



Annual Report
of the
Independent Monitoring Board
at

HMP Warren Hill

for reporting Year
1 June 2016 – 31 May 2017

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Monitoring fairness and respect for people in custody

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Section 1

STATUTORY ROLE OF THE IMB

- 1.1 The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison and IRC to be monitored by an Independent Monitoring Board (IMB) appointed by the Secretary of State for Justice from members of the community in which the prison or centre is situated.
- 1.2 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, on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody.
- 1.3 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.
- 1.4 The Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT) is an international human rights treaty designed to strengthen protection for people deprived of their liberty. The protocol recognises that such people are particularly vulnerable and aims to prevent their ill-treatment through establishing a system of visits or inspections to all places of detention. OPCAT requires that States designate a 'National Preventive Mechanism' (NPM) to carry out visits to places of detention, to monitor the treatment of and conditions for detainees and to make recommendations regarding the prevention of ill-treatment. The IMBs are part of the United Kingdom's National Preventative Mechanism.

Section 2

EXECUTIVE SUMMARY

- 2.1 The Independent Monitoring Board is agreed that over the reporting year ending 31st May 2017 HMP Warren Hill provided a safe, decent and constructive environment within the constraints of prison service policy and resources. The prison has succeeded in developing and embedding the Progression Regime to prepare for release both life and indeterminate sentences prisoners, many of whom might be regarded as having been previously stuck in the system. The IMB regards this success to be the result of the small size of the prison, with under 250 prisoners enabling a sense of community, combined with imaginative leadership and dedicated commitment from staff of all categories. Prisoners themselves often tell the IMB that Warren Hill is considerably safer and in terms of their rehabilitation more helpful and more hopeful than the mainstream prisons from which they have transferred.
- 2.2 The IMB considers that prisoners receive fair treatment at Warren Hill. The progressive nature of the regime within the prison enables prisoners to make requests and be heard (section 5). The emphasis on developing strategies to help men to confirm changes in behaviour and to show personal responsibility is working well. Its effectiveness is supported by an innovative system of Key Workers who are prison officers allocated to each prisoner with a more active brief than that of the personal officers usual in the prison system (11.2).
- 2.3 Most of the men in Warren Hill have been in prison for many years and many have developed strategies for coping with long running mental health difficulties and with the circumstances of incarceration. The IMB has observed the high level of support given to some individuals with particularly evident needs. A prisoner with dementia was supported by other prisoners, officers, Care UK and Suffolk Social Services until more permanent arrangements were put in place (8.5). When the self-harm and suicide prevention (ACCT) process has been implemented the IMB has observed consistent care and collaborative work between prison and Care UK staff (4.2).
- 2.4 Much good work is undertaken with prisoners on life or indeterminate sentences in preparing them for release. Many initiatives have been taken to encourage prisoners to demonstrate their reduced risk (section 11). Although Warren Hill is not classified as a resettlement prison, the Progression Regime is helping an increasing number of prisoners to succeed at parole board hearings with a success rate of 70% in the reporting year (4.1, section 11). However, the greater number of parole hearings requires even closer attention to the need for supporting paperwork to be ready within tight deadlines. While these deadlines are generally met this places considerable strain on staff and reduces the opportunities for face-to-face work with prisoners who are sometimes uncertain about the process and the stage they have reached within it. Nevertheless, the IMB is aware of only one instance where a prisoner's progression needs were not met for a significant period because of paperwork delays. The Offender Management Unit remains under great pressure and needs additional staff if its potential is to be fulfilled (11.3).

- 2.5 The aim of the Progression Regime is to enable prisoners on life or indeterminate sentences to demonstrate that they have reduced their risk of reoffending such that a parole board considers their release justified. The IMB regrets that ministerial policy still does not allow the prison to offer the opportunity for such men to gain supervised experience in the outside world before their release. Most prisoners have been in prison for many years and their adjustment to the challenges faced on release is likely to be substantially improved if the Governor became allowed to introduce carefully devised schemes under Release on Temporary Licence (ROTL) arrangements (7.4, 11.5). This issue was raised with Ministers in the IMB Annual Report of 2016.
- 2.6 As has been prominently noted in the IMB Annual Reports of 2015 and 2016, the loss of prisoner property at other establishments and the apparent institutional failure within the prison service to take the issue seriously continues to be a cause of concern to the IMB (7.7).
- 2.7 The education provision at Warren Hill, in earlier years a subject of concern to the IMB, HMIP and OFSTED, has shown considerable improvement thanks to the directed, creative and collaborative efforts of the prison's and the contractor's staff (section 9).
- 2.8 The IMB continues to receive from prisoners (and also from supervising officers) both written and specific oral complaints about the quality and quantity of food and to observe such shortcomings at the point of serving. The food is prepared in nearby HMP Hollesley Bay and so appears to be outside the control of the prison. The lack of its own kitchen at Warren Hill greatly reduces the opportunity for prisoners to learn employable catering skills (7.5, 7.6).
- 2.9 This report presents the findings of the Independent Monitoring Board at HMP Warren Hill for the period 1 June 2016 to 31 May 2017. IMB evidence comes from observations made on 256 visits, scrutiny of records, reports and data, conversations with prisoners and staff, attendance at meetings and applications from prisoners raising individual or general grievances.

2.10 ISSUES FOR THE MINISTER

- 2.10.1 To review the way in which, when prisoners move prisons, their property is transferred and the way in which complaints about missing property are dealt with across the prison estate. This issue was raised in our Annual Reports of 2015 and 2016. In his letter of response of 14th October 2016, the Minister told us that a national review of the handling of prisoners' property was under way with a view to issuing a revised policy but as yet the outcome appears not to have been released.
- 2.10.2 To consider again the limited introduction of the option of Release On Temporary Licence as part of the Progression Regime in order to help prisoners to make a successful transition to living in the outside world after a lengthy period of incarceration.

2.11 ISSUES FOR THE PRISON SERVICE

- 2.11.1 To review the preparation, delivery and serving of food to ensure that it is adequate in quantity and quality, including consideration of the provision of a kitchen within Warren Hill.
- 2.11.2 To review and increase staffing levels to ensure there are sufficient numbers of both key workers and staff based within the Offender Management Unit, not just to deal with paperwork, but so that they have time to give prisoners appropriate and continuing support in preparation for release.

Section 3

DESCRIPTION OF THE ESTABLISHMENT

3.1 Warren Hill is a Category C Adult Male prison with an operational capacity of 257. A new Governor, Sonia Walsh, took up her new appointment at the prison on 25 July 2016. The population is drawn from all over the country and provides regimes for three separate cohorts of prisoners.

- A Democratic Therapeutic Community (TC) is able to accommodate up to 40 men.
- A Psychologically Informed Planned Environment (PIPE) has places for up to 20 men, primarily to provide transitional support for men who have completed therapy.
- A Progression Regime caters for prisoners not allowed to progress to the open estate. This regime was devised and pioneered at Warren Hill following the then Secretary of State's decision to deny a return to open conditions to those who had abused their increased measure of freedom or who were otherwise categorised as being unsuitable for being placed in open conditions prior to their eventual release. The Progression Regime aims to provide men with opportunities to demonstrate to the Parole Board their suitability for release through a programme of increased responsibility and risk reduction undertaken in a closed prison. The Progression Regime is being followed almost exclusively by those serving life sentences and indeterminate sentences for public protection.

Warren Hill has also accommodated, usually for only a few days, men judged to have failed in open conditions at Hollesley Bay. A few have been held in the segregation wing but the majority are located on the main prison wings.

Progression Regime prisoners are housed in 3 residential units, including one which is for older prisoners.

3.2 Health Care is provided by *Care UK*, education by *People Plus* and substance misuse support by *Lifeline*. (*Lifeline* was placed in administration in May 2017 and its operations were taken over by *CGL (Change Grow Live)* on 1 June 2017). Other agencies working in the prison include *Aldeburgh Music* (now renamed *Snape Maltings*), *Ipswich and Suffolk Council for Racial Equality (ISCRE)*, *Suffolk County Library Service*, *The Shaw Trust*, *The Samaritans* and *The National Careers Service*.

Section 4

SAFETY

- 4.1 The IMB considers Warren Hill to be a generally safe and harmonious environment for both prisoners and staff and this view is partly derived from prisoners' direct comments to the IMB when they contrast their experience with that in their previous prisons. There has been evidence of occasional incidents of bullying; these have been addressed by staff through the violence reduction strategy, if necessary transferring culprits to other prisons.
- 4.2 The intake is on the whole carefully selected as being ready for a regime more trusting than in mainstream prisons. Over the year, however, more prisoners arrived presenting challenging behaviour. Up to half the men have Indeterminate Sentences for Public Protection (IPPs) and are usually significantly over tariff (the required sentence set by the court) and needing to demonstrate reduced risk to help them gain release. Such men can feel a long-term sense of frustration and, because of the continuing uncertainty, a feeling of hopelessness. There have been several instances of self-harm during the past year, one of them very serious, and one prisoner was placed on constant or near constant watch for a period of seven months. Staffing constant watch puts a strain on a small establishment and the IMB has been impressed by the readiness of staff to volunteer for emotionally demanding extra duties. We have observed much care and concern provided both by the staff of Warren Hill and of Care UK in supporting those who may be distressed or confused. A specialist mental health nurse is employed by Care UK and she normally attends complex ACCT case reviews and other reviews where there are mental health concerns. IMB members have looked at ACCT procedures, documentation, care plans and attended nine case reviews, all of which were handled with sensitivity.
- 4.3 Prisoners normally arrive at Warren Hill between the hours of 9am and 4pm. There have been occasional instances of prison transport being held at the gate over the lunch period and the IMB has expressed concern when men were held for over an hour in a stationary van in especially hot weather. Very occasionally prisoners have been brought into Warren Hill late in the evening when they have been sent up from HMP Hollesley Bay pending adjudication.
- 4.4 There was one death in custody in January 2017. As in all such cases this has been subject to investigation by the Prisons Ombudsman and will result in an inquest.
- 4.5 The use of illegal drugs including New Psychoactive Substances (NPS) continues. Mandatory drug testing is undertaken either on a random basis or as a result of suspicion. In the last year approximately 25 prisoners have tested positive for synthetic cannabinoids; the other main identified substance misuse has been of opiates. Sniffer dogs are often deployed around the establishment and intelligence-led searches have been frequently undertaken. A mobile phone detector has also been used, though with limited success.

- 4.6 Each residential unit houses prisoners who have been trained by the *Samaritans* as Listeners and this provides an enhanced opportunity for prisoners to support each other. Prisoners joining the Therapeutic Community (TC) and the Psychologically Informed Planned Environment (PIPE) commit to a demanding regime involving small and large group therapy sessions (extending to five times a week in the case of the TC).

Section 5

EQUALITY AND FAIRNESS

- 5.1 Warren Hill shares a team of chaplains with Hollesley Bay. There are salaried Anglican, Free Church, Catholic and Muslim chaplains and also a number of visiting chaplains providing for Sikhs, Jews, Rastafarians and Pagans. In addition to work associated with religious doctrine and observance, the chaplaincy has been seen to offer support and counselling to prisoners experiencing bereavement and other difficulties.
- 5.2 Improvements have been made to the visiting areas over the last year with attractive colour schemes and artwork created and produced by the prisoners. The Progression Regime aims to encourage prisoners to develop and maintain links with their families, though this is difficult for many as the population of the prison is drawn from all over the country. Some prisoners have said they accept this, recognising that they are benefiting from the prison's special programmes which may help them secure earlier release. Plans are in place to enable prisoners at stage 3 of the progression regime to organise visits by their families in the Virtual Village, but as a result of delays in completing the village these had not yet taken place by the end of the year under review.
- 5.3 Until the end of March 2017 prisoners arriving at Warren Hill were placed on a basic regime for a short period. This policy was changed at the beginning of April and all new arrivals are now automatically placed on an enhanced regime. This immediately introduces the men to the prison's positive approach and encourages them to retain their privileges by demonstrating good behaviour and engagement. However, the IMB has met some prisoners who have been in the prison longer who are still on a standard regime and feel discriminated against as a result of this policy change which was not applied retrospectively.
- 5.4 The Sycamore wing provides a quieter environment for older prisoners. Men on this unit have created their own gardens and are able to prepare food throughout the day, often doing so with considerable flair.
- 5.5 During the reporting year there were 231 complaints made under the prison's formal system. This was a drop from 280 the previous year, despite an increase in the prison's population. Complaints were mostly about property, residential issues and food. When prisoners raised issues concerning access or support for disability either through the IMB or with prison staff, the prison expressed concern but implementation of minor building work could be very slow. The installation of rails in the shower room of Oak unit asked for by a man on crutches were still not installed by the end of the year by which time the applicant had left the prison. Little evidence of discrimination on the basis of race was brought to the attention of the IMB.

