IMB commends the work of this unit.**

The **Job Centre Plus** service has improved. Two workers now attend once a week and every prisoner is now being seen at least eight weeks before his release date. Prisoners are referred on to the Job Centre in the area where they live.

CARATS

The CARATS team continues to run 15 types of therapeutic group sessions regularly, as well as meetings of Narcotics Anonymous and relaxation classes.

ORMISTON TRUST

The Ormiston Trust continues its invaluable work with prisoners and their families in the Eastern Area prisons. They host regular visiting sessions for prisoners and their families. These sessions are held in the sports hall, are very informal and it is reassuring to see fathers interacting with their children in a happy and positive way.

In addition to these regular events the Ormiston Trust also undertakes less visible activities such as making DVDs of fathers reading bedtime stories for their children, which are then sent to the children.

The Trust also runs a parenting course accredited by the Open College Network.

The research project for the Eastern Region undertaken by the Institute of Criminology, to evaluate the effects of Ormiston family contact work on recidivism is now complete.

PRISON PERFORMANCE

2010 has been another year of rapid change for Edmunds Hill. Sadly, as the result of the breach in security already mentioned the prison was down rated from level 3 to level 2, the current performance Rated Score is 2.99.

The merger between HMP highpoint and HMP Edmunds Hill is now all but complete. Both the staff and the IMB have found 2010 quite turbulent. In October 2010 the Ministry of Justice conducted the annual staff engagement survey. The survey produced separate results for Edmunds Hill and Highpoint.

Edmunds Hill and Highpoint showed the two highest return rates in the East of England.

Edmunds Hill: 162 staff completed the survey (78%)

Highpoint: 233 staff completed the survey (54%)

The average across NOMS was 44.3%

Edmunds Hill return rate was 7th highest amongst all prisons in NOMS. It is a commendably high score in any survey, but examination of the data for the East of England reveals that Edmunds Hill had the lowest engagement index and scored at or below the regional average for satisfaction on nearly question.

The Management Team are aware of the anxieties of some of the staff, but the IMB believes that they must maintain and increase their already strenuous efforts to ensure that staff of both prisons integrate fully, and continue to feel involved.

Despite the restrictions in the budget the prison management has been proactive in improving a number of areas, and constantly challenges the processes and procedures employed to ensure they are effective and up-to-date. The IMB continues to enjoy an excellent relationship with the senior management team, who are open and accessible, and whilst each party has separate objectives, through 'free and frank discussion' generally maintain a joint agenda of monitoring and management, which ultimately leads to improvements and thus benefits both staff and prisoners.

NOTABLE IMPROVEMENTS IN 2010 ARE:

Installation of a new floor and further improvements in the gym

The improvement in services to foreign national prisoners to provide increased support, and improved access to foreign language library and translation facilities.

Introduction of a GU Medicine Clinic.

Despite the uncertainty of merging and the increased pressure on budgets, the Senior Management Team continue to provide positive and strong leadership to provide an efficient and effective environment for all.

CONCLUSION

The merger with HMP Highpoint means that this is the final annual report of the Edmunds Hill IMB. The prison has undergone great change in its short independent life, but in its years as a Category C male prison, it has evolved to be place that many of its inmates find safe, where the staff treat them courteously and where their dignity is respected. The staff are cooperative and pleasant to members of the IMB, leaving the impression that though they may have joined the prison service because it was a job, many of them have found a vocation.

THE WORK OF THE BOARD

The IMB at Edmunds Hill has had a difficult year. The Board has declined in number and has been left with seven active members, three of whom are still in their probationary year. Most resignations, including that of the Chair, were due to work or family commitments, but one or two members did not wish to work in the combined prison.

Recruitment continued during 2010, but has ceased pending the merger.

Each board member was encouraged to adopt a special interest area on which to focus. Board members provide a report on their area of special interest at each board meeting. Special interest areas in 2010 consisted of:

Public Relations; Separation and Assessment Unit and Adjudications; Race Relations, Equal Opportunities, Foreign Nationals and Diversity; Board Training; Recruitment; Chaplaincy
Drugs/MDT's; Probation Resettlement and Re-offending Behaviour; Safer Custody and Anti-Bullying; Learning & Education, including Data Input, Learn Direct and A4e; Skills & Workshops; Healthcare; Gym; Reception; Induction; Security; Visits; Gardens; Catering and Recycling.

The resignations that took place have made it difficult to achieve this ideal.

During the second half of the year, the board conducted talks with that at Highpoint and agreed to merge the two boards from 1 January 2011

322 applications were received during the year, and 261 applications were heard. Most applicants were seen within one week of their request. The discrepancy between the two figures is due to the fact that some prisoners submit multiple applications about the same matter, some matters were resolved before they are heard and other prisoners had been transferred or discharged.

The main areas of complaint were HDC, property Immigration, transfers and visits. The IMB records applications under a number of headings. A full breakdown of applications and the headings under which they fall is shown below:

Application Category	Applications Heard
Adjudications IEPs	2
HDC, ROTL, Cat D	85
Healthcare	16
Housing	5
Immigration	15
Money	1
Probation	7
Property	35
Transfers	17
Staff behaviour	6
Visits	17
Miscellaneous	53
TOTAL	261

Board Statistics	
Recommended Complement of Board Members	14
Number of Board members at the start of the reporting period	12
Number of Board members at the end of the reporting period	7
Number of new members joining within the reporting period	2
Number of members leaving within reporting period	7
Total number of Board meetings during reporting period	12
Average number of attendances at Board meetings during reporting period	66%
Total number of applications received	322

The Board would like to thank Mr Trevor Wick, Clerk to the Edmunds Hill IMB and Mr Brian Llewellyn, Clerk to the Highpoint IMB, Mrs Jayne Rawlings, EO, and other members of the Secretariat and Custody for their unfailing patience and helpfulness.

APPENDIX A – Report on Prisoners located in the SAAU by reason for location – 2010

Month	Cellular Confinement	GOOD	Own Interest	Rule 53	Total
January	8	4	2	9	23
February	10	1	4	14	29
March	16	3	8	3	30
April	8	4	1	3	16
May	11	3	6	7	27
June	6	1	2	3	12
July	1	7	2	3	13
August	8	7	3	5	23
September	6	2	7	2	17
October	6	8	5	2	21
November	2	4	5	2	13
December	5	6	5	4	20
Total in 2010	87	50	50	47	244

APPENDIX B – Adjudication Report Jan-Dec 2010**Adjudications 2010**

Month	Proven	Dismissed	Not Proceeded with	Transferred	Total
January	58	7	1	1	67
February	49 (3)	8	1	0	58
March	58 (9)	3	4	12	77
April	31 (10)	18	1	4	54
May	39 (17)	7	2	0	48
June	32 (11)	9	0	0	41
July	35 (8)	6	0	0	41
August	46	5	0	5	56
September	27 (11)	10	0	0	37
October	33 (15)	10	0	0	43
November	19	10	0	3	32
December	38 (8)	5	0	0	43
Total in 2010					597

The figures in brackets show the number of adjudications attended by the IMB

7.0 **APPENDIX C – Prisoners’ Complaints under Confidential Access**

Month	Governor	Area Manager	IMB	Total
January	13	3	0	16
February	15	1	0	16
March	11	5	0	16
April	2	1	0	3
May	6	3	2	11
June	3	1	0	4
July	1	0	0	1
August	5	1	3	9
September	9	1	3	13
October	3	2	0	5
November	5	0	1	6
December	3	1	4	8
Total 108				