



Annual Report
of the
Independent Monitoring Board
at

HMP High Down

January 2018 to December 2018

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Monitoring fairness and respect for people in custody

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A Sections 1 - 3

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.

2 EXECUTIVE SUMMARY

Main judgements

The Board believes that the prison has been in a state of flux throughout the reporting period due to uncertainties surrounding the re role to Cat C. This has affected plans for the future and had a negative impact on outcomes for prisoners.

The staffing level for Band 3 officers has risen considerably from 2016 numbers (*see table below*). The prison now has a surplus of 46.23 Band 3 officers as of December 2018, yet the Board continues to see 'shut downs' in areas such as education due to staffing levels.

Uniform Staff in Post	2018	2017
Band 3: Officer Grade	212.23	201
Band 4: Supervising Officer	24.64	31.82
Band 5: Custodial Manager	13.86	12.05

The Board has spent a disproportionate amount of time monitoring the Segregation Unit during the reporting year. On several occasions concerns were expressed about the management of the unit, the conditions in which prisoners were being segregated and length of stays (this was also highlighted in our 2017 Annual Report). Of major concern was the overuse of Special Accommodation, a dedicated cell with strip cell conditions, during the latter part of the reporting year, particularly for prisoners on ACCTs (Assessment Care in Custody Teamwork that is a care plan to monitor prisoners at risk of self-harm).

The Board acknowledges that the prison has had to deal with a large number of prisoners suffering from mental health or behavioural problems but is concerned at the number of prisoners who claim 'not to feel safe' in a prison with rising violence (*see Safety on page 8*). The Board believes that some of these safety issues have to be attributed to the accessibility of drugs in the prison, as highlighted in HMIP Inspection report findings in 2018.

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Are prisoners treated fairly?

The prison's systems and local practices are intended to be fairly executed but the Board remains concerned at the inconsistent application and management of some processes that create an unfair outcome for prisoners. As a result, the Board has a number of concerns:

- The number of Cat C prisoners is 566; the Board considers this to be too high for a Cat B local prison (*see Equality & Fairness on page 11*).
- Lack of activity spaces (*see Education on page 19, and Work on page 20*).
- Lack of courses to address offending behaviour, particularly for Imprisonment for Public Protection (IPP) and life sentence prisoners that total 27 and 25 respectively at the end of the reporting year.
- The number of Adjudications remains exceptionally high with many failing to proceed (*see Segregation on page 15*). Prisoners often claim that although their adjudication fails, for whatever reason, they still find themselves put on basic regime under the Incentives Earned Privileges Scheme (IEP), which they consider to be unjust. The Board is concerned that the process is not always clear and fair.

Are prisoners treated humanely?

The Board has witnessed some excellent work by Officers across the prison, particularly in dealing with distressed prisoners. However:

- The Board has continued to be perturbed with Segregation during 2018. The Board has often been told, and indeed recognises, that designated Segregation Unit officers are 'the best in the prison'. However, at various times cell conditions, sub-basic regimes, long stayers, poor processes and use of Special Accommodation have given rise to the Board questioning whether prisoners are always treated humanely (*see Segregation on page 15*).
- The Board remains concerned at the length of time it takes for mental health transfers to secure hospitals, with the longest transfer taking 125 days. It is acknowledged that this is not solely a prison issue (*see Healthcare on page 18*).
- The Board has observed that prisoners frequently have to occupy damaged cells (*see Accommodation on page 16*).
- The Board has noted inadequate furniture and undignified screening, if any, around some toilets, particularly where previously single cells have been doubled-up to increase the operating capacity.

Are prisoners prepared well for their release?

The Board acknowledges that CRC (Community Rehabilitation Company) engagement with prisoners has improved (*see Work, Vocational Training & Employment on page 20*). In particular:

- Workshops are effective but there are insufficient spaces.
- Vocational/educational facilities are excellent but under-utilised and not helped by constant closures.
- The CRCs are largely meeting their targets but a significant percentage of prisoners leave prison without accommodation (*see Resettlement Preparation on page 21*).

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Main Areas for Development

TO THE MINISTER

The Board wishes to re-state the question from our 2017 Annual Report.

- *What will the Minister do about the increasing number of prisoners suffering from personality disorders who are not covered by mental health services across the prison estate? Prisoners struggle to cope in custody, and their behaviour often monopolises the attention of staff and diverts them from dealing with other vulnerable prisoners.*

TO THE PRISON SERVICE

High Down was expected to become a Category C prison during 2018 but remains a Cat B Local establishment. The Board does not know when HMPPS plans to re-role this prison. High Down continues to have insufficient purposeful activity spaces and fails to run relevant rehabilitative courses that are essential for prisoners to complete sentence plans.