Section 6

SEGREGATION

- 6.1 In keeping with the ethos of the prison there was little use made of the segregation of prisoners and for some periods through the year the segregation unit was empty, although there were occasional spikes in occupancy following adjudications relating to the discovery of illegal substances. Some prisoners were held 'behind doors' on their wing to complete their period of confinement to cell, following adjudication for a transgression. A few prisoners were held for their own or others' protection under the GOOD procedure for periods of over a month, pending reintegration or in many cases while negotiations took place with other prisons to organise a transfer. IMB members visit prisoners in segregation as part of their regular rota visits. Segregated prisoners regularly report that they are well treated and this has been observed to be the case.
- 6.2 The prison has made arrangements by fixing a regular day and times to make it easier for IMB members to attend GOOD reviews. Members attended 13 GOOD reviews and 35 adjudications on a sample basis through the year and have found these to be thoughtfully managed with prisoners given positive encouragement to engage in the process and to contribute their views.
- 6.3 During the reporting year two prisoners engaged in dirty protests. Staff of the segregation unit are to be commended for the way in which they dealt with these very challenging situations, maintaining a positive approach to the individuals despite their unacceptable behaviour.
- 6.4 The IMB commented several times, in this as in previous years, that the exercise area in the segregation wing was bleak and offered neither simple exercise material nor any other form of occupation. There was talk of improvement but no action had been taken by the end of the reporting year.

Section 7

ACCOMMODATION (including communication and consultation)

- 7.1 Relationships between officers and prisoners are generally very good, with staff combining sympathy and good humour with a professional approach, as is commented on by men who have seen the inside of several other prisons. The positive approach is also evident in the way the prisoners often relate to each other, and they sometimes make mention of the prison aiming to be a community. This is true in the Progression Regime units as well as in the TC and PIPE.
- 7.2 The IMB has a continuing major concern about the provision of food at Warren Hill. Complaints to the prison and to the IMB about the quality and sometimes quantity of the food have throughout the year run at a high level. Staff supervising the meals are very aware of the problems and share the prisoners' concern. The fillings in lunchtime baguettes have been seen by the IMB to be wholly inadequate on a significant number of occasions and the IMB has observed several incidences of insufficient menu items being delivered. At the end of the year new hot trolleys were ordered which should help to retain the temperature of the food in transit from Hollesley Bay to Warren Hill. Opportunities for prisoners to buy their own raw materials and prepare food on the wing have increased since the shop in the Virtual Village opened and there are good examples of prisoners cooking interesting and appetising meals for groups of fellow inmates. One man runs a 'cake club' and others use fruit and vegetables from the increasingly productive gardens to add to meat served from the kitchens. The Governor plans to provide additional equipment for prisoners to prepare and produce their own meals, but has told prisoners that she expects them to demonstrate that they can keep kitchens areas and equipment clean.
- 7.3 The IMB has visited the kitchens at Hollesley Bay on a frequent basis and is of the opinion that some equipment is outdated or in need of repair. The problems with the food largely result from it being prepared in another prison outside of Warren Hill's control. The IMB has in a previous annual report supported a proposal to create a kitchen in Warren Hill. Making the prison responsible for its own food would give it the power to solve many of the issues which currently arise and would also provide opportunities for prisoners to further develop skills learned in the training kitchen and to make use of fresh vegetables produced in the gardens. Work in the catering field would appear to be an attractive and viable option on release.
- 7.4 14 applications to the IMB were about property which had gone missing and not been traced. Prisoners arrive at Warren Hill without items of property and despite continuing and assiduous efforts by the Warren Hill complaints clerk these missing items are almost always not located. There appears to be a widespread fatalism across the prison service about the problem. The greatest distress is caused when the losses include irreplaceable items that have emotional significance such as family photographs. In one case, early in the year a man who was transferred from another prison in the county arrived with absolutely none of his property including his reading glasses, inhaler and other personal items. Although treated sympathetically and provided temporarily with clean prison issue clothing, he understandably remained very upset. So slow moving was the collective institutional response of the system that it was two weeks before any of his property arrived. Where the

ownership of property is proven but the item cannot be traced, the IMB has helped to ensure that prisoners can exercise their right to compensation, a process which often requires persistence and several repeated requests to secure a response from another prison, let alone a result. It is clear from reports by the IMBs at other prisons that this is a national problem. We raised this matter with the minister in our Annual Report in 2016. In his letter of response, the Minister told us that a national review of the handling of prisoners' property was under way, but we are not aware, as yet, of the outcome of that review.

- 7.5 Landline phone access is readily available to prisoners, though the IMB has some concerns that phones are in very public areas, making it hard for prisoners to make calls of a confidential or sensitive nature. Prisoners complain about the cost of phone calls at Warren Hill; these are very high compared with the outside world. The introduction of in-cell and less costly phone systems in some of the prisons from which men have transferred gives further rise to unfavourable comparisons.
- 7.6 After many delays the Virtual Village comprising a shop, meeting room and a coffee bar opened in September 2016. As well as providing a day to day and valued facility for the men this is a conscious attempt to mimic experiences in the outside world. In this last respect it cannot be other than a poor substitute for what could be available if the Minister allowed the prison to take men on town visits under the ROTL arrangements.
- 7.7 The flowerbeds around the prison campus have recently increased in number, and are attractively planted and very well maintained. Plants are grown from seed in the horticulture area and the displays of flowers in the wooden planters made in the carpentry workshop contribute to the agreeable environment. Three of the residential units have their own gardens and prisoners take pride in what they grow. Wing cleaning orderlies are responsible for ensuring that public areas are kept clean and tidy, though on occasion the IMB has queried whether they need to be challenged about their level of efficiency. As a job, it is perceived to be a soft option.
- 7.8 There were on-going problems with standing water in one of the shower areas and it was many months before the situation was resolved.

Section 8

HEALTH CARE

- 8.1 Health care in Warren Hill is delivered on behalf of the NHS by Care UK which contracts with local GPs, dentists and other health care professionals as required. Prisoners complete a screening questionnaire when they arrive and are seen by a nurse within seven days. Access to most aspects of health care within this small prison compares favourably with much of current provision in the community.
- 8.2 The level of prescribing is higher at Warren Hill than at other prisons in the region. This may in part be explained by the types of prisoner who come to the prison – most have been in prison a long time and the age range is therefore older and many have complex emotional and psychological as well as physical problems. Care UK and the GPs have sought to reduce the levels of prescribing and this has created some tension for certain prisoners. Some men are required to take their medication at the health care facility to reduce the risk of trading medication. There were 14 applications from prisoners concerning their health care; many of these were about medication.
- 8.3 Over the last year a number of unwell prisoners have had to be hospitalised and this has placed a strain on overall staffing levels within the prison with the requirement for bed watch in hospital and for escorts for outpatient appointments in the hospital which is 15 miles away. On an average weekday at least one prisoner will attend hospital for either a scheduled appointment or an emergency. On occasion activities within the prison have had to be curtailed or cancelled because of bed watch requirements.
- 8.4 Within the Progression Regime prisoners are expected to make their own appointments to see a doctor. In the IMB's experience some prisoners have not found it easy to handle this responsibility. There is a sometimes difficult balance between treating men as adults who need to plan sensibly (and to accept the consequences of not doing so) and a duty of care towards individuals who may have mental health difficulties or be otherwise vulnerable.
- 8.5 One prisoner in the last year was formally assessed as requiring social care. The process involved a steep learning curve for the local authority and for the prison and raised issues about the care of older prisoners with deteriorating capacity. Discussions with NHS England, Care UK and Suffolk County Council Social Service have established procedures to be followed in future.

Section 9

EDUCATION AND OTHER ACTIVITIES

- 9.1 The IMB have observed a huge improvement by the new contractor, People Plus, both in the delivery of education and in how education is perceived by the prisoners. Workshops and classes are generally well attended and on rota visits the IMB has seen a purposeful and happy atmosphere in the classes visited. The IMB have attended various meetings involving both prison staff and the contractor and have observed good collaboration between the different parties and a creative forward looking approach.
- 9.2 Functional Skills (English and Maths) classes were without a tutor for the last four months of the reporting year and such a long gap (occasioned in part by the lengthy appointment process) has been a cause for concern. The numbers following the programme are small. Two men have achieved level 2 in Maths and six have achieved level 1 and in English one prisoner passed level 1 and four gained level 2.
- 9.3 A highly successful and popular Diploma in Progress has been introduced. This is a gateway qualification (between entry level and level 1) and is designed to help equip prisoners for release. 36 prisoners have enrolled on the course in the last year. The three-month programme takes 12 men at a time. The IMB has been impressed by the diversity and challenge of the course content and the energy with which the programme is taught. There is a high level of collaborative work and mutual support. At the end of each course participants report on their achievements, frequently in an empowering way at a gathering which has included other prisoners, staff, the IMB and sometimes visitors. Between courses the tutor has run two full-time basic IT skills classes which last two weeks. Punctuality and attendance at workshops and classes has improved greatly over the last year. Both the Diploma in Progress and the IT course have been developed in consultation with prisoners some of whom help with the delivery.
- 9.4 People Plus also runs a number of training workshops at Warren Hill. The Multiskills workshop successfully engages prisoners in developing a range of skills leading to a level 1 diploma in decorating and construction and a level 2 diploma in painting and decoration, while at the same time producing work that is often attractive and useful. The training kitchen is now fully functional and provides for a small number of prisoners who produce food of a high standard for events within the prison and can complete a level 2 qualification in hospitality and catering. Motor Mechanics offers courses at levels 1 and 2. It is generally well resourced but the course has not been provided with a vehicle constructed recently enough so as to enable the students to learn the electronic diagnosis of faults as required by the syllabus. In addition two Barista courses have been run with a high success rate. There have been two level 2 Business Enterprise courses with again a very high pass rate among those finishing the course.

- 9.5 The IMB has observed the successful use of peer mentoring. This develops valuable skills and helps those undertaking the training to demonstrate their reduced risk. 19 men have successfully completed the level 2 peer mentoring course and every peer mentor who appeared before the parole board during the year was either released or was transferred to an open prison.
- 9.6 Past inspections have highlighted the shortfall in the provision of IT at Warren Hill and the Board is pleased to note the installation of computers in education. There are also computers for the use of prisoners in the library and these are always in use. Some prisoners, largely with self-taught skills, have created programmes for use in the education department.
- 9.7 An educational channel called *Way to Learn* has been made available on the prisoners' televisions. There is a drop-in class for basic maths and English which has proved a success with men who have been in prison for many years and have resisted opportunities to learn. The atmosphere in these weekly sessions is relaxed and positive and there have been successes at entry level in both maths and English.
- 9.8 Eight prisoners have completed distance learning courses during the year; 16 are currently on courses and four are engaged on Open University courses. Five men are awaiting the outcome of applications for funding for distance learning from the Prisoner Education Trust.
- 9.9 The library is well used with orderlies supporting the librarian who continues with a range of initiatives to encourage reading – including the inviting of visiting speakers for well-attended voluntary sessions. Such input from the outside world is likely to be especially valuable for those who have been locked up for many years. The book stock is largely the result of merging the resources from the closure of HMP Blundeston with the existing book collection of Warren Hill when in its days as a juvenile facility. Much material is now dated and there is a pressing need to invest in items to support the programmes of learning now mounted in the prison. Such up-to-date book resources are all the more important for prisoners as they are not allowed to access the wealth of material on the internet. The writer in residence, who is based in the library, has helped both to inspire and to motivate many prisoners by initiating involvement in creative activities including a short art course run by a visiting artist, an art exhibition of very high quality and the production of a prison magazine.
- 9.10 A philosophy class was started during the year. The IMB has seen how well men have risen to the challenge of reading demanding extracts from classical texts and discussing fundamental issues in rigorous, well-led discussion.
- 9.11 Snape Maltings (formerly Aldeburgh Music) has continued its work within the prison. A highly successful concert was presented highlighting the performance of songs developed and sung by the prisoners. Snape Maltings also visits a different wing each Thursday evening to lead singing sessions which have been observed by the IMB to be generally well attended and enjoyed.

Section 10

WORK, VOCATIONAL TRAINING AND EMPLOYMENT

- 10.1 In its last report the IMB was critical of the limited work opportunities for prisoners. By the end of the reporting year there were sufficient work and training opportunities for everybody to work at least half of every day. Prisoners who refused to go to work without good reason were put behind their doors during the working day.
- 10.2 The IMB has had some concerns about the allocation of work. Some prisoners have commented that they have applied for jobs without seeing a job description and also that they have made written applications (using procedures intended to mirror the outside world) only to be told that they were ineligible for security reasons. There have also been suggestions of favouritism in the allocation of some jobs and concerns about the lack of communication from health care about individuals' current suitability for manual jobs. By the end of the year these concerns were being addressed. Job orderlies have been appointed on each wing and a job club has recently been established so that prisoners can be supported with their job applications.
- 10.3 The range of employment is reasonable, given the small size of the prison. The woodwork and welding training and production workshops are now fully operational and produce good quality products on contract for use across the prison estate. Prisoners comment very positively on the work they are able to do in horticulture and the well-maintained grounds and the productive gardens are good for the morale of all. Horticulture is now able to offer courses at levels 1 and 2, though the introduction of these courses was held up until electricity could be installed in the horticulture building. This was long needed (see IMB Annual Report 2016) but was not completed until January 2017. A level 2 fitness instructor programme is offered in PE and the raptor area of work offers a recognised qualification. The prison has taken steps to see that instructors in the different workshops become qualified to certify prisoners for specific qualifications – these very useful qualifications entail high fees for which there needs to be a sufficient budget.
- 10.4 The prison is working hard to develop programmes that may support future employability. Warren Hill draws its population from all over the UK so establishing links with prospective employers is problematic. This remains an area where future development depends very much on through-the-gate communication amongst all the parties potentially involved.

Section 11

RESETTLEMENT PREPARATION

- 11.1 Resettlement preparation is at the heart of Warren Hill's Progression Regime. Prisoners applying for the Progression Regime are expected to have completed all relevant offending behaviour programmes before coming to the prison, but there have been instances through the year where prisoners have gone to another prison for a short period to complete a programme before returning to Warren Hill.
- 11.2 The Progression Regime at Warren Hill requires that each prisoner has a key worker with whom he has regular meetings to discuss progress towards targets for activity and behaviour. IMB members have sat in on some of these meetings and have been able to observe how prisoners are encouraged to set their own targets and identify and record evidence of their progress. The key worker also accompanies the prisoner at Enhanced Behaviour Monitoring (EBM) meetings with the Offender Supervisor at the Offender Management Unit (OMU). It is evident from EBM meetings attended by IMB members that the key worker is an important source of both support and evidence. The same good relationships have been observed as prisoners progress within the PIPE and TC. Some prisoners have in their early days at Warren Hill expressed to the IMB their distrust of the positive way that officers talk to them, but IMB members have observed the change in attitude as the men come to an appreciation of the progression regime and how it works.
- 11.3 The system of EBM reviews is now well established and tracks a prisoner's progress through three stages. IMB members have observed these reviews on several occasions. They are attended by the allocated Offender Supervisor, the prisoner's key worker, the prisoner, and at particular stages a governor is also involved. A psychologist may also attend. The reviews look at the individual's risk factors and at what the prisoner is doing to address them. There have been occasions through the year when EBM reviews have been postponed. The OMU remains under great pressure and needs additional staff if its potential is to be fulfilled.
- 11.4 In the year under review 147 parole hearings were scheduled, 43 of which were adjourned or deferred. The outcome for those successful was that 64 men were directly released and 21 transferred to an open prison. It is easy within the prison system for individuals and their specific needs to be overlooked or forgotten about, especially as prisoners move generally from one large and understaffed establishment to another. We believe that this happens less often at Warren Hill than elsewhere. Men have raised issues about their progress with the IMB: sometimes this is because they have misunderstood their situation, in others cases the system has needed a jog. The increasing numbers of parole hearings requires close attention to paperwork within tight deadlines and while these are generally met, this places considerable strain on staff and reduces the opportunities for face-to-face work with prisoners who are sometimes uncertain about the process and the stage they have reached within it. Nevertheless, the IMB is aware of only one instance where a prisoner's progression needs were seriously neglected for a long period because of paperwork delays.

- 11.5 The Progression Regime enables prisoners to gain increasing levels of autonomy as they demonstrate progress towards goals. They are given a Warren Hill Activity Licence when they reach stage 2 and this enables them to move freely around the prison during the working day. Stage 2 prisoners are also given access to the Virtual Village. They are expected to take on responsibility for supporting other prisoners and for engaging with the Warren Hill community. Because there is still no opportunity for Release on Temporary Licence, the prison is constantly looking for additional ways to enable prisoners to demonstrate their reduced levels of risk.
- 11.6 Following successful parole hearings almost all prisoners from Warren Hill are released to approved premises while a few go to open prisons. Funds have been allocated to convert a large unused Portakabin into an 'approved premises' facility within the grounds of the prison where men approaching release will reside and have to manage themselves. This learning experience is being designed to help men desist from committing technical breaches when they are eventually released – such breaches being a principal reason for men being recalled to prison. During the reporting year 20 men released from Warren Hill were recalled.
- 11.7 The Therapeutic Community (TC) and the PIPE have continued to provide a potentially life changing opportunity for those prisoners ready to commit to the demands of these units which involve regular and emotionally demanding meetings in small and large groups. The IMB has observed staff not only listening, challenging and supporting men in the TC and PIPE, but also encouraging the men to work in the same way with each other. The IMB has sat in on some of the large group sessions during the year and has been impressed by the way prisoners conduct themselves in these meetings, managing to be both challenging and respectful. These powerful occasions are well managed by the elected prisoners and supported by clinical staff as well as the officers who have volunteered to work on the unit. There have at various times in the year been staff shortages in the Therapeutic Community which have led to the cancellation of small group meetings and delays in the completion of significant paperwork.
- 11.8 The Progression Regime instituted at Warren Hill is an innovation that has aroused a lot of interest across the Prison Service. As a result, there have been many professional visitors and by the end of the year there was the prospect of the regime being instituted elsewhere.

Appendix A: THE WORK OF THE INDEPENDENT MONITORING BOARD

- A.1. Members of the IMB visited the prison on a rota basis at least two or three times a week throughout the year, including visits in the evening and at weekends. They attended various boards, such as those reviewing continued segregation and arrangements for those at risk of self-harm. Members also observed a range of management meetings and attended some training sessions aimed at staff. Membership of the Board remained constant throughout the year though one member was on sabbatical leave for eight months. Members of the Board are unpaid but may claim travelling expenses.
- A.2. Two members attended the IMB National Conference. The meetings of IMB area chairs have been attended by either the Chair or Vice 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.
- A.3. The IMB continued to benefit from excellent cooperation by the Governor, supported by her Deputy and other members of the prison's management team, receiving prompt and detailed responses to the issues raised in rota reports and at IMB Board meetings. Almost all the staff continued to be helpful to IMB members as the latter went about their duties and staff in general showed they were well briefed about the role of the IMB.
- A.4. 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 Board meetings during reporting period	12
Total number of visits to the Establishment	256

**Appendix B: ANALYSIS OF APPLICATIONS RECEIVED BY THE IMB
(using national headings)**

Accommodation, including laundry, clothing, ablutions	1
Discipline, including adjudication, IEP, sanctions	4
Equality	1
Purposeful activity, including education, work, training, library, time out of cell	5
Letters, visits, phones, public protection restrictions	8
Finance, including pay, private monies, spends	3
Food and kitchens	4
Health, including physical, mental social care	13
Property within the establishment	0
Property during transfer or in another establishment or location	14
Canteen, facility list, catalogue	3
Sentence management	12
Staff/prisoner concerns including bullying	6
Transfers	0
	Total 74