



Annual Report
of the
Independent Monitoring Board
at

HMP High Down

January 2017 to December 2017

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Monitoring fairness and respect for people in custody

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1 STATUTORY ROLE OF THE IMB

The Prison Act 1952 requires every prison to be monitored by an independent Board appointed by the Secretary of State 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.

Main judgements

- High Down started 2017 as a Reform prison. The main benefits from this were:
 - Funding for equipment.
 - The ability to opt-out of the public sector recruitment process, enabling faster recruitment following a successful local campaign.

- The Board welcomed the recruitment of new officers during 2017 to address previously reported understaffing, but is concerned to know whether they will be given sufficient mentoring and support during their early months. We understand that 2 x POELT's (Prison Officer Entry Level Training) are assigned a mentor under the prison's buddy scheme. The Board also has concerns around 'institutional culture'. An example of this was noted when an enthusiastic new officer was congratulated on their placement, but only two weeks later was observed to have adopted a nonchalant approach to answering cell bells.

- The persistent issue around continuity of officers remains a concern because of the impact on understanding and knowledge of prisoners, particularly in key areas such as Segregation, Healthcare and Induction.

Uniform Staff in Post	2017	2016
Band 3: Officer Grade	201	114.5
Band 4: Supervising Officer	31.82	34
Band 5: Custodial Manager	12.05	12

- The safety of the prison was compromised at times during 2017, in part due to there being insufficient or inexperienced staff to manage the daily challenges, and an increasing propensity for prisoners to resort to violence on each other, an increase of 43 for 2017. Although the assaults on staff decreased by 10 for the same period, the Board is still of the opinion that this is unacceptably high (*see table on page 9*).
- An increasing amount of Board members rota time was spent with segregation monitoring during 2017 and into the New Year. The Board remains very concerned at the constantly high number of segregated prisoners that it believes reflects the volatile state of the prison. The continuity of governors who conduct prisoner reviews and quality of paperwork in the Segregation Unit also remains a concern, and we question whether there might be a correlation between the high number of prisoners on Rule 45 (Good Order and Discipline) and the numbers of new and inexperienced staff, in that difficult prisoners are not always being managed on normal residential locations.

- Similarly to segregation, time spent in the Healthcare areas, particularly In Patients, increased during 2017 where nursing and uniform staff were frequently stretched to the limit dealing with difficult and unwell patients and managing multiple regimes.

- Whilst not within the Board's remit or ability to assess, there is an increasing concern at the number of prisoners across the prison who present to us as having behavioural and/or other mental health issues, and who are often not considered by, or requiring attention from, In Reach.

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- The Board has been informed of the decision to re-role the prison to Category C during 2018 and has reservations on this decision being that the prison currently only has 417 work places and 184 education places for an operational capacity of 1160. In addition to this the resettlement centre was closed for much of 2017 (*see page 22*). At present sex offenders receive no rehabilitative interventions before release and the Board understands that this will not change under the re-role.
- Applications to the Board relating to Offender Management Unit (OMU) issues remain the highest category at nearly 20% of all general applications from prisoners. Examples are the inability to access their Offender Supervisor, progressive transfers, lack of sentence plans or, when a sentence plan is in place, the lack of opportunity to complete required courses because they are unavailable at High Down. The Board is not surprised by this number when taking into account that Offender Supervisors were frequently cross-deployed to other areas (*see page 13 under OMU*).
- The Board is concerned with the decision to stop using Discrimination Incident Report Forms (DIRFS) in favour of ticking the 'discrimination box' on the prison Complaint form as they are no longer available for independent monitoring by The Zahid Mubarek Trust.
- The Board has acknowledged a marked improvement in the cleanliness of the outside areas of the prison but this is in contrast to the generally poor cleanliness and hygiene standards for many inside areas that have been regularly observed and reported, and that continue to be challenging.

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Main Areas for Development

TO THE MINISTER

- What will the Minister do about the increasing number of prisoners suffering from personality disorders who are not covered by mental health services in prisons? They struggle to cope in custody and their behaviour often monopolises the attention of staff and diverts them from dealing with other vulnerable prisoners.
- What will the Minister do about the mounting challenges faced by Offender Management departments and Probation services? Whilst we are aware of the impending introduction of the Offender Management in Custody (OMiC) model the system is already hugely under resourced with a lack of trained staff and the system is increasingly failing prisoners through lack of progressive moves and no, or incomplete, sentence plans.

TO THE PRISON SERVICE

- What critical steps is the Prison Service taking to tackle the endemic supply and use of illicit drugs, particularly NPS (spice) and cannabis?
 - For example, the Board is aware of some prisoners who have opted to stay in Segregation as a way to 'stay clean' because of the supply and use of drugs across the prison.
- High Down is expected to become a Category C prison during 2018, in anticipation of which the following questions arise:
 - How is the Prison Service going to manage this transition to ensure minimum disruption for prisoners and staff within High Down and across the wider prison estate?
 - The Board is aware, and concerned, that the future of the 24/7 In Patients Healthcare facility provided by High Down is uncertain following re-categorisation. How is the Prison Service intending to manage the transfer of non-Category C prisoners to other establishments with in-patient facilities, or to dedicated mental health facilities?
 - How will the Prison Service ensure that there are purposeful work places and interventions for all at High Down, including sex offenders?
- The Board welcomes the increased availability of in-cell phones at High Down, but how is the Prison Service intending to address the current high national call charges that many prisoners cannot afford?

TO THE GOVERNOR

- With reference to the Segregation Unit what steps is the Governor taking to decrease numbers that have been at, or near, capacity for most of 2017, and to improve the processes that govern its operation?
- How does the Governor plan to manage the limited number of experienced officers alongside the larger number of inexperienced officers? In particular, what are the plans to ensure the continued safety and operation of the prison whilst supporting new recruits in best practice?
- What is the Governor doing to rectify the poor standards of cleanliness inside the prison throughout 2017, during which the Board frequently commented upon the unhygienic state of serveries and shower facilities across the prison?
 - How will the Governor ensure that hotplate workers receive essential food management training in a timely manner?

Improvements

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- The Board acknowledges the successful recruitment of Band 3 officers to High Down in 2017, using a speedier process.
- The installation of cell window grilles for Houseblocks resulted in a marked improvement in cleanliness across all outside areas of the prison, together with litter picking being carried out on a more consistent basis.
- The “Les Miserables” October production, in association with Pimlico Opera, was a resounding success and viewed as a boost to morale.
- The Board acknowledges the continued effective relationships between the Governor with the PoA and the IMB, and also her efforts to improve communications across the prison.
- The Board congratulates High Down on the achievement of one of its officers who was awarded “Overall Officer of the Year”, and of another who was a category finalist, at the prison service annual awards ceremony.

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DESCRIPTION OF THE PRISON

- High Down is designated as a Category B Local prison but also houses Category C and Remand prisoners.
- It serves the Crown Courts of Croydon, Guildford and their surrounding Magistrates Courts.
- The Operating Capacity of the prison at year end was 1160. This was temporarily reduced due to the closure and re-opening of Houseblocks 1 & 3 for refurbishment at differing periods during 2017.
- Healthcare was managed by various partners during the year:

Service Provider	Services
Virgin Healthcare	In and Outpatients, medical care for Residential areas, pharmacy and dental care – <i>until March 2017</i>
Central North West London NHS Trust (CNWL)	In and Outpatients, medical care for Residential areas, pharmacy and dental care – <i>new contract from April 2017</i>
CNWL - In Reach	Mental healthcare – <i>ongoing from 2016</i>
GP	Achor Healthcare
Substance Misuse	The Forward Trust
Social Care	Surrey County Council
Education & Training	Novus
Maintenance & Repair	Carillion – <i>during 2017</i>

B Evidence sections 4 - 11

3 SAFETY

The Governor identified Safer Custody as a priority area for attention during 2017. The objectives were stated in the prison's Safer Custody Strategic Plan (SCSP), published in April 2017:

- In the year April 2016 – March 2017 there was a steady increase in Prisoner-on-Prisoner violence with a reduction in Prisoner on Staff assaults. During this time Use of Force had also decreased.
- Four areas for action were identified to tackle causes of violence (as identified by the National Violence Reduction Project):
 - Respect and Justice - Prisoners obey rules when they perceive them to be just and when they believe they are being fairly applied.
 - Environment & Decency - Staff & Prisoners are more likely to be safe if the environment is in good order (includes repairing broken furniture and providing basic amenities such as clothing and toweling).
 - Activity - Working with Prisoners to help improve their cognitive skills to help improve their conflict resolution skills and tolerance of others.
- Measures that were introduced:
 - monitoring the frequency and causes of violence, making a complete record of each incident
 - emphasis on greater use and action from the Incident Reporting System (IRS)
 - completing p-NOMIS and Observation Book entries
 - appropriate application of Use of Force (UoF) including introduction of the "Guiding Hold" as an alternative to Guided Force
 - tackling debt
 - managing Prisoners who commit acts of violence
 - supporting the victims of violence
 - appropriate use of the Violence Reduction Committee

Factors that the Board believes impact efforts to improve Safety
• Consequences of insufficient or inexperienced staff at periods during 2017
• Gang culture within the prison
• Widespread presence of drugs, mobile phones and improvised weapons
• Bullying and intimidation

The data shows little evidence that the safety of both prisoners and staff has improved significantly during the reporting period, with use of force and most other indicators showing a significant increase.

Categories	2017	2016	2015
Use of Force - Unplanned	331 (161 Jun-Nov)	78 (Jun-Nov)	72 (Jun-Nov)
Use of Force - Planned	118	<i>not available from prison</i>	<i>not available from prison</i>
Self-harm incidents	333	313	281
ACCTs opened	637	593	602
Assaults: Prisoner on prisoner	264	221	170 (<i>no Aug data</i>)
Assaults: Prisoner on staff	79	89	47
Listener Call-outs	1573	1771	<i>not available from prison</i>
Deaths in Custody	5 (4 x natural causes)	3 (2 x natural causes)	4 (1 x natural causes)

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Deaths in Custody (DIC)

- In 2017 there were 5 deaths in custody, of which 4 were from natural causes. The other occurred as the result of a violent incident at a nearby location outside the prison following a prisoner's release from custody 24 hours earlier.

Missing Data

- The Board has continuing concerns about data capture and subsequent 'lost data' for some key safety statistics. It is a compliance issue that the prison acknowledges as requiring improvement for 2018.

Assessment, Care in Custody Teamwork (ACCTs)

- In response to the Board's concerns expressed in its previous report about the quality of ACCT documentation, the prison's continued efforts in 2017 to improve both data entry in documents, and also the review process, is recognised.
- The Board remains concerned about the excessive number of Prisoners that were held in the Segregation Unit whilst on ACCTs. The Board made representations to the Governor in this regard and numbers reduced during 4th quarter.
- Comments are often received from prisoners across the prison complaining of feeling unsafe but who are often reluctant to pursue their grievances. In the Segregation Unit, this often resulted in prisoners refusing to move and held under Rule 45 – Own Interests.

Samaritans Phones

- The new Samaritans national number was activated in mid-2017), for which information posters and stickers were provided to the prison. The old number is still on ID cards and, whilst it still works, a random check revealed that the free PIN number was not on ID cards.
 - Prisoner information kiosks were introduced in November 2017 (*see section 7*) with a Frequently Asked Questions (FAQ) section with a section relating to 'suicidal feelings', together with the Samaritans phone number. As a result, posters were taken down everywhere and have not been replaced.
- Access to Samaritans should be available to all prisoners and prisons are expected to ensure that such access is made available to every prisoner. This is not the case in High Down for most landing, and in-cell, phones. Prisoners say that they are aware of the service but do not know how to use it.
 - This is by comparison with HMP Berwyn where prisoners are able to use in-cell phones 24 hours a day (at High Down access is stopped at 11:00PM to promote sleep, deter anti-social behaviour and also family contact at night), and their number + free pin are on every ID card.
- Dedicated Samaritans phones are still available and these are being used regularly.

Drugs

- The continued importation and use of illicit drugs remained an endemic problem throughout the year despite some successful actions by the prison to capture or detect drugs, also mobile phones and improvised weapons. Sources include:
 - Packages 'over the wall' (Inc. drones).
 - Passed during visits.
 - Impregnated in incoming mail.
 - Staff.

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- The Board was particularly concerned about two incidents:
 - A large number of prisoners who were found to be under the influence of 'Spice' on one of the residential exercise yards, many of whom required medical attention. In addition, members of staff who attended the incident were also adversely affected.
 - Similarly, a number of prisoners who were being held in a single cell in the Segregation Unit whilst awaiting adjudication were found to be under the influence of 'Spice'. Again, some prisoners and staff were affected and required medical attention.
- The measures in place to detect possession are:
 - Use of passive drugs dogs during visits and movement of prisoners from their houseblocks to education.
 - Use of active drugs dogs across all outside areas of the prison.
 - Intelligence led searches, sometimes acting upon Incident Reports (IRs) and also 'suspicious' testing.
 - On-going Mandatory Drug Testing (MDT).
- Cannabis and Spice continue to be the primary 'drugs of choice'.

5 EQUALITY AND FAIRNESS

Equalities Meetings

- Equalities meetings were held quarterly throughout 2017, having been scheduled as monthly meetings in previous years. This change in frequency has resulted in meetings being held as scheduled, although the Board has noted that action points are often not completed by the assigned date.
 - For example, the lifts on Houseblocks 5 and 6 (where the majority of prisoners over 50 years old reside) remained out of service for more than a year despite being marked for action at each Equalities meeting.

Discrimination Incident Report Form (DIRF)

How raised	2017	2016
DIRFs	19	91
Complaints System	70	

- 19 DIRFs were received between January and March, at which time a local decision was taken to include future discrimination claims in the complaints system (an option on the “COMP1” form).
 - The Zahid Mubarek Trust quality assures DIRF complaints. The Board has been informed that they have not had sight of these since changes to way these are recorded were introduced at High Down. Our concerns have been raised with management.
- In total, there were 89 discrimination claims in 2017. For the 70 raised via the complaints system only 2 were upheld. The Board was unable to obtain figures for claims raised by staff since these are dealt with via the grievance process.
- The Lammy Report (published 8th September 2017) mentions policy documents that bear only passing mention of race, ethnicity and religion. In this regard, the Board regrets the withdrawal of the DIRF in High Down, the concern being that such discrimination could be lost in the complaints system.
- High Down appointed an Equality Advisor in December 2017.

Foreign National Offenders (FNO)

	2017	2016
Foreign National Offenders	141	138

- During 2017 there were as few as 6, and as many as 20, IS91 FNO’s being held following expiration of their sentences. This amounted to approximately 11 IS91s being held at any given time.
 - *IS91: A FNO whom the Home Office Immigration Enforcement (HOIE) is considering for deportation may be placed in immigration detention on completion of their custodial sentence. The HOIE will then serve an IS91 form (authority to detain under Immigration powers) on the prison. In addition to form IS91 being received by the prison the detainee should be issued with a form IS91R explaining the reasons for their detention. When a FNO continues to be held in prison under immigration detention powers they are treated as a remand prisoner.*

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- During the report period the Board made representations to the Governor concerning there being no FNO clerk in post. This was rectified during 4th quarter.

Induction

- During 2017 the Board noted that many new prisoners received no Induction within their first week in custody, and little record was kept of general Induction given by Induction orderlies on Houseblocks.
- Where housed anywhere other than the Induction spur, prisoners are not guaranteed to receive general Induction. Although orderlies are available they are often unable to go to another Houseblock because officer escorts are not always available.
- New prisoners on other Houseblocks have stated to Board members that they spent their first days unaware how to apply for phone calls, Canteen, missing property or a doctor's appointment. Examples are:
 - A prisoner was discovered unwell and sitting on the floor outside the doctor's room at a time when no medical staff were available.
 - Another prisoner was unaware how to request a phone call to let his employer know he was in custody.
 - Another had lost his reading glasses when he arrived late at night but did not know where to go for help.
- Staff are conscious of the disappointing number of Induction attendees and have plans to improve the system. Some additional screens have been installed in the Resettlement block to enable new prisoners to be given movement slips to attend.
- Daily sessions are planned where Induction orderlies will be in attendance to cover general induction. It is expected that backlogs will be difficult to clear and, for those prisoners who arrive late in High Down on a Friday, basic induction is required over weekends.

Offender Management Unit (OMU)

- The OMU was, throughout 2017 a constant source of frustration for prisoners despite the best efforts of many in that department. The constant cross-deployment of Offender Supervisors (OS) to cover shortfalls in other areas of the prison was a major cause of the OMU's inability to tackle backlogs. The recording of hours lost due to cross-deployment only started in April 2017 and consequently not all weeks were recorded.
- 3093 hours were lost to cross deployment in the 24 weeks that records were kept between April-Dec. In addition, 259 hours per week were lost over the same period due to staff not being in post. At end year there was still a shortage of 7 Offender Supervisors, resulting in backlogs everywhere:
 - Offender Assessment System: (OASys); 179 prisoners without one plus 79 needing review and sentence plans therefore not in place. The Board is very concerned at the absence of sentence plans.
 - Re-categorisation: 96 prisoners without categorisation, with 57 awaiting approval and a further 34 awaiting re-categorisation.
 - Home detention Curfew (HDC): 11 past eligibility date.
 - Workloads were very high for OMU/OS with each managing caseloads of 120/130 Applications that frequently went unanswered.

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Property

- Lost, missing and stolen property continues to be a regular source of complaints and compensation claims, and the Board has often observed this to be a cause of anger and frustration by prisoners.
- 10% of the total Applications to the IMB related to property.

Food

- The Board has commented on the content and sustenance of breakfast packs and also the hygiene risks associated with handing out unwrapped bread (a small amount of spread is put on top of an unwrapped top slice of bread and handed to the prisoner); around 17: hours. This is intended to be eaten at breakfast but has to be kept in cell without refrigeration until eaten at breakfast; around 07:00 hours. Those prisoners with little or no access to income, and no support from the outside, often complain of hunger and it therefore leaves little chance that it will remain uneaten by breakfast time.

Complaints

- The Board has previously highlighted its concerns about the prison's complaints system. We have been critical of the timeliness, completeness and thoroughness of responses to prisoners with many coming late, or being unresponsive to the specific issues raised.
- Whilst the Board appreciates the efforts that have been made to improve the complaints process, our underlying concerns still remain. This is a continuing source of dissatisfaction amongst prisoners, and the length of time often taken to receive a substantive response to a complaint had undermined prisoners' confidence and trust in the system. In addition, it is particularly frustrating and challenging when complaints are submitted concerning another establishment, typically where property has not accompanied a prisoner when transferring from another prison.

6 SEGREGATION/CARE AND SEPARATION UNIT

Segregation Unit

- The Segregation Unit (SEG) has remained a major area of concern for the Board throughout the year and into 2018. Most of the concerns previously noted still apply, for example:
 - Attempts to reduce the number of prisoners in the SEG on ACCTs have faltered at various times during the year.
 - The inadequate and incorrect completion of paperwork that includes incorrect application of Rule 53 (Awaiting Adjudication) so that prisoners are often placed in SEG too soon and this often results in the over use of Rule 45 (Good Order and Discipline) to hold prisoners.
 - The continuity of SEG trained staff has, on occasion, impacted the operation of the unit.
 - SEG prisoner numbers have again remained consistently high with the unit often operating at the limit. This is impacted by an increasing number of prisoners who refuse to return to normal accommodation, some of whom become long stayers.
 - For security reasons Listeners continue to be prevented from responding to SEG prisoner concerns and are instead offered the use of a Samaritans phone.
- The Board attends most Segregation Reviews (*see Section D*)
 - Review periodicities have become chaotic, happening almost daily and sometimes missed.
 - For much of the year there was no process to identify the 42 day rule that requires referral to the Deputy Director of Custody (DDC) for approval to retain a prisoner in the SEG.
 - There were occasions when a Healthcare representative was not present (mandatory).
- There has been inconsistency in the number of Segregation Management and Review Group (SMARG) meetings held during 2017.
- On many occasions, several cells have been out of action for various reasons, often due to damage caused by prisoners and waiting for repair.
- A regime change introduced in December 2017 allows SEG prisoners a shower and phone call every other day.
- In 2017 there were 1225 adjudications, of which 21 not proceeded for reasons unknown and 80 dismissed (the Board believes due to incomplete or incorrect paperwork).

Use of Special Accommodation

- For the year 2017 there were 10 occasions when Special Accommodation was used, one prisoner 3 times. Three of these prisoners were on ACCTs.
- On some occasions, the Special Accommodation log was found to be either inaccurate or incomplete.

7 ACCOMMODATION (including communication)

Cleanliness

- Throughout the report period the Board has regularly reported on poor cleanliness and hygiene standards in servery areas, particularly on Houseblocks 1, 2 & 3 with food stains and residue left in the sink and floor areas, often for days/weeks.
- Some utensils have no indication to distinguish their use with halal and non-halal food.
- Whilst the prison has introduced positive measures to improve outside cleanliness, many inside areas remain generally unhygienic and a potential health hazard as there seems to be no cleaning standard across Houseblocks.
- Similar concerns have been expressed about the shower areas on Houseblocks.
- All Houseblocks have wing cleaners but there is inconsistency in the checks on the standard of their work.
- The need for a 'deep clean' of various areas has been raised at Prisoner Consultative Committee (PCC) meetings.

Cell Clearances and Changes

- It is not uncommon for property to 'go missing' following cell clearances because it does not immediately follow the prisoner to another location.
- Cells are not routinely cleaned when vacated in readiness for the next occupant.

Kit

- The Board has observed an inconsistency of supply across Houseblocks in the availability and allocation of items such as clothing, pillows, kettles, televisions etc.

Communication

- Under 'reform' the prison brought in an outside company to look at communications. There are noticeable improvements in communication from management to staff, but prisoners continue to express concerns to the Board.
- Prisoner information 'kiosks' were introduced in High Down during November with initial limited functions that include, FAQ, financial balances and menus. There are plans to add general applications, education booking and Job Centre Plus sections in the near future. The Board was informed that the roll-out of in-cell technology has been put on hold with no recommencement date, and also made aware that houseblocks will have additional kiosks installed, plus one each in the Segregation and Reception areas.
- Many Houseblocks display few notices and these are often out of date. Notices are in English and rarely translated into other languages for nationalities represented in High Down. The Board believes that the prison should at least consider adopting some pictorial notices as provided for Foreign National Detainees in Immigration Removal Centres (IRCs).
- The use of cell cards is sporadic throughout the prison and has further deteriorated during 2017.

Visitor Centre

- The Board is disappointed that despite representations to replace badly worn-out Visitor Centre chairs nothing has been done, and understands that the Governor sanctioned the budget for this improvement at the beginning of 2017. The Visitor Centre represents the "public face of the prison".

8 HEALTHCARE (including mental health and social care)

Outpatients

- Although in 2016 Healthcare outpatients suffered hugely from the cancellation of clinics due to the shortage of uniform grades. 2017 has seen this reduced considerably due to the recruitment of large numbers of uniform staff.
- Despite the increase in staff, non-attendance at clinics is still around 24% when it should be 0%. There is no current management information to explain this high non-attendance rate. However, Healthcare management intends to carry out prisoner surveys in 2018 to establish the reasons, for example; movement slips not getting to prisoners despite these being hand delivered to the Houseblocks each day, and prisoners deciding not to attend the relevant clinic for whatever reason etc.
- The range of outpatient clinics has been extended to include consultants coming in from local hospitals to provide orthopaedic advice and further clinics are being arranged in 2018. This reduces the number of daily escorts required for outside hospital appointments. However, with the increase in uniform staff there is not a problem for the prison in meeting their 4-a-day target for outside escorts.
- GPs are planning to increase their sessions and so provide additional clinics with support in reception from nurse practitioners.
- Smoke Free: Outpatients also provide cessation clinics and written material to support the prison going 'smoke free' from 1st April 2018.
- Dental Clinics are now provided by Tooth and Mouth under contract to CNWL. They have added extra sessions per week according to demand so that the waiting list has reduced to six weeks.
- The Pharmacy still manages about 300 patients on repeat prescriptions with 70% having their medication "in possession". There have been no reported cases of overdoses with "in possession" medication as a risk assessment is carried out prior to agreement being given. Where risks are identified prisoners are managed under supervised medication. There are some 250 prisoners currently on supervised medication including over 100 on Houseblock 4 (the Substance Misuse Houseblock), where Methadone and Subutex treatment programmes are provided.
- Paracetamol is now available from Canteen like "over the counter" medicines in outside pharmacies. These are being monitored by the pharmacy to ensure there are no overdose issues.

In Patients

- High Down has a 24/7 in patient facility comprising 23 beds.
- In Patients has been full or near capacity for most of the year with a number of patients requiring long term care due to clinical necessity. Many patients present with challenging behaviour and have to be assessed for possible transfer to mental health facilities. Negotiating these moves can be very time consuming (*see In reach*) and may block beds for months. Two full time psychiatrists work closely with the In Patient team to manage these difficult cases whilst specialist mental health facilities are sought. As prisons cannot compulsorily treat patients under the Mental Health Act the psychiatrists cannot enforce treatment i.e. medication, and so have to refer to external health services when considering transfers to outside mental health facilities.
- There are patients with physical needs that cannot be met on the Houseblocks. Again, these moves are often difficult to arrange although, in 2017, 3 older prisoners were moved to more appropriate long term residential care in the community having spent a considerable time in In patients (in one case for over 3 years).

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- In Patients also takes short term “lodgers” awaiting spaces on the hard pressed Vulnerable Prisoner Unit. Whilst this is not ideal, as there may be no other reason for them being in Healthcare, the Healthcare manager accepts that there is currently no viable alternative.
- End of life care was also provided for 3 patients in 2017. Everything possible was done to make their stay as comfortable as what would have been expected in local hospitals, and to facilitate family visits prior to their being moved to more appropriate facilities for the terminally ill in the community.
- In Patients have two management chains. Nurses come under the primary Healthcare Manager whilst uniform grades are under a Governor and a Custodial Manager (CM). The CM this year introduced new processes and procedures to improve the efficiency of the unit and to make best use of the uniform grades. The In Reach team works closely with In Patients to provide the appropriate treatment and regime for those with suspected Mental Health issues. The psychiatrists and CM also meet regularly for individual case reviews.
- Within the staff profile for In Patients the CM has also appointed a permanent and more specialised, dedicated team of uniform staff. However, there are occasions when extra staff not profiled are required to work in HC in order to deliver various individual regimes. With so many patients there for different reasons there is often the need to run as many as 10 different regimes on any one day and this falls to the uniform staff, and it is much to their credit they have largely been able to deliver these regimes when several “difficult and chaotic” patients might be on 3 x officer unlock status, or the team needs to be attired in Personal Protection Clothing.
- In Patients has also provided an area resource for several years, accepting men from other establishments that do not have 24/7 in patient facilities. The Board is concerned to understand what will happen to this facility once High Down is re-rolled as a Category C prison during 2018.

Mental Health (In Reach)

- In Reach is a multi-disciplinary specialist team. The discharge and transfer coordinator is responsible for linking releases to local community services and transfers to mental health hospitals and other appropriate agencies.
- The monthly referral rate for the report period was stable at around 120-130 a month, although not all are accepted for In Reach interventions but may be referred to other specialist areas within the prison.
- There were a much higher number of referrals to external providers in 2017, with many of those identified as being acutely unwell. The Board understands that this is due to the unavailability of Forensic beds within the community.
- In Reach also increased the number of referrals for individuals with a Learning Disability and/or Autism/Asperger's. Some of these were due to an inability to complete programmes within the prison environment as the courses were not available for them to complete with the difficulties they have.
- The Board noted a discrepancy in the process for those prisoners waiting to be moved to hospital. Two internal psychiatrists have first to assess the prisoner and then make a recommendation for transfer to a mental health facility. It can then take several months for an outside psychiatrist to visit and assess a prisoner and decide suitability for transfer. Our concern is that the time officially recorded for the transfer process starts when the external psychiatrist assesses the prisoner, and not from the initial internal psychiatric assessment.

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	2017	2016
Transfers to Mental Health Facilities	37	27

- *None were to Broadmoor Special Hospital*
- *21 transfers were not made within the recommended 14 days*

Social Care

- Under the Social Care Act 2015, Surrey County Council has a duty to provide for those prisoners who have social care requirements. A permanent team visits High Down daily to offer professional advice and to assess the needs of those who apply for additional help in the prison.
- In the period October to end December 2017 there were 30 referrals of which 6 were eligible. A further 10 are receiving advice and guidance on a range of issues. In total, there are 13 mostly from Houseblock 6 (Vulnerable Prisoner Unit) on the Peer Programme receiving support from the Care Team and Peer Workers. Peer workers also help with other concerns such as form filling and advice. On Houseblock 6 they also help manage coffee mornings for elderly prisoners twice-weekly. Games and other activities are also available for attendees. This is regarded as a successful initiative.

9 EDUCATION AND OTHER ACTIVITIES

Education

- Attendance improved overall during 2017. The August–December average was 51% with 80% as a local target. Improvements in the regime during the second half of the year had a positive impact although, in the period August–November 1.86 of the 9 sessions were cancelled each week. Whenever events impacted the regime education was one of the first services to be impacted.
- Organisational issues on Houseblocks, for example dealing with movement slips in addition to scheduling and sequencing of other initiatives, also affected attendance.
- End of year projections were to achieve 98% retention (completion rate) and a 95% success rate which would be an increase on 2016.
- There is a talented group of teaching and support staff committed to delivering a range of educational opportunities. Staff attend weekly reviews of prisoners in the Segregation Unit (SEG) providing educational materials and support. Prisoners are then followed up on return to their Houseblock.
- The Homework Club, in its second year, where fathers inside are supported to work with their children in helping them with their homework has had a positive impact with excellent feedback from all involved. Staff were awarded a national outstanding award by NOVUS for their work.
- OU distance learning continues to operate.
- Latest figures for education -184 places.

Library

- The delivery of library books to workshops has continued and the team will also deliver to Houseblocks on request. However, both the Board and Library staff have received applications from prisoners who are not able to access the library when escorting officers are not available. Although the situation has shown some signs of improvement, staff have not felt confident enough in the regime to continue inviting the number of outside speakers as in 2016. The visit of the author Dreda Say Mitchell was very well attended and thoroughly enjoyed.
- Two book groups met with the sex offender group in the prison library and several prisoners received Koestler awards for their work. There were 100 completers of the Reading Ahead (6 book challenge), during Family days library staff organised the distribution of books funded by the 'Give a Book' charity and staff facilitated the recording of Storybook Dads CDs enabling fathers to read appropriate stories to their children. These initiatives really encourage family reading.
- The Library also mounted relevant displays, for example Holocaust Memorial in January, LGBT history month in February, Gypsy Roma Traveller month in June and Black History month in October, encouraging greater understanding and inclusivity.

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10 WORK, VOCATIONAL TRAINING and EMPLOYMENT

- There are valuable opportunities for work and training, such as workshops in building skills, barbering, gardening and industrial cleaning. The construction skills workshops and barbershop in the education centre have not been working at capacity, largely due to staff recruitment issues. The Board remains disappointed that these excellent facilities continue to be under-utilised.
- A Basic Skills Assessment (BSA) must be completed by all prisoners before applying for work. Many prisoners have become increasingly frustrated at missing appointments for BSA completion with resulting delays in getting a job.
 - For example, 20 newly arrived prisoners receive movement slips for BSA appointments each day but on average only 5 use them. Poor attendance is due to a combination of staff unavailability or the prisoner's choice not to attend.
 - Many prisoners have completed their BSAs elsewhere but, without a certificate or a data base record they are required to re-sit. Some refuse to do so. Some prisoners claim they have completed a BSA as many as three or four times.
 - Following a disappointing average attendance of 40% in 2016 it had been hoped that this would markedly improve for 2017, but only a marginal improvement of 41% was achieved (numbers fluctuated between 23% and 71%). At year end 380 prisoners were still awaiting BSAs.
- VP prisoners have the opportunity to work the laundry, textiles workshops and in cleaning and social support roles on their Houseblock.
- Other initiatives introduced during the year, with the support of prison management, include the Construction Skills Certification Scheme (CSCS) card (there is now a mobile testing unit in place for this that 15 out of 16 have achieved), Street Works monthly courses and Advantage42 courses that help prisoners make positive choices whilst in prison and can be further developed on their release.
- Although DHL pulled out due to lack of workshop space, the Call Centre is due to come back to High Down.

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11 RESETTLEMENT PREPARATION

- The date for HMP High Down's re-role to Category C has been delayed several times due to dependencies on changes elsewhere, and there is still no indication as to if/when this will happen in 2018. This has made it very difficult for Resettlement to achieve its planned expansion of workshop spaces and jobs and is frustrating for all concerned.
- There have been three Information Fayres that were all well attended by prisoners, four Family Visit Days, and a Business Development Day.
- The workshop for BICS bio-hazard cleaning education is now located in an improved area.
- From February, the Resettlement Centre was open on Friday mornings for a One Stop Shop but, until July, it was too often closed because of staffing unavailability or hospital bed watches. It was noted that Resettlement staff had done their best to contact and visit prisoners on the wings, especially those on Houseblock 6 who had previously been able to attend an afternoon session. The quote from the head of Resettlement is that this has been 'possibly the worst year so far'.

Community Rehabilitation Companies (CRCs)

- A CRC worker expressed a concern that there is no strategy for intervention for prisoners who return more than once after an incident of domestic violence. In their experience, it is a specific and very common form of re-offending.
- The London CRC supplied figures which show an average of 47% of their clients leaving with settled accommodation and average of 23% leaving to go to full-time employment or training.

Job Shop

	Non-VP	VP	Total Places
Work	331	86	417
Education	124	60	184

- High Down offers the above work and education places. The Board feels that the total number of available places is low relative to the Operational Capacity of 1160.

Substance Misuse Programmes

- **Stepping Stones:** In 2017 there were 14 programmes with 123 completions (20 sessions overall – 5 x days over 3 weeks; 20 sessions).
 - Sessions are Cognitive Behavioural Therapy (CBT) based that is most useful for those who are contemplating change or have decided to make a change but are not necessarily abstinent. They can be on medication for this.
 - Session topics comprised motivational enhancement therapy/pros-cons of change, drug awareness and harm minimalisation, coping strategies, safety/self-care, coping with triggers and others such as honesty, anger management, problem solving, boundaries in relationships, recovery thinking, self-help groups and a few others.
- **Bridge:** In 2017, there were 6 cohorts with 47 Graduates (5 x days over 6 weeks).
 - Abstinence based drug treatment programme. Prisoners need to be off all substitute prescribing and no opiate based medication is allowed. Those referred to this group must be looking at long term change and not using drugs or alcohol again.
 - Based on the teachings of the AA/NA/CA fellowship. Based on the "12 step" model but with additional elements. Participants need to attend group and one-

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to-one sessions and also complete written assignments. Sessions are based on: motivational enhancement therapy and safety/self-care.

- Towards the end of last year, the Forward Trust began running sessions fortnightly in Healthcare for the inpatients and these have been shown to be quite popular. They continue to run Acupuncture sessions inviting 10 service users per cohort where they have access to 4 sessions of up to an hour each.

C Section – Work of Board

- Board meetings take place monthly. Whenever possible the Governor or her Deputy attend to inform the Board of developments in the prison, and to respond to current observations arising from member Rota visits.
- Three members of the Board monitor the prison on Rota each week. Their duties involve interaction with prisoners and staff, covering all aspects of prison life and ensuring that prisoners are held in a fair and decent environment.
- Individual prisoners can request to see a Board member, via written application or face-to-face, to raise their issues and concerns. In addition, Board members also attend meetings relating to their special areas of interest and provide updates.
- Training frequently takes place before Board meetings. New Board members receive in-house training and mentoring as well as mandatory attendance on a national training course. Each year the Board undertakes an Annual Team Performance Review (ATPR) to review its working practices.
- The Board occasionally visits other establishments to experience different environments and to exchange best practice with their IMB counterparts.

D Section – Statistics

BOARD STATISTICS	
Recommended Complement of Board Members	20
Number of Board members at the start of the reporting period	13
Number of Board members at the end of the reporting period	18
Total number of visits to the Establishment	657
Total number of segregation reviews attended	450

*There were 16 active members, plus 2 others appointed who will join the Board in 2018
The number of segregation reviews attended increased by approx. 25% from 2016*

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E Section - Applications

Code	Category	2017	2016
A	Accommodation including laundry, clothing, ablutions	16	25
B	Adjudications	23	7
C	Equality and Diversity	9	16
D	Education, Employment and Training (inc. IEP)	57	45
E 1	Family, Visits, Mail and Phone	53	56
E 2	Finance and Pay	28	27
F	Food and Kitchen	18	11
G	Health	69	67
H 1	Property within this establishment	71	96
H 2	Property during transfer or in another establishment or location	56	69
H 3	Canteen, facility list, catalogue(s)	15	32
I	Sentence management inc. HDC, ROTL, parole, release dates, re-categorisation	157	222
J	Staff/prisoner concerns including bullying	55	100
K	Transfers	64	93
L	Miscellaneous inc. Complaints system and Regime	95	91
	IMB applications	786	957
	Confidential applications to Chair	84	149
	Total	870	1106

Houseblock 3 closed between Jan-Feb and Houseblock 1 closed between March- June: Operating capacity at year end was 1160, an increase of 37 prisoners.