- When is the prison service intending to make decision on the re-role, and to make the necessary investment to provide relevant resources?

The Board wishes to re-state the question from our 2017 Annual Report.

- *What critical steps is the prison service taking to tackle the endemic supply and use of illicit drugs, particularly NPS and cannabis?*

TO THE GOVERNOR

- What is the Governor doing to address the increase in prisoner-on-prisoner and prisoner-on-staff assaults during 2018?
- How will the Governor improve the consistency and management of processes in the Segregation Unit, and ensure from the outset that an exit plan is in place for prisoners to reduce their length of stay in segregated conditions?
- How is the Governor planning to address the frequent under-utilisation of the education facilities that are often closed due to staffing considerations?
- What steps is the Governor taking to improve the collection of data across the prison? The Board often struggles to obtain facts and figures for reporting purposes e.g. being unable to obtain figures on closures for the Resettlement Centre.

Improvements

- The Board is pleased to note an improvement in the external cleanliness of the prison, particularly in the gardens around residential blocks. The introduction of litter pickers has proved effective.
- The introduction of in-cell telephones has increased the opportunity for prisoners to keep in touch with families.
- The use of kiosks during this reporting year has helped to empower prisoners to resolve some issues for themselves. The Board believes that towards the end of the reporting year, that this has had a positive impact on the number of prison complaints and IMB applications.
- In April the prison became 'smoke free'. The transition was well managed via good notification prior to the event, and a significant increase in the availability of appointments at smoking cessation clinics.

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3 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 1091.
- Services were provided and managed by the following partners:

Service Provider	Services
Central North West London NHS Trust (CNWL)	Healthcare: In and Outpatients, medical care for Residential areas, pharmacy and dental care
CNWL - In Reach	Mental healthcare
General Practice (GP)	Achor Healthcare
Substance Misuse	The Forward Trust
Social Care	Surrey County Council
Education & Training	Novus
Maintenance & Repair	Gov. Facility Services Ltd. (GFSL) - <i>from 17.01.18</i>
MTCNovo CRC	London Releases
Seetec KSS CRC	Kent, Surrey & Sussex Releases

Her Majesty's Inspectorate of Prisons (HMIP) conducted an inspection at High Down between 8th-17th May 2018. Key findings (in red) are quoted, as appropriate, in some of the sections that follow.

B Evidence sections 4 – 11

4 SAFETY

Reception & Induction

S3: “The Induction process was under-developed and attendance had been unreliable”

By the end of this reporting year:

- The Board observed that Induction took place regularly and that peer supporters were able to speak with new arrivals in a quiet room alongside the main Induction area.
- There exists a comprehensive information booklet about High Down that all new arrivals are offered. Peer supporters also deliver a health and safety talk that is supplemented with a booklet. On those occasions where Board members have been present it was observed that the information session is generally well received and that questions are answered in a frank and honest manner.
- New arrivals have often expressed safety concerns and peer supporters advise them to be cautious and aware of their own personal safety. For example, they were advised when checking bedding to be aware of ‘sharps’ that may have been left behind by others and to “shake rather than prod” to avoid injuries.

5.20 of the Action Plan following the inspection “Listeners should be able to see prisoners confidentially during the first night process”

By the end of the reporting year:

- Listeners have access to a room in Reception that can be used by any peer workers and not exclusively to provide emotional support.

Violence

S7: “Almost a quarter of prisoners said they currently felt unsafe”. “The local strategy to deal with perpetrators or victims of violence had recently been supplemented by a dedicated safety team which had improved the detail of investigation into violent incidents. However, victims were not adequately supported or perpetrators effectively challenged”

- Board members have, throughout the reporting period, been informed by prisoners that they feel unsafe although most are reluctant to seek help e.g. a prisoner asked the IMB to raise an Intelligence Report (IR) with information he had given about a violent incident rather than inform wing staff. Many witness violence around them and are acutely aware of bullying and reprisals.
- Prisoners report that they feel safer when more staff are in evidence on the House blocks.
- Levels of violence increased in 2018:

Assaults	2018	2017
Prisoner-on-prisoner	341 (increase approx. 20%)	287
Prisoner-on-staff	140 (increase approx. 40%)	86

HMIP recommended (5.11 of Action Plan): “the management of perpetrators of bullying or violence should be improved and a formal system to support victims should be implemented.

- There is Case Management for those at risk of violence and the Board has been impressed with those staff involved. A case flagged to the IMB by a prisoner worried for his safety (already being case managed) was acted upon immediately and followed up in-depth.
- A Violence Reduction meeting was held monthly and IMB members reported good attendance from key departments.
- CSIP (Challenge, Support and Intervention Plan) is scheduled to be rolled out across High Down in February 2019.

