



ANNUAL REPORT

of the

INDEPENDENT MONITORING BOARD

of

HMP/YOI WARREN HILL

1st June 2010 – 31st May 2011

Section 1

STATUTORY ROLE OF THE IMB

The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison and IRC to be monitored by an independent Board appointed by the 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.

Section 2 CONTENTS

- Section 1 The Statutory Role of Independent Monitoring Boards
- Section 2 Contents
- Section 3 Description of Warren Hill Prison/Young Offender Institution
- Section 4 Executive Summary
 - 4.1 Policy matters on which a reply from the Minister is sought
 - 4.2 Operational matters on which a response from the Youth Justice Board and the Prison Service is sought
 - 4.3 Overall Judgment
- Section 5 Areas that must be reported on:
 - 5.1 Diversity
 - 5.2 Learning and Skills
 - 5.3 Healthcare and Mental Health
 - 5.4 Safer Custody
 - 5.5 Segregation and Separation and Care Unit
- Section 6 Other areas of the regime on which the IMB has issues to report
 - 6.1 The future of the Carlford Unit
 - 6.2 The Carlford Unit currently
 - 6.3 Accommodation
 - 6.4 Purposeful (or Constructive) Activity
 - 6.5 Advocacy
 - 6.6 Catering
 - 6.7 Chaplaincy
 - 6.8 Foreign Nationals
 - 6.9 Reception and Late Arrivals
 - 6.10 Personal Mentoring
 - 6.11 Canteen
 - 6.12 Visits
 - 6.13 Serious Incident in November 2010

- 6.14 Family Liaison
- 6.15 Throughcare and Resettlement
- 6.16 Cleanliness and Litter
- 6.17 Staff Recruitment

Section 7 The Work of the IMB

Section 8 Glossary of prison-related abbreviations used.

Section 3

DESCRIPTION OF THE PRISON

1. At the start of the reporting year HMP/YOI Warren Hill was a young offender institution providing accommodation (in two geographically separate sites) for 222 sentenced and remanded juveniles. The main site (Warren Hill) included accommodation for up to 30 remanded boys and a number of others serving Section 53/91 sentences for more serious offences. Since damage to the building housing two of the accommodation units during a disturbance in November 2010, nearly half of the accommodation has been closed. Eventually after a long delay the prison service has, since the end of the reporting year, decided to refurbish and reopen the units. A new building is also nearing completion and this will provide another 60 beds and will include badly needed facilities. 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. This unit is due to be closed when the new building on the main site comes into use.
2. Several services are provided by external agencies under contract. During the reporting year Healthcare was provided by the local Primary Care Trust while education and training was provided by the commercial firm A4e.
3. The Governor of the prison was Roger Plant until February 2011 when, after three years in the post, he was succeeded by Governor Bev Bevan.

Section 4

EXECUTIVE SUMMARY

Particular issues requiring a response

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

4.1.1 For the last two years the IMB have asked the Minister to put in place arrangements to ensure that the Carlford Unit at Warren Hill be regarded and financed as a national resource for juveniles convicted of serious offences. The Board was therefore disappointed at the announcement in July 2010 that the unit was to close with the boys being moved to the main site at Warren Hill where it now turns out that during the day they will be integrated with the more turbulent population of mainly short sentence prisoners. At the time of writing the Carlford Unit is still open and we understand that the Youth Justice Board may now be revising its view and considering Carlford's possible continued use. In this new context we again ask the Minister to consider the future of this resource with its much praised ethos as part of a long promised national strategy for dealing with serious offenders under the age of 18. (Para 6.1 & 6.2 and Annual Reports of 2009 and 2010)

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

4.2.1 The IMB asks the YJB and the Prison Service to reconsider the current emphasis on accredited programmes to the exclusion of other schemes widely recognised as providing therapeutic benefit to under 18 year olds in custody. In particular the IMB laments the removal at Warren Hill of all programmes of practical art. (Para 5.2 & 6.4 and Annual Report 2010)

4.2.2 The IMB continues to be concerned about foreign nationals sent inappropriately and with insufficient support to Warren Hill and asks that the Prison Service and YJB work with other government agencies to ensure prompt resolution of their cases. (Para 6.8 and Annual Report 2010)

4.3 Overall judgement.

Warren Hill prison provides for a challenging population of adolescent boys. During the year the prison has had to cope with budget reductions, though the effect of these has been masked by the large reduction in the prison roll. This reduction was caused by the withdrawal from use of two out of four units on the main site following damage during concerted indiscipline in November 2010. Up to that date there had been continuing improvement in making the prison more effective in caring safely and appropriately for its often troubled population. Since then the new Governor has made improvements to security, discipline and staff morale as well as generating a development plan and preparing for the delayed takeover of a large new building late in 2011. This building will include much improved reception and health units and, most importantly, properly separated accommodation for boys in their first few nights in the prison. We continue to be concerned that the prison has to deal with some boys with significant mental health problems (though the provision for these has recently improved) and others who are foreign nationals with little or no English and an uncertain legal status. We consider that overall the staff deal humanely and justly with the young people placed in their care. They also work hard and imaginatively to prepare them for release, though the long distance many boys are from their homes handicaps this. The Independent Monitoring Board continues to be concerned that boys in the Carlford Unit, a national resource which currently provides separately and very appropriately for serious young offenders, will be adequately provided for when they move to the new building on the main site and spend much of their day with a more turbulent and shorter-staying population.

Section 5

AREAS THAT MUST BE REPORTED ON

5.1 Diversity

Diversity issues are treated as very important at Warren Hill. Much time is spent on seeing that minority ethnic young people get their fair share of education, courses and the sought after jobs on the unit. Roughly one third of the young people are minority ethnic but there is little tension between them and the white majority. Trouble more often occurs as a result of imported gang rivalries or within an ethnic group. There are complaints from time to time and any incident perceived by the complainant as having a racial element must be treated as such. We are satisfied that every incident with a potentially racial element is thoroughly investigated and the responses are vetted each year. There are regular Diversity meetings well attended by all concerned with the young people's care and by the boys themselves. It is noteworthy that the representatives chosen by the young people to attend the meetings are as often white as minority ethnic.

5.2 Learning and Skills

Education in Warren Hill continues to be provided by the commercial firm, A4e. During the year the management has been restructured with team leaders in three curriculum areas: foundation, extended and higher learning, and employability. The last strand has provided courses in aspects of life and work including first aid, independent living, cookery, health and safety, job applications and so forth. The IMB has been positively impressed by the degree to which the boys engage with these practically-oriented sessions. Particular headway has also been made with the supported learning group where the boys attend three hour sessions in good accommodation and with effective staff.

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 with the remaining hours to be made up by the prison providing "purposeful activities". As the consequences have worked through, several courses have been discontinued and teaching posts have been made redundant. The IMB continues to regret the decision made last year to remove the art classes from the educational timetable because of the widely acknowledged benefits that creative programmes can provide for offenders. The IMB continues to urge the prison and A4e to provide well-resourced practical art programmes as a significant part of the educational provision at Warren Hill. Computer sessions cannot be seen as an adequate alternative.

The preoccupation with seeing that almost every aspect of work carries certification has perverse consequences with at times a concentration by boys and their teachers on the very humdrum documentation often required. The lack of certification was one of the quoted reasons for the threatened discontinuance of a programme that placed boys to work with horses at the nationally known Suffolk Punch Trust a mere half mile from the prison. The developmental benefits of work with animals are well accepted and the IMB is glad that this programme is now set to continue.

The workshop courses (including cookery) continue to be very popular and the constructive atmosphere and thoroughness of approach that generally prevail in these sessions continue to impress the IMB, as they have the inspectors on their recent visit. A good number of course members spoken to during IMB visits have formed career plans as a result of being introduced to decorating, brick laying, motor mechanics, cookery (and even raptor management) during their stay in the prison. The industrial cleaning course, which was introduced last year on the Warren

Hill site, has not yet fulfilled its potential; though there is good work done, the cleaning of toilet areas is intermittent, expensive sewing machines lie idle and clothing is left unmended because of the lack of an instructor. Too often boys have long waits before starting their practical courses because of delays in completing their risk assessments. This is frustrating for both instructors and their prospective pupils and means that places are left vacant wasting resources.

Many aspects of the educational work on the Carlford site are of a high standard. The stability of the population and the settled atmosphere help class attendance and commitment to be very good. A higher proportion of the boys are interested in academic attainment and many instances of good oral and written work have been observed during the year. Unfortunately there is no provision to offer further qualifications to those who have passed GCSE but support has been offered to those wishing to pursue correspondence courses. The IMB shares the concern of education staff about the ability to maintain the good educational attitudes and achievements of the Carlford boys when they start attending classes with the more turbulent population on the main site in a few months time. The workshop programmes are not available to boys on the Carlford site and access to these opportunities will be a positive aspect of the forthcoming Carlford relocation.

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 inspirational schemes have been developed to encourage this including the use of well known visiting authors. Many boys have signed up for a "six books challenge". Quizzes have been mounted with phone card prizes. There have been regular careers guidance sessions and boys assisting in the library have received accredited training. The writer in residence in the last part of the year engaged very well with the boys and published a very well produced magazine of their writing.

It continues to be 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. The programme has, however, become more flexible and accommodating. The IMB continues to meet many boys who have evidently benefitted from the opportunity to catch up at least in part with previously missed educational opportunities and who have responded well to the personal interest taken in them by 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, though this will change to a commercial provider in September 2011. The healthcare staff, recently increased thanks to additional funding, deal with the boys and the rest of the prison staff in a friendly and professional manner. As well as treating illness and injury they monitor all boys on arrival and also review them if they are taken into segregation. Boys of this age are not often ill but many of them have not been helped to look after their health over the years; addressing the resulting accumulated problems is an important task and this is especially so in the area of dentistry. Healthcare has health education as an important priority and good work is done in encouraging boys to take better care of themselves. The IMB does, however, observe most boys making poor choices in what they eat, neglecting the fruit and especially the fresh vegetables that are offered them. Healthcare could give dietary education more attention.

During the reporting year the healthcare centre remained in the cramped and insufficiently private quarters much criticised in our previous reports. The new building nearing completion will provide much improved facilities though at the time of writing there was concern about whether the open plan arrangements would ensure adequate confidentiality for the staff in all situations.

In the early part of the year the frequent lack of escort staff, highlighted by the IMB over several years, continued to cause the doctor and the dentist to waste a lot of time between patients,

reducing the number of treatments possible. With the reduction in the prison roll this became much less of a problem in the second half of the year and IMB trusts that when healthcare moves to the new building proper escort arrangements are in place from the outset.

The IMB has continued to be very concerned about the boys with significant mental health needs who are sent inappropriately to Warren Hill. Often these boys are at significant risk of self harm and are placed in the segregation unit so they can be monitored and to protect them from bullying on the open wings while more appropriate placements are found for them elsewhere. As highlighted in IMB reports for several years, this means that these vulnerable boys can be unsettled or intimidated by being placed near or alongside others who are being punished. This problem should be overcome when the new building comes into use. The resources for mental health have increased during the year with an additional nurse being appointed. Another positive initiative is a start made on a new garden area to be available to healthcare and the chaplaincy, with the project financed by the King's Fund.

5.4 Safer Custody

The combining of Psychology and Safeguarding Departments has continued to strengthen the prison's approach to safer custody. Staff are alert to the vulnerability of the young people and work together to ensure their safety and welfare. In an important initiative Health and Wellbeing Meetings are being held on a weekly basis to review newcomers and prospective discharges and boys giving cause for concern.

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. They are encouraged and helped to keep in touch with their loved ones, for example through being granted discretionary phone calls.

Bullying and fighting has continued to be a problem in Warren Hill as in other juvenile prisons. There is a violence reduction strategy which encourages a proactive approach, discourages negative labelling and sets positive goals, recognising that most bullies are also victims. There is also a programme to minimise the use by staff of physical restraint.

Several factors have combined to make the control of the boys more difficult. The welcome reduction in the overall number of juveniles nationally held in custody has led to a reduction in the number of prisons providing for those aged under 18. Those held tend to be the most challenging offenders and where there is a need to separate individuals (for example to keep co-defendants or gang rivals apart) there are fewer locations to enable this. Within Warren Hill itself the closure of two units following the disturbance in November 2011 has meant that in the second half of the reporting year it has often been impossible to separate boys without placing at least one of them in segregation. This bad situation should ease, at least to some extent, when the new building comes into use.

Research has gone on into gangs and their association with bullying and moral attitudes, the results of which are intended to inform security, safeguarding and resettlement strategies. The third sector organisation, Catch 22, has been running a programme in the prison with boys from London with whom the youth workers keep in contact on their release.

Towards the end of the year the IMB was pleased to learn that central government intervention has secured the future of social worker provision in juvenile prisons, the vulnerability of which was stressed in the IMB report last year.

5.5 Segregation/Separation & Care Unit and Dealing with Misbehaviour

The segregation unit, known as the Butley unit, has many functions. Boys are housed there for short and sometimes longer periods while investigations are held into their disruptive or bullying behaviour elsewhere in the prison; they may be present as a result of an adjudication, or awaiting adjudication; they may be there for their own protection as they cannot cope on the open units due to vulnerability; they may be there because of mental health issues so that they may be more carefully monitored; they may be foreign nationals who are considered to have given the court a false age and who have to be housed in isolation from those under 18 under prison policy or they may be new arrivals undergoing the induction programme. These diverse uses of the building do not marry well together. For several years now the IMB has been drawing attention to the undesirable and potentially catastrophic consequences of housing the most badly behaved boys together with “first-nighters” and others who are vulnerable. It was hoped that the new building which includes separate provision for new arrivals would have been finished before the end of the reporting year, but there have been considerable delays and at the time of writing final completion is still many months away.

Young people on Butley for discipline reasons are reviewed regularly, the reviews being attended by IMB members whenever possible. Their regime has improved and, subject to the limited resources available for one-to-one teaching, they can receive education, and some also attend vocational training or PE. When this is not possible written work is provided more often than in the past. All staff on the Butley unit have applied to do this work which is now rightly seen as a specialised job and a good officer can do much positive work if he or she is inclined. We consider the quality of the staff as being very important here as these boys can be very demanding. They are all visited by a member of the IMB every week. Butley is managed with an intervention regime, whereby good behaviour is rewarded and poor behaviour punished by the removal of privileges.

One room is dedicated for adjudications. These are regularly monitored by the IMB and we have been impressed by the way the adjudicating governors have handled the hearings. The awards are often regarded by staff as being too lenient and it is important that the policy is explained to them with greater frequency. There is now a policy of dealing with minor indiscipline by adjudication and the use of a “minor reports” system on the wing, a step which saves on the work involved in transferring boys to Butley. This is a welcome change but, as these hearings are often conducted at short notice, it is difficult for the IMB to monitor them.

It is now less frequent than a while ago that boys have to be segregated for their own protection. Wherever possible a way is found for the young person to be housed on a wing as the regime in Butley is inevitably limited and not suitable for long term stay. There have however been some exceptions and the IMB has been very concerned about some vulnerable boys, sometimes with severe mental health issues, who have been housed for several weeks in inappropriate conditions until a suitable transfer could be found for them.

Boys spend their first night on one wing of Butley unit. This is meant to separate them from the boys on the other wing who are there for discipline reasons who can be very noisy and sometimes bully the newcomers from the windows. The difficult boys are also prone to trashing their cells which means they sometimes have to be housed on the induction wing. This is very unsatisfactory. Recently another problem has arisen. Induction boys are housed on the units as soon as possible but since the troubles two units, Deben and Gipping, have been closed, and no refurbishment has yet started. This means there is a shortage of places for the newcomers who have to be retained in Butley in these unsatisfactory conditions. When the new building finally comes into use, the first nighters will be separately and much more suitably housed in what will be known as “the Welcome Unit” and we understand that Butley will become solely a segregation unit which should make for improvement all round.

Section 6

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

6.1 The future of the Carlford Unit

In its last two Annual Reports the Board has expressed great concern about the plans to close the Carlford Unit, a rare and highly valuable national resource for dealing with 29 of the most serious offenders under the age of 18. This special facility, housed in a secure site half a mile from the main Warren Hill campus but surrounded by the prison buildings of the open prison Hollesley Bay, seemed likely to become an almost accidental casualty of the drive for economy, prison by prison, across the national estate. The Board has repeatedly 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.

In July 2010 it was announced that the Carlford unit would close in March 2011 with the building likely to be used by HMP Hollesley Bay. At the same time it was decided that the new accommodation wing under construction on the main Warren Hill site would be used in part for a special unit. Completion of the new building has been delayed and the IMB has continued to be concerned that the new unit should be given both the brief and the staffing to generate the stable and caring community ethos that has enabled Carlford to be such a successful facility. There has been a wrangle between the prison and the YJB about the level of staffing to be provided and it is now clear that resources will be reduced. The IMB has been concerned to learn that, contrary to initial expectation, education will not be provided separately to boys in the special unit when the boys move to the new site. This is likely to prejudice a continuation of the constructive ethos of education in Carlford and the long-term rehabilitation of these boys including their ability successfully to pursue examination courses. There is special concern about the vulnerability of some sex offenders when they move to the more turbulent and violent society of the main prison.

Towards the end of the reporting year the IMB learned that the future of the Carlford Unit had been reopened and that there was now a possibility that the Youth Justice Board would continue to make use of the site. This would be a sensible as the building has been well adapted for its current purpose and there is accumulated on-site knowledge of how to make it work effectively.

6.2 The Carlford Unit during the reporting year

The continuing uncertainty over the date of the move to the new building at Warren Hill has hung like a cloud over Carlford throughout the year – hugely affecting both the young people and the staff. Since the final decision was made to move to Warren Hill, no maintenance or refurbishment has been undertaken in Carlford, the horticulture activity has been curtailed and the pervading atmosphere has been one of continual apprehension and uncertainty for both the boys and the officers. This has not been beneficial to the boys' progress and, coupled with the inconsistent afternoon activities, has made for a much more unsettled unit resulting in more adjudications being needed. Towards the end of the reporting year there have been briefings for boys and staff about the move but the continuing uncertainty about arrangements has been exacerbated by repeated postponements.

Education in the unit (reported on in 5.2 above) continues to be of a high standard with a good atmosphere in the classroom and friendly and purposeful cooperation amongst teachers and pupils. Boys and staff have felt most unsettled about the likely educational arrangements when they move to the main Warren Hill site.

Currently the unit is full, with the usual waiting list. The quarterly family days have continued to be very successful. Parents, many travelling very long distances to visit, continue to tell IMB members how glad they are that their sons are in this small scale setting with its humane and constructive ethos.

6.3 Residential units

With only two operational wings since November there have been problems with gang members being housed together on the same unit. This problem has been made worse as there has been a great deal of pressure on spaces in southern England, which has meant that if London boys have had to be transferred from Warren Hill they have sometimes ended up as far from home as Wetherby in Yorkshire. Gang related issues are causing major problems in the units, in education and on the route, with officers continuing to challenge the boys' behaviour. Mediation between rival gang members, when the boys are ready to agree to this, has been carried out with varying degrees of success.

This year wing staff have made greater efforts to encourage and cajole boys into going to education and not stay behind their doors. This has had some success and has led to a considerable drop in the number of lads in their cells during the day.

Due to a shorter lunchtime and slow lunch queues lads who are supposed to be eating out rarely have time to finish their food before being told to go back to their cells, often with their half eaten meals. This problem has been addressed and eating out of cells is in future planned to take place during the evening meal when more time has been allocated.

6.4 Purposeful activity

During the reporting year Warren Hill has made significant improvements in the provision of purposeful activity. Whilst the incident in November 2010 resulted in a substantial fall in the prison roll, considerable use was made of the extra resources available. The creation of the posts of Community Project Officer and Raptor Officer in April 2010 has resulted in a sharp increase in the number of boys being released under temporary licence to engage in projects outside the prison, including visits to work with MENCAP and Barnardo's. (Altogether there was a commendable total of 523 such temporary releases during the year.) The IMB greatly welcomes this development and the inspiration and hard work put in by prison staff to make it effective. It is a matter of great regret that the placements to work with horses at the Suffolk Punch Trust have ceased as the valuable experience does not lead to a qualification that contributes to the prison's target score. Boys have, however, continued to fly the raptors at displays across the county as it can count towards an accredited programme.

Boys on Carlford continue to get 15hrs of education per week supplemented by sessions in Cookery, Gym, Painting and Horticulture. A planned new timetable has not been implemented due to the delay in opening Waveney unit.

Additional enrichment programmes have been run by the Howard League, Catch 22, the Writer in Residence and Aldeburgh Productions and the Board continues to welcome these contributions as

they widen both the programme on offer and the range of people from the community with whom the boys come into contact.

6.5 Advocacy

Warren Hill has two full-time advocates offering a statutorily-required service currently run by Barnardo's on a contract which has recently been extended for a further two years. The advocates for much of the year regretted that the boys were not making more use of them and continued to be concerned that they should be perceived as independent. At the end of the reporting year they still lacked an office of their own. The IMB is represented at periodic meetings to review the work of the Advocacy Service.

6.6 Catering

The kitchen staff endeavour to provide a balanced and healthy diet for the boys but rising food prices have placed enormous pressure on the national budget of only £2.10 per prisoner per day to which is added a 30p supplement for juveniles. The closure of Deben and Gipping has exacerbated the pressure as the feeding of fewer people reduces the economies of scale and makes it more difficult to maintain quality.

The food is not prepared on site but at Hollesley Bay prison, one mile away. This year new heated food trolleys have replaced the old hot boxes, which has meant that the food is kept at a much higher temperature. There are three choices at lunch and supper including halal, vegetarian and a lower fat option. Various religious festivals are catered for and the arrangements for Ramadan and for the Eid festival at its close are especially to be commended.

The recent food survey attracted very little response. Those who replied reported the standard of the food as generally satisfactory and they also came up with plenty of ideas for future menus. A very useful monthly meeting takes place between the caterers and the serveries from the units and many of the suggestions are implemented. Every week IMB members monitor the food as it is issued in the serveries and sample a dish. Many boys have told the IMB that the food at Warren Hill is better than in other prisons where they have placed.

6.7 Chaplaincy

Things have settled down this year in the chaplaincy (a service shared with Hollesley Bay) under the leadership of the coordinating chaplain who also has a regional role within the prison service. The excellent part-time Imam is still in the team and after much searching there is now a full-time Imam as well. The "Time Out" sessions for vulnerable prisoners are still held in the Chapel, which has now been converted to a multi faith area with the agreement of the different faiths.

6.8 Foreign Nationals

Foreign nationals have continued to make up around 10% of the Warren Hill population. As we reported last year many of these are thousands of miles from their parents and with no known support in the UK. Some are of uncertain age, have little or no English, may have been trafficked and are at risk of deportation.

The service provided for Foreign Nationals has developed considerably this year under the lead of the Equalities manager and there are plans for a Foreign National Co-ordinator to be given more time when the staffing profile is reorganised to provide the new building. There is, however, currently no Foreign National Committee or policy of asking foreign nationals for their views on how the provision for them could be improved. Links have been made with the United Kingdom Border Agency and an immigration officer has held a clinic. During the year three young people have been held at Warren Hill beyond their release date before removal to an immigration detention centre. Translation services have been improved with links to the Ipswich and Suffolk Council for Race Equalities.

The IMB has been continued to be 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 has meant in the past that their needs have often been overlooked. Some individuals, without documentation but thought to be possibly over 18, have spent many weeks in segregation, isolated from other young people because of an over cautious interpretation of child protection policies. During the past year the prison has come to adopt a more caring and pragmatic policy, housing fellow language speakers together and facilitating their greater participation in education and association on a risk assessed basis. The IMB does, however, continue to be concerned about the welfare of this group of imprisoned young people.

6.9 Reception and Late Arrivals

A cramped temporary building has served as the reception unit in recent years. There are inadequate changing facilities, no shower, a single lavatory shared by the boys with staff and visitors and practically no space for new arrivals to be held, privately interviewed and searched. Additionally there have been no arrangements for washing personal clothes which are stored and then reissued in an unwashed state when boys go to court or are released. The situation should be greatly improved when the new reception and first night facility (to be called the Welcome Unit) is opened late in 2011.

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 situation has improved over the past two years. When boys are delivered to the prison late in the evening, the few staff available to deal with them continue to do their best. At one point during the year a boy was housed at Warren Hill who was attending court daily in London necessitating departure at 0730 and return sometimes as late as 2300. This is neither humane treatment nor a good use of resources.

6.10 Personal Mentoring Scheme

Following the transformation of the Personal Officer scheme to the Personal Mentoring Scheme in April 2010, there have been improvements especially when staff are off duty. In the majority of cases the young person is allocated a Personal Mentor and Personal Mentor Buddy as soon as they move onto one of the residential wings. The Personal Mentor and the Personal Mentor Buddy are on duty at different times so there is generally someone available to whom the young person can turn. Nevertheless the significant problem continues of the Personal Mentor rarely attending Resettlement Board meetings. In the smaller environment of Carlford, the system works very well and there is more opportunity for interaction with staff.

6.11 Canteen

The canteen system enables boys to use their own money to purchase additional food, toiletries and other items from an approved list. The system is working reasonably well. Ordered items that do not arrive have to be recorded and a refund issued which means that they cannot be reordered for another week. There are complaints that the items are expensive but the lads have been told that the prison is tied into a contract with its suppliers and there is nothing that can be done about this. Canteen items, especially shower gels, continue to be used as currency and as bullying tools. Staff are very vigilant and towards the end of the reporting year measures were being put in place to prevent excess toiletries being held in cells.

6.12 Visits

Transport from Ipswich station has been an issue but by the end of the year this had been resolved by providing taxis from Ipswich to Warren Hill. Apart from increased reliability, this has also meant that the full visiting time can be enjoyed by families instead of being restricted by the minibus timetable.

An in-depth visits survey was carried out in the first three months of this year, resulting in an action plan being drawn up to improve the arrangements. The main problem highlighted was the distance of many young people from their families, thus preventing regular visits. The survey showed that 43% of the boys were over 100 miles from home.

The family days, so long a very successful part of the Carlford arrangements, have now been introduced on the main Warren Hill site every three months. These enable boys to enjoy the whole day with their parents and other relatives. Catering during visits at Warren Hill has been a problem as volunteers to man the canteen have been difficult to find; there is plan to solve this by having a vending machine for hot and cold drinks and snacks.

6.13 Serious Incidents

When a serious incident occurs the prison's command suite is opened and as a matter of national policy the IMB is informed. Members of the IMB attend on each occasion to observe the progress of events and the actions of prison staff in restoring order. The IMB seek to reassure 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.

A serious incident on 15th July 2010 involved 30 boys on association in a recreation area. The incident was successfully managed in a low-key way and was soon over.

The concerted indiscipline of a few boys on the evening of 2nd November 2010 led to 50 boys being out of control overnight in the Deben and Gipping units. Trained staff were harnessed from other prisons and a national unit to help deal with the incident and emergency services stood by in case of need. Fortunately there were no serious injuries.

Five members of the IMB were present at one time or another during the incident. Members were present in the command centre and witnessed the boys being removed from the units, being searched, medically examined and in almost all cases transferred with their documentation onto escort vehicles for relocation in other juvenile prisons across the country. Subsequently the IMB Chair made contact with the IMB of all the prisons to which the Warren Hill boys were transferred.

The IMB have high praise for the care, commitment and stamina shown by the Governor, his staff and the prison service generally in dealing with the incident. The prison service has conducted a thorough enquiry into the causes of the incident and the immediate response so that lessons could be learned for the future.

6.14 Family Liaison

Following the resignation of the Family Liaison Officer, it was many months before a replacement was made and the position was covered by part time staff from the Ormiston Trust. A recent new appointment has made a big difference with boys preparing food for the family visits and the reintroduction of a parenting programme which has been written in house. It is intended that this will be available for all boys in the prison.

6.15 Throughcare and Resettlement

The progress of the boys at Warren Hill continues to be closely monitored, and monthly meetings of the resettlement team are held with a good attendance from all departments concerned in resettlement and throughcare.

Initiatives during the year included a new course on “developing household skills” and the setting up of a bank account facility together with a money management course. Many more boys have been released under temporary licence to take part in activities outside the prison, and more places could have been taken up if external youth offending teams had responded to requests more quickly – there is a continuing problem with their response to e-mails and telephone calls. The “E-mail a prisoner” scheme has been set up; this enables families to send in e-mail messages which helps boys to stay in better touch.

Some ongoing problems remain - staffing levels are currently very low in the substance misuse department – resulting in a shortfall of services in this crucial area. Boards are very badly attended by personal officers, even if they are on duty, and this issue needs to be addressed more seriously. However, there has been some improvement in finding accommodation into which to discharge the boys, with the majority being found suitable places to live. Talks are continuing with voluntary agencies, Catch 22 and The Foyers, to see if they can help. The main problem is securing accommodation to coincide with release dates. As the Board stated last year, 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.

6.15 Video Facility for Court Appearances

At long last the video facility, long called for by the IMB, has arrived. Towards the end of the reporting year the three video link rooms were in use. There are separate video link rooms for YOTs, solicitors and courts. The link is being successfully used by a growing number of the London and regional courts (Though not all courts, for example that at Lowestoft, are equipped as yet.) The YOT video link is also being well used but some YOT offices do not possess the equipment and there have been user problems at the YOT end which have meant that meetings have not taken place. Overall the video link usage is increasing and is working well especially in the case of the courts where the lad can also discuss over the line with his solicitor just before the court hearing. It is hoped that soon families who are unable to visit their sons will be able to use the YOT video link instead.

6.16 Cleanliness and Litter

Although the flowerbeds and lawns at the prison are well maintained there has long been a problem with litter with this often being left for long periods where it has been cast or subsequently blown with no one taking responsibility for its early removal. The prison had long maintained that clearing it was not a task that under YJB regulations could be set the boys. Dissatisfied with the situation the IMB wrote to the YJB who sent a clarifying reply, including a quotation from the relevant Prison Service Instruction: ‘Young people will not be expected to be involved in formal cleaning parties, but they should be made aware of their cleanliness and tidiness responsibilities.’ Since then the situation has improved. One associated and positive development has been the boys spring cleaning their rooms on a Bank Holiday, an exercise in which most of them participated willingly and energetically with the staff taking the lead in showing the boys how it should be done and working alongside them.

6.17 Staff Recruitment

With a recruitment freeze in place at the start of the reporting year, the prison was suffering from a staff shortfall and those in post were doing many extra hours and complaining of consequent exhaustion and stress, signs of which were observed by the IMB. Eventually the freeze was lifted for juvenile prisons but then there were long delays between the initial advertising of posts and staff arriving in the prison at the end of the appointment process. In the last part of the year pressures were eased as a result in the fall in the prison’s roll.

Section 7

THE WORK OF THE INDEPENDENT MONITORING BOARD

7.1 Members of the IMB visited the prison on a rota basis usually two or three times a week throughout the year. This included some visits in the evenings 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 range of management meetings.

7.2 Towards the end of the year one member announced his impending resignation and interviews of prospective members were held. Just after the end of the reporting year the appointment of three new members of the Board was confirmed.

7.3 During the year 20 boys were recorded as having asked to see the IMB – these applications were mainly taken “on the hoof” as IMB members toured the prison. Most of the problems had resulted from failures in communication and were quickly sorted out.

7.4 Two members attended the IMB National Conference and a group visited HMP/YOI Wetherby, which is similar to Warren Hill in that it provides solely 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 Early in the year the IMB evacuated its office as this was needed to accommodate the much needed video link suite to reduce the numbers of journeys needed for boys to make brief court appearances. The IMB has been housed in a temporary office and has been assured that

more appropriate quarters will be made available once the eventual completion of the new building releases accommodation elsewhere.

7.6 The IMB have benefitted from excellent cooperation by successive Governors, their Deputies and other members of the prison’s management team. Almost all the staff continue to be helpful to IMB members as the latter go about their duties, and staff appear to be better briefed about the role of the IMB. The IMB Clerk for most of the year was also the Governor’s personal assistant; she was consistently helpful despite the many other demands on her time. At the end of the year she was succeeded by a new appointee who had recently completed nationally-provided training for the task.

BOARD STATISTICS	
Recommended Complement of Board Members	10
Number of Board members at the start of the reporting period	9
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	0
Total number of visits to the prison (including all meetings)	283
Total number of applications received	20

Applications received from boys during the year

Code	Subject	2008/9
A	Accommodation	1
B	Adjudications	1
C	Diversity related	0
D	Education/employment/training	3
E	Family/visits	1
F	Food/kitchen related	1
G	Health related	1
H	Property	2
I	Sentence related	2
J	Staff/prisoner/detainee related	4
K	Transfers	-
L	Miscellaneous	4
	Total number of applications	20

Section 8

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

