Annual Report
of the
Independent Monitoring Board
at
HMP Warren Hill
for reporting Year
(1 June 2017 to 31 May 2018)
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Monitoring fairness and respect for people in custody
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1. **STATUTORY ROLE OF THE IMB**

1. 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 is located.

   1.1.1. The Board is specifically charged to:

   1.2. 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;

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

   1.4. 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.

2. 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.

3. 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 IMB is part of the United Kingdom’s National Preventative Mechanism.
2. EXECUTIVE SUMMARY

Introduction: This report presents the findings of the Independent Monitoring Board at HMP Warren Hill for the period 1 June 2017 to 31 May 2018. The IMB’s evidence comes from observations made on 204 visits, the scrutiny of prison records, reports and data, plus conversations with prisoners and staff, IMB attendance at meetings and dealing with applications from prisoners raising individual or general grievances.

Main Judgements

The Independent Monitoring Board is agreed that Warren Hill provides a safe, very decent and pioneeringly constructive environment within the constraints of national prison service policy and resources. The prison’s small size (with around 250 prisoners), the clearly understood sense of purpose, dedicated staff and imaginative and determined leadership all contribute to its success. This is also made possible by the positive commitment often shown by the residents in responding to the prison’s well-communicated vision.

Are prisoners treated fairly? Those imprisoned at Warren Hill are treated fairly. While challenged where appropriate, they are listened to by staff, decisions are explained and complaints are properly investigated (Sections 4.5, 6.2, 7.9). There is a strong culture of consultation with residents’ views being sought in the resident council and in many other settings including various reporting and policy making meetings. This contributes to improved outcomes which are better understood and accepted by the residents (Section 7.6).

Are prisoners treated humanely? Residents at Warren Hill are treated humanely and they say that they feel safe (Section 4.1). Staff-prisoner relationships are excellent; staff are respected and prisoners often refer to their understanding and helpfulness. The support given to maintaining family links has developed (Section 5.5, 5.6). Using the Enabling Environment accreditation framework has supported the prison’s emphasis on decency and on preparing residents for life outside by increasing their sense of responsibility, autonomy and involvement (Sections 4, 5, 7 and 11).

Are prisoners prepared well for their release? Warren Hill has continued to develop its pioneering Progression Regime which prepares for release both life and indeterminate sentence prisoners, many of whom have previously experienced setbacks in their rehabilitation journey towards parole and beyond. The initiative is now being adopted in other prisons around the country with Warren Hill’s key worker model being used as the basis for prison officer development nationally. The chance for residents to acquire skills and work qualifications through the jobs provided, the strengthened educational provision and the rich arts and cultural programme together provide some excellent developmental opportunities (Section 9, 10 and 11). Men who have been inside often for many years face major challenges on their release and the IMB remains concerned about prisoners who are recalled, not having committed a further offence, but through breaching the terms of their
licence. The prison is taking imaginative steps to help men with the transition but there are indications that this needs to be better matched by the care and supervision provided during the non-custodial part of their sentence.

**Conclusion:** Following the end of the reporting year Warren Hill was rated the top performing prison in the country according to the Prison Service’s own monitoring measures. The IMB agrees that this is an establishment of which the Service can be justifiably proud.

### Main Areas for Development

#### TO THE MINISTER

1. Whilst Warren Hill residents have had a good level of success at parole hearings, the IMB shares the concern that, as is the case following releases elsewhere, there are significant levels of subsequent recall, usually following a breach of licence conditions rather than a fresh offence being committed. There is evidence of men finding it difficult to cope with everyday circumstances on release and the abrupt adjustment to freedom. Warren Hill residents are not eligible for Release on Temporary Licence (ROTL) and the IMB considers that the opportunity for them to gain experience of a less supervised environment should be helpful in reducing their risk of reoffending. The IMB in previous Annual Reports (2016 and 2017) has urged the Minister to reconsider this and does so again in the better hope that this will win acceptance in the context of a fresh approach to rehabilitation that Ministers have announced (Section 11).

2. Issues relating to the loss of prisoner property continue to feature prominently in applications made to the IMB (Section 7.7). In 2016 the Minister wrote to this Board stating that a national review of the handling of prisoners’ property was under way and this same assurance was repeated in 2017. The outcome of this national review is still awaited.

3. A resident was on constant watch within the prison for much of the year under review, the continuation of a situation that had persisted for much of the previous year (Annual Report 2017 Section 4.2). The staffing resources needed to keep such prisoners safe within the prison environment are significant; there is little constructive that can be done for them and the distracting burden on staff and on other inmates can be considerable. The long delay in being able to transfer individuals who have demanding mental health problems to a more appropriate healthcare setting may be exacerbated because hospital authorities consider prison a place of safety and the staffing burden does not fall on their budget. The IMB asks the Minister whether, with regard to the
placement of offenders with major mental health issues, the different relevant departments of government have a joined-up policy that meets the needs of individuals and makes the best use of human and financial resources (Section 8.4).

TO THE PRISON SERVICE

1. There can be significant delays in obtaining the necessary clearances for staff new to the Prison Service and for existing staff transferred from elsewhere. This has for example impacted on the Chaplaincy this year aggravating the difficulties caused by staff shortage (Section 5.2). We understand this to be part of a wider problem that needs addressing centrally by the Prison Service and MOJ.

2. Once a resident has been approved for release there can be a lengthy delay while a suitable place in an approved hostel is secured. The prison has plans to use an unoccupied temporary building to develop it into an on-site approved premise so as to offer men scheduled for release with an experience to help with their transition. The proposal has been with the Prison Service for nearly two years and the IMB urges the authorities to fund this promising scheme (IMB Annual Report 2017 and Section 11.7).

TO THE GOVERNOR

The IMB encourages the Governor to continue the research already under way to understand the causes of prisoner recall and to continue to develop initiatives preparing residents to make a successful sustained transition to the outside world and providing continuity of supervision and support as they do so.

IMPROVEMENTS SINCE THE IMB’s LAST ANNUAL REPORT

The management culture at Warren Hill is one of continuous improvement. The IMB is pleased to record that, in relation to concerns expressed in its Annual Report 2017, improvements have been made in the following areas: additional staffing to support the work of the OMU has been secured (Section 11.8); the support for family links has developed further (Section 5.5 & 5.6); the food provision is better though lunches are still sometimes deficient (Section 7.4); education and job placements have continued to improve (Sections 9 & 10).
3. DESCRIPTION OF THE ESTABLISHMENT

3.1 Warren Hill is a Category C Adult Male prison with a current operational capacity of 258. The population is drawn from all over the country and provides regimes for three separate cohorts of prisoners.

3.1.1 A Therapeutic Community (TC) accommodates up to 40 prisoners and provides intensive group-based therapy under the guidance of psychologists and trained officers for men who have been assessed as being able to benefit from such a regime conducted partly along democratic lines. Importantly the men must agree to participate in the TC and the group decides how the community operates and is involved in decisions about whether men join the community and also whether they can remain if they breach the community ethos.

3.1.2 A Psychologically Informed Planned Environment (PIPE) has places for up to 20, primarily to offer transitional support for men who have completed therapy.

3.1.3 The Progression Regime is a pioneering regime which was devised at Warren Hill following the then Secretary of State’s decision to deny a return to open conditions for 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 majority of prisoners are serving life sentences or indeterminate sentences for public protection.

3.1.4 Warren Hill continues to accommodate, usually for a few days only, prisoners who are deemed to have failed in open conditions at Hollesley Bay.

3.2 Men on the Progression Regime are housed in three residential units, one of which is for older prisoners.

3.3 Health Care is provided by Care UK, education by People Plus, and substance misuse by CGL (Change Grow Live). Other agencies working in the prison include Snape Maltings, Ormiston Trust, Shannon Trust, Shaw Trust, Samaritans, and Fine Cell. The National Careers Service contract lapsed on 31 March 2018 and, taking account of this, a Band 3 officer has been employed as Resettlement Officer.

3.4 In the summer of 2017 the Governor decided that, to express the prison’s commitment to positive and productive relationships, henceforth those imprisoned in Warren Hill should be referred to as ‘residents’. This is the term used for the most part throughout this report.
4. SAFETY

4.1 Warren Hill has a small and relatively stable population. Based on observations, on records reviewed and especially on the individual comments volunteered to the IMB by many residents over the year, the IMB regards Warren Hill as a safe environment. Generally the atmosphere around the establishment is relaxed, and the approach to minor transgressions is constructive and forward-looking. This is possible because there is a clear disciplinary framework with an appropriately focused attention to security concerns. Staff have been seen defusing potentially difficult situations at an early stage.

4.2 Incidents of violent behaviour are very rare, and allegations of bullying do not often arise. Violence is not tolerated and generally leads to deselection from the Progression Regime (with the perpetrator sent back to his previous establishment). However, the offer sometimes remains for a man to return to Warren Hill at a later date. Residents who are identified as either perpetrators or victims of bullying are placed under observation, either overt or covert. The IMB is satisfied that those identified are regularly monitored and that appropriate action is taken.

4.3 IMB members regularly attend induction sessions with new arrivals, most of whom say that they have chosen to come to Warren Hill. A few say that they have felt pressured by probation or prison staff at their previous establishments, but most arrive with a willingness to give the regime a chance. New arrivals frequently report anxiety about the amount of time they are out of their cells: many have come from prisons where they are locked up for much of the day. They are also often initially suspicious of the positive approach of staff and are uncomfortable with the degree of personal responsibility which is expected under the Progression Regime. Peer mentors on each of the residential units take their role seriously and help in supporting new arrivals who usually settle in the first few weeks.

4.4 The introduction of the smoking ban on 28 January 2018 was well planned with residents being offered a range of supports including smoking cessation clinics, patches and the opportunity to purchase vaping material. Residents are allowed to vape in their rooms but not in any public areas.

4.5 Since the smoking ban there has been an increase in the use of new psychoactive substances (NPS). All prisons monitor incoming mail on both a random and an intelligence-led basis and there has been evidence of NPS coming into the establishment imbedded on paper included in prisoners’ private mail. Following a similar anti-drug initiative tried at some other prisons, in March 2018 the Governor made the decision to interrupt the residents’ incoming mail. All items of mail, including envelopes, were photocopied with the copies distributed to residents and the originals placed in residents’ property. The Governor appeared on the residents’ internal TV channel (Way Out TV) to explain the action and it is clear that many of the residents understood that the disciplinary step had been taken for their own protection. The IMB received an application from a resident requesting that he be given the originals of family photographs and this was granted. The IMB, while
understanding the reasons behind the measure, expressed concern about the effect of such a universal intrusion into individual privacy. After a week the Governor decided that the message had got across and the normal mail service was reinstated.

4.6 Officers are supplied with body cameras and have filmed residents who are thought to be under the influence of NPS. The film is then shown to residents during any subsequent adjudication. Both active and passive sniffer dogs are periodically deployed in all areas of the prison.

4.7 Mobile phones, SIM cards and chargers have been found around the establishment at different times through the year. Mobile phone detectors are regularly deployed, though not with great success. Searches based on intelligence reports produce much more positive results.

4.8 There is a strong focus on safety awareness. Following recommendations first aid training has been stepped up. Staff are required to attend Suicide and Self Harm training, and IMB members have also been involved in this training. Compared with other prisons there are few men who are identified as a current self-harm risk. At any one time there have usually been one or two residents being monitored under the ACCT procedure. The procedure is very well managed with the officers involved taking an active role in seeking to improve the individual’s mood and outlook. Reviews are held regularly and IMB members have sat in on some of these. Health care, mental health, key workers and managers attend as well as the resident. The ACCT procedure is very well conducted and the documentation is well maintained with many detailed entries.

4.9 Samaritan phones are made available and the Samaritans have also trained residents as Listeners who have been seen being supportive to distressed or potentially distressed fellows. There are also peer mentors on every unit. The IMB observed the positive way in which a peer mentor worked alongside unit staff and managers to persuade a distraught resident to unblock his door. It was impressive to see both the offer from the peer worker and the positive response to this offer by staff who avoided the temptation to feel that their authority was being undermined.

4.10 In the year under review there were no deaths in custody. The inquest into a death in custody in 2016 has not yet taken place, a delay which the IMB considers to be excessive. The IMB is satisfied that recommendations contained in preliminary reports have been acted upon.

4.11 The TC has been accredited as an Enabling Environment for several years, and Warren Hill is actively now seeking a similar accreditation for the whole prison. The Enabling Environments Award is offered by the Royal College of Psychiatrists and is based on the development of core values that contribute to healthy relationships. Qualities are looked for under ten headings: Leadership, Safety, Empowerment, Boundaries, Development, Openness, Involvement, Communication, Structure and Belonging. Warren Hill has sought to promote these qualities among staff and residents in a variety of ways including through the
men’s artwork decorating corridors and rooms. The community focus of the Enabling Environment is often referred to by residents and contributes to generating a sense both of safety and of purpose.
5. EQUALITY AND FAIRNESS

5.1 Warren Hill maintains records of ethnicity, disability, sexual orientation and religion based on residents’ own identification. During the year the IMB has not received any applications alleging discrimination. The prison has a programme of promoting among staff and residents an awareness of the protected characteristics and of good practice in ensuring fair and equal treatment.

5.2 The chaplaincy team, shared with HMP Hollesley Bay, has experienced some staffing challenges in the past year. The managing chaplain left in the autumn of 2017 and a successor was not appointed until after the end of the reporting year. Meanwhile a Muslim chaplain was appointed in November 2017 to cover work in Warren Hill, but although he was already employed in another prison, security clearance was still outstanding nine months later. In addition a voluntary chaplain could not start work for seven months while awaiting clearance and the prison was fortunate that she maintained her interest. The IMB considers these delays (incurred by the Ministry of Justice arrangements at national level) to be unsatisfactory. Because the prison is remotely located, the needs of residents who adhere to minority faiths are in some cases difficult to meet.

5.3 Support rails in unit showers were finally installed towards the end of the year after long delays.

5.4 Residents with disabilities are supported with personal escape and evacuation plans. The IMB was impressed with the helpful decency and practical support shown by both staff and residents for a man with severe communication difficulties because of a stroke.

5.5 The prison has improved the support it gives to maintaining the residents’ links with their families. Warren Hill draws its population from the whole country so visiting is difficult and expensive for those families who live at a great distance from the prison. For some this necessitates an overnight visit. The prison has looked at different ways of encouraging contact. For example, families are invited to attend the presentations by residents at the conclusion of the Diploma in Progress course. Families were also invited to attend the graduation ceremony for residents completing the Firebreak course run by the Fire Service. A play that was written and developed by a group of residents was performed on several occasions, with families in attendance. A Family Day in August was attended by 85 visitors. In some cases men have temporarily transferred to another prison close to their home so they can have concentrated contact with their loved ones under the accumulated visits policy. Arrangements and facilities for visitors outside the gate have improved with the provision of toys for younger children. The café administered by Warren Hill but staffed by Hollesley Bay prisoners on ROTL is much appreciated.

5.6 Extra visits for men who have reached Stage Three in the prison’s behaviour monitoring scheme were introduced in July 2017. These visits last most of the day and eligible residents must submit a request setting out how they wish to organise the visit. The
IMB has talked with family members who reported that it was wonderful to eat a meal together for the first time in many years.
6. SEGREGATION

6.1 The decision was made in July 2017 to discontinue on a trial basis the use of the prison’s segregation unit and this has now been dispensed with in the long term. As reported by the IMB last year, little use was being made of segregating prior to this initiative. The move was driven in part by the need to make available additional beds in view of a national shortfall of prison places. More importantly the removal of the segregation unit was an expression of the prison’s determination to deal with disciplinary incidents in a more constructive way. As a result, although adjudications still take place, they are held on the residential units and punishments focus on the loss of privileges, the loss of association or community payback. In the case of a resident who may need to be segregated for his own or others’ sake under the Good Order or Discipline rule, there are rooms on the residential units where they can be held, but such action has been necessary only very rarely since the removal of the segregation unit. Violence is not tolerated and those found guilty of bullying or dealing in drugs are likely to be sent back to their previous establishment.

6.2 The IMB has attended a sample of adjudications in the year 2017 – 18 and has been impressed with the fair and careful way in which these have been conducted with the adjudicating governors seeking for the individual a constructive route forward after a guilty verdict.

6.3 Through the year the prison accommodates, usually for just a few days, prisoners sent up the hill having failed at the open prison half a mile away at Hollesley Bay where there is no segregation unit. They are similarly not able to be segregated at Warren Hill but have a restricted regime while awaiting transfer. It is not an easy arrangement either for the men involved or for those who look after them.
7. ACCOMMODATION (including Communication)

7.1 All the residents are in single rooms, as the cells are now called. There is no doubling up.

7.2 Overall the prison looks fresh and well cared for. The gardens are carefully tended and there is remarkably little litter. The TC and the PIPE are in a recent building with ensuite shower cubicles. The units accommodating those on the Progression Regime are older (with communal shower provision) and more starkly furnished but they were refurbished about five years ago and have had some decoration since in the public areas. Art work continues to appear, much of it produced by residents, and walls are painted in striking primary colours. The unit for older residents has been extended into the former segregation area where a meeting room has been comfortably refurbished. The Governor has told residents that they are all expected to take responsibility for keeping their accommodation clean and tidy, though unit cleaners take the lead. The response has been generally positive.

7.2 One residential unit in particular has had problems with telephones. Despite repeated complaints by residents it was many months before the issue was resolved. It appeared to the IMB to be an example (rare at Warren Hill) of institutional inertia. It is unlikely that the digital phone system, slowly being introduced in prisons nationally which provides a phone in every room, will be installed before 2020 at the earliest. The IMB regrets this delay as the phones throughout the prison are located in busy and often noisy public areas and this can impact heavily on the private conversations of residents, many of whom are distant from their families and rely heavily on the telephone to keep in contact. The high costs of calls compared with those charged in the outside world and at some other prisons is a cause of legitimate grievance.

7.3 The Virtual Village comprises a shop and coffee bar. The shop is managed by a resident and is used by residents on stages 2 and 3 of the Progression Regime who can purchase items, with stage 3 residents having access to a greater range of stock. Access to the shop has caused some upset amongst residents of the TC who have carefully drafted a case outlining why they too should be able to use the shop. At the end of the reporting period this had not yet reached the Governor. In the IMB’s view there is a tension between on the one hand whether a facility such as this is intended to be part of decent and rehabilitative provision or on the other whether it is to be regarded as an incentive or reward. As prisons seek to become both more humane and more constructive, boundaries will move, and similar dilemmas will continue to arise.

7.4 Food (about which the IMB has been critical in its recent Annual Reports) continues to be the subject of complaints, though these have become less frequent during the year, probably because the prison’s management has taken a more proactive interest in the provision. Food continues to be prepared in the kitchens in nearby HMP Hollesley Bay, so is outside Warren Hill’s direct control. The IMB has observed that the fillings in lunchtime baguettes are still sometimes inadequate. The IMB has visited the kitchen at Hollesley Bay.
and believes that efforts have been made to ensure a higher consistent standard. The process of reporting on food issues is not well used. The common response when IMB members suggest that residents record their complaints is that there is ‘no point as nobody looks at the complaints book and the food doesn’t improve’. Set against this is the view of other residents that the food is ‘not bad’. Awareness of the monthly catering forum is increasing and the IMB has observed a number of these meetings which, in a significant improvement, are now normally attended by a duty governor. Managers within the prison have taken the complaints about food more seriously and regularly taste the food on the units and add their comments to the catering comments books located at each servery. IMB members also follow this practice.

7.5 Residents on all units now have access to cooking facilities and many enjoy preparing and cooking their own food. The IMB has observed groups of residents cooking together and baking cakes for fellow residents. Following the introduction of frozen food in the shop, residents requested additional freezers on units and these have been supplied. Cooking their own food and enjoying it together helps to make the prison a more decent place for many of the residents and prepares them for looking after themselves on release.

7.6 Residents are encouraged to participate in community activities and forums. The resident council has begun to meet with greater regularity and IMB members have sat in on a number of meetings. Staff show a ready willingness to listen to residents’ views. Thus residents have been involved in the development of policies on equality, violence reduction, adjudication, including community payback and preparation for release. The residents involved in the resettlement meeting have been particularly proactive producing documents on preparation for release. They also help other residents through the job club preparing CVs and applications for job opportunities that arise. Other community activities include evening singing sessions on units, burger nights and quiz nights. Residents with staff support organize sporting events involving both staff and residents.

7.7 Property that has gone missing continues to be the most frequent cause of application to the IMB. Often included are personal items of sentimental rather than monetary value and recovering them can be emotionally important. The complaints clerk makes valiant attempts to pursue claims about property said to have gone missing in other prisons or in transit. Other prisons frequently fail to respond until reminded several times and the process is slow and frustrating for all involved. Claims for compensation through the Ombudsman are also slow to get a response. It is clear from reports by IMBs at other prisons that this is a national problem. We have raised this issue with the minister in previous Annual Reports (Annual Report 2016, Annual Report 2017) but it appears that the outcome of the promised National Review of the handling of prisoners’ property is still not available. The issue does not seem to be accorded at any level in the system with the importance that it deserves.

7.8 The plans for the provision of an on-site Approved Premises progressed to the point where designs had been costed and signed off. The two-storey Portakabin relocated from another prison has been on site for almost two years. Originally it was hoped that the hostel
would be operational early in 2018, but it is now unlikely that it will open before 2019. The delays to implementing this innovative approach to preparation for release have been extended, we understand, because of the collapse of the contracted provider, Carillion.

7.9 Communication within the prison is generally very good, both among staff and between the management and residents. The Governor explains to residents the reasons for both temporary and lasting changes to arrangements using written notices, the networked “Way Out TV” and in face to face briefings. People while they are in prison can easily misunderstand a situation or get things out of proportion. The IMB is impressed that the Governor and her colleagues often make a point of explaining personally decisions that they anticipate individuals may find it difficult to understand or accept. This humane approach acts as a model for staff generally and contributes to the prevailing positive relationship between staff and residents.
8. HEALTH CARE

8.1 Health Care at Warren Hill is provided by Care UK in the spacious purpose-built accommodation completed seven years ago. Nursing staff are on site through the working day and doctors attend daily during the week. Dentistry, podiatry, physiotherapy and optical services are provided on an appointment basis and there are regular clinics for those with specific conditions. Within the Progression Regime residents are expected to make their own appointments. There are occasional difficulties, with residents failing to keep appointments or refusing to go to hospital for booked appointments. Access to most aspects of health care in the prison compares favourably with much of current provision in the community.

8.2 A prisoner arriving from another establishment can understandably be anxious about continuity of treatment and medication and this has occasionally been raised by individuals with the IMB.

8.3 Arrangements for the issue of medication were altered during the year with a staggering of times thereby reducing the queuing and providing more scope for interaction between patients and medical staff.

8.4 The daily staffing detail is organized to ensure that escorts are available to accompany residents to outpatient appointments at the hospital which is 15 miles away. On an average working day at least one resident will attend the hospital for either a scheduled or emergency appointment. In addition to this scheduled activity a number of residents have been hospitalised, usually only for short periods, requiring staff to attend on bed watch.

8.5 A resident was on constant watch within the prison for much of the reporting year, the continuation of a situation from the previous year. The staffing resources needed to keep such prisoners safe within the prison environment are significant; there is little constructive that can be done for them and the distracting burden on staff and on other residents can be considerable. The long delay in transferring individuals with demanding mental health problems to a more appropriate healthcare setting is delayed because hospital authorities may consider prison a place of safety and because the staffing burden does not fall on their budget. The IMB questions whether the different relevant departments of government have a joined-up policy that serves the interests of individuals and makes the best use of human and financial resources.

8.6 In the main the population of Warren Hill comprises men who have been in prison for a long time and the age range is older than in many other prisons in the region. Many of the men have complex emotional and psychological problems and have learned ways of coping with these within the institutional setting. They are supported by a mental health nurse who works with several residents and a psychiatrist attends by appointment.

8.7 The Therapeutic Community (TC) and the PIPE provide potentially life-changing regimes for those prisoners ready to commit to the demands of emotionally challenging group work. The IMB has sat in on some of the large group sessions in the TC and has been
impressed by the challenging yet respectful way that both prisoners and staff conduct themselves. 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.
9. EDUCATION AND OTHER ACTIVITIES

9.1 The IMB reported last year that People Plus had made considerable headway in improving the educational provision which had previously been the subject of much criticism by HMIP and OFSTED. Overall this improvement has been maintained and built upon. The Diploma in Progress devised with the involvement of residents is a three-month programme which takes 12 men at a time aiming to develop a range of life skills in preparation for release. Generally, the programme has been very successful though the most recent course lost a number of the residents and there was a change of tutor part way through. However, the end of course presentation clearly demonstrated the enthusiasm and commitment of those completing the course. The IMB attends these presentations along with family members who are clearly proud of the achievements of residents. There are just three courses a year and there is scope for opening this very worthwhile programme to a greater number of residents.

9.2 The Independent Learning group (Maths and English Basic Skills) is functioning much better than last year with a small group of men finding new ways of learning with the support of an enthusiastic tutor.

9.3 The decision has been made to discontinue the Motor Mechanics training workshop, mainly on cost grounds. However, People Plus training in Multiskills (covering various areas of DIY), Cooking and Barista are all popular and successful.

9.4 Physical training opportunities are available to all and taken up by many. There are programmes for those requiring remedial help and for the over 50s. Some use is made of the playing field. The gymnasium is entirely taken up by exercise machines and the prison lacks a sports hall or other indoor space for ball and racket games. This is a considerable deficiency.

9.5 In a highly successful initiative 15 residents followed the Butler Law Course, a six-month programme run as a Learning Together partnership between Warren Hill and the University of Cambridge. Residents learned about the legal system, developed their legal research skills, heard from inspiring guest speakers from the legal profession and researched and produced their own legal advice materials on topics about which there is currently little clear, accessible and predictable information.

9.6 The library continues to play an important part in the life of the prison. As well as being a computer centre and providing books and DVDs on loan, it has been the source of several initiatives to encourage reading, including making use of visiting speakers. It is an important base for distance learning. In September 2017 52 residents were registered for distance learning courses. As access to the internet becomes more and more a requirement of daily life in the outside world, so its prohibition in prison creates an increasing hurdle to be surmounted when men leave.
9.7 The well-established writer in residence supports residents with several activities – a book group, poetry reading, art classes and exhibitions and the in-house magazine ‘The Know’. A group of residents, with the support of the writer in residence, devised and presented a play ‘The Long Way Home’ drawing on their own personal experience. This very movingly charted the journey of four young men from their early life in families and then together in a children’s home, through juvenile troubles and the prison system to their experience of the Progression Regime at Warren Hill. Families of those involved were invited to attend and it was repeated several times. At the end of the performance the residents spoke of the transformative effect that they thought participation had enabled.

9.8 Another valuable programme is conducted by Snape Maltings whose staff work with residents interested in creating and performing their own music. Painting and other artistic activities are also encouraged with some work of a very high standard being completed. Embroidery is fostered by volunteers under the auspices of the Fine Cell programme.

9.9 The prison takes many opportunities to recognize the achievement of residents, for example with the granting of certificates, small cash rewards, the provision of refreshments and especially by arranging when there are residents’ performances and exhibitions for a good attendance by fellow residents, a wide range of staff and visitors from outside the prison including most importantly and where possible residents’ families.

9.9 We commend the prison for the range and depth of its arts and cultural programme which enhances the decency of life for the residents and provides them with many excellent developmental opportunities.
10. WORK, VOCATIONAL TRAINING AND EMPLOYMENT

10.1 There are now enough work and training opportunities for all residents, though as noted in last year’s report, some of the jobs (such as those of unit cleaner) are lacking in developmental challenge. Job allocations have improved and the system is now better understood by the residents. There are three grades of job with clearly identified person specifications. Some jobs are only open to residents who have achieved stage 2 or 3 of the Progression Regime because they require residents to move freely around the establishment with a Warren Hill Activity Licence. Each residential unit has an orderly with responsibility for mentoring residents in the preparation of CVs, release plans, job club etc. This is one of many opportunities offered for residents to accept additional responsibilities.

10.2 Both the welding and the carpentry workshops are working well and have secured several contracts for the prison service. In addition, the carpentry workshop is producing some products for sale to the local community. The carpentry workshop is going to be extended to absorb the space currently used for motor mechanics when this education provision closes. One resident in welding has made a model motorcycle constructed from scrap metal which has both impressed fellow residents and encouraged him to feel proud of his skill and creativity.

10.3 The gardens continue to be both productive and aesthetically pleasing, with those working in the grounds gaining new skills, acquiring qualifications and taking great pride in their work. The extensive and attractive plantings around the grounds and their careful maintenance enhance the day to day experience of all who reside and work in the establishment. The raptor project is developing its revenue-earning breeding programme and has a contract to provide trained birds for a security company. Many of the men involved show great commitment, building another large birdhouse and developing a high level of skill in handling the birds.

10.4 Carillion, the firm that held the maintenance contract, offered handyman work to two residents with the promised possibility of employment following release. The collapse of the company has left that potential in doubt, but the men continue to work with the replacement in-house prison maintenance service.
11. RESETTLEMENT PREPARATION

11.1 Preparation for resettlement is a central purpose of the prison’s Progression Regime. Almost all prisoners in Warren Hill are subject either to a life sentence or an indeterminate sentence for public protection (IPP). Many are over the tariff set by the trial judge, some very significantly so. Some men have failed to progress over many years, others have secured a move to an open prison or been released and subsequently recalled.

11.2 The Progression Regime and the Key Worker programme provide each resident with a scheme to take them forward and an officer dedicated to help them in this. Warren Hill uses the Enhanced Behaviour Monitoring (EBM) scheme originally developed for use in open prisons. This is designed to monitor each prisoner’s risk of offending, identifying the elements involved and helping them to manage and reduce these risk factors with an appropriate combination of challenge and support. Many men arrive at the prison with high hopes of starting on their rehabilitation programme and some have expressed frustration about the slow timetable for the early stages of the EBM scheme. The processes have also tended to consume more staff time than is readily available. By the end of the reporting year plans were being discussed to streamline the system enabling men to have their initial board within a month and the chance of progressing earlier to stage two of the scheme.

11.3 During the reporting year 130 residents went before Parole Board oral hearings in Warren Hill. 79 of these were granted release under licence and another 26 were granted a move to an open prison.

11.4 While success rates are high at Parole Boards the IMB shares the management’s concern about the number of returns to custody. Warren Hill deals with a particularly complex and challenging population who have often struggled in other environments and there are indications that the care and supervision they have received in prison needs to be better matched when they move on to serve the non-custodial part of their sentence. During the relevant period 26 men who had been released were recalled to prison before the end of the year, in most cases not having committed a further offence but for failing to comply with a condition of their licence. Warren Hill’s psychology department has been conducting research into recalls to improve understanding of the factors involved, to identify steps that might be taken to make such recalls less likely and in particular to help residents to deal better with situations they face following release.

11.5 The IMB has heard accounts of men after many years inside finding difficulty with everyday situations – such as negotiating London tubes and buses without an Oyster card. The prison is responding creatively with in some cases a staff member accompanying the released resident on the first stage of their journey. In consultation with residents, a release pack has been developed which includes, for those who wish, the provision of a mobile phone to be issued at the gate (preloaded with the numbers of their approved premises, their offender manager and their next of kin) together with a form for providing the prison with feedback. In a further demonstration of humane through-the-gate care the pack also
contains stamped addressed postcards inviting men to let the staff of the OMU know of their progress.

11.6 Whatever the preparation within a prison, men released after a long period of incarceration face sudden and major challenges especially if they have not had the opportunity of Release Under Temporary Licence (ROTL) to provide a more staged release and reintegration process involving at the very least a town visit or in appropriate cases the chance to undertake community service or to work outside the establishment. Warren Hill has not been allowed by the Ministry of Justice to offer ROTL. The IMB in previous Annual Reports (2016 and 2017) has urged the Minister to reconsider this and does so again in the better hope that this will win acceptance in the context of a fresh approach to rehabilitation that Ministers have announced.

11.7 Once a resident has been approved for release there is often a lengthy delay while a suitable place in an approved hostel is secured. The prison has an unused temporary building that it plans to develop into an on-site approved premises thereby offering men scheduled for release with an experience to help with their transition. The IMB hopes that this promising scheme will at last be granted funding.

11.8 Staff at the establishment’s Offender Management Unit (OMU) have been under great pressure to cope with the high volumes of required paperwork while at the same time working face-to-face with residents who are often understandably uncertain about their position and progress. The IMB in its last Annual Report called for additional staffing to be provided to help the prison to fulfil its rehabilitation promise. Towards the end of the year extra provision was announced as part of a scheme to help establishments developing new approaches to rehabilitation. At the same time a new scheme was being introduced nationally to improve the coordination of all individual prisoner release plans with each prisoner’s offender manager being based within the prison (rather than, as was often the case previously, located in a probation office outwith the establishment). This change may bring greater consistency for the custodial part of a prisoner’s sentence, but the challenge remains of securing continuity of support for the part of the sentence served in the community – a challenge particularly great in the case of a prison with a national role such as Warren Hill, where most of the prisoners have been inside for many years and will be released to locations far from the Suffolk coast.
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 adjudications, boards and reviews such as those for those at risk of self-harm. Members also observed a range of management meetings and attended some training sessions aimed at staff. Two new members were recruited towards the end of the year and one member was on sabbatical leave for eight months. Members of the Board are unpaid but may claim travelling expenses.

A.2 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 visit was organised to HMP Highpoint.

A.3 The IMB continued to benefit from excellent cooperation by the Governor 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. In November 2017 the two IMB clerks who have provided outstanding service over a number of years were moved to other duties and since that time there has not been a consistent clerking arrangement for IMB Board Meetings.

A.4 Board Statistics:

<table>
<thead>
<tr>
<th>Recommended complement of Board Members</th>
<th>10</th>
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<tbody>
<tr>
<td>Number of Board Members at the start of the reporting period</td>
<td>9</td>
</tr>
<tr>
<td>Number of Board members at the end of the reporting period</td>
<td>11</td>
</tr>
<tr>
<td>Number of new members joining within the reporting period</td>
<td>2</td>
</tr>
<tr>
<td>Number of members leaving within reporting period</td>
<td>0</td>
</tr>
<tr>
<td>Total number of Board meetings during reporting period (one meeting was cancelled because of bad weather)</td>
<td>11</td>
</tr>
<tr>
<td>Total number of visits to the Establishment</td>
<td>204</td>
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## Appendix B: APPLICATIONS RECEIVED BY THE IMB

<table>
<thead>
<tr>
<th>Code</th>
<th>Subject</th>
<th>Current reporting year</th>
<th>Previous reporting year</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Accommodation including laundry, clothing, ablutions</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>B</td>
<td>Discipline including adjudications, IEP, sanctions</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>C</td>
<td>Equality</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>D</td>
<td>Purposeful Activity including education, work, training, library, regime, time out of cell</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>E 1</td>
<td>Letters, visits, phones, public protection restrictions</td>
<td>5</td>
<td>8</td>
</tr>
<tr>
<td>E 2</td>
<td>Finance including pay, private monies, spends</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>F</td>
<td>Food and kitchens</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>G</td>
<td>Health including physical, mental, social care</td>
<td>4</td>
<td>13</td>
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<tr>
<td>H 1</td>
<td>Property within this establishment</td>
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<td>0</td>
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<tr>
<td>H 2</td>
<td>Property during transfer or in another establishment or location</td>
<td>9</td>
<td>14</td>
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<td>H 3</td>
<td>Canteen, facility list, catalogue(s)</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>I</td>
<td>Sentence management including HDC, ROTL, parole, release dates, re-categorisation</td>
<td>8</td>
<td>12</td>
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<tr>
<td>J</td>
<td>Staff/prisoner concerns including bullying</td>
<td>1</td>
<td>6</td>
</tr>
<tr>
<td>K</td>
<td>Transfers</td>
<td>6</td>
<td>0</td>
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**Total number of IMB applications**                                                                 | 40                       | 74                      |