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Use of Force (UoF)

Interventions	2018	2017
Unplanned	617	357
Planned	110	105

HMIP recommended 5.14: "a member of the health services team should be present for all planned use of force interventions" and "use of force dossiers should be completed within the required timeframes"

- The Board has generally observed good attendance from Healthcare for planned interventions although some instances were noted where this was not the case. One such occasion had been recorded on camera and shown at the monthly meeting. Recorded footage is shown at this meeting and includes examples of both good practice and areas for improvement that can be used for training purposes.
- There was also awareness that some dossiers were not being completed within the required timeframe. Board members have been shown examples of poor practice where staff who attended the intervention were not named on the dossier, and neither were there any details of the incident.
- The Board is concerned about the under reporting of UoF incidents for multi-unlock planned interventions, some of which are not routinely filmed.
- The Board is usually informed prior to planned interventions and members attend when available.
- The Board believes that Body Worn Video Cameras (BWVC) are not routinely turned on when responding to general alarms. In particular:
 - Prisoners have reported asking for the BWVC to be turned on but have sometimes been declined.
 - Some officers are reluctant to use BWVC's e.g. usage remains at around a daily 35+ average against an expectation of around 50. There are approx. 70 BWVC's available for use at High Down

Assessment Care in Custody and Teamwork (ACCT)

HMIP reported S.14: "staff struggled to manage the number of Assessment, Care in Custody and Teamwork (ACCT) case management documents for prisoners at risk of suicide or self-harm effectively, and outcomes were highly variable.Listeners had no access to prisoners in segregation"

- The Board has continued to observe insufficient detail in ACCT documentation although has also noted good examples, usually been completed by more experienced staff.
- The Safer Custody team has raised concerns about ACCT standards at their monthly meetings (inc. Care Maps).
- Many ACCTs reviews are not multi-disciplinary as required, often due to Healthcare not being represented.
- A new '3 Tier' management check was introduced towards the end of the report period that is designed to improve the quality of support for ACCTs. They will be checked by the House block Custodial Manager (CM), the night orderly and the duty governor.

Categories	2018	2017
ACCTs opened	679	637
Reported self-harm	446	354

- The continued rise in numbers of reported self-harm and ACCTs are of concern to the Board.

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Listeners

- Listeners responded to 1356 calls; 42% between 1-7pm, and only 1% between 1-7am. There is a concern that staff do not always call listeners during the night time period, and prisoners have also reported that access to listeners during this time has been declined.
- 6% of the total listener callers expressed suicidal feelings
- The provision of in-cell phones has enabled prisoners to obtain better access to Samaritans although some are still unaware this is a free call.
- Prisoners in Segregation are neither routinely offered, nor permitted, to speak with a Listener as staff risk assess each request before a Listener is allowed into the Segregation Unit. At present Samaritans visit Segregation themselves if requested.
- There are Listener suites on every House block where prisoners are able to speak in confidence with a listener (on the Vulnerable Prisoners unit the Kiosk is located in the Listener suite that compromises confidential emotional support).

Death in Custody (DIC)

- The Board expresses regret at all DIC's in 2018.

2018	2017
7 (5 from natural causes)	5 (4 from natural causes)

- In the past there have been nine occasions where the Prisons and Probation Ombudsman (PPO) has criticised the prison concerning the late removal of handcuffs during a prisoner's latter stage of life, this year being no exception.
- One DIC resulted in the prison being heavily criticised for its standard of care prior to a terminal illness being diagnosed. It was noted that the standard of care was considerably lower than the prisoner might have expected in the community.

Drugs Misuse

HMIP reports S13: "our survey results, finds and positive drugs tests results all indicated that drugs were easily available"

- Board members were often informed by prisoners that drugs are easily available in the prison. We have frequently noted strong smells of probable substance misuse on House blocks and prisoners have mentioned the smoking of drugs and tea bags. Although cigarette papers are no longer available other means e.g. pages torn from bibles, are found.

Drugs and Mobiles	2018	2017
Drugs finds	446	311
Mobile finds	310	215

- There were 6632 Intelligence Reports (IR) raised during the reporting period.

Applications to the IMB

- The Board is concerned to note the increase in 'Staff/prisoner concerns inc. bullying' from 55 in 2017 to 90 in 2018, an increase of 61% (*see E Section – Applications on page 23*).

5 EQUALITY AND FAIRNESS

Prisoner classifications

- 1685 prisoners were released in 2018.
- The Board is aware that it is difficult to calculate the amount of time offenders stay at High Down as this information is not historically recorded.
 - *The table below highlights the large number of Cat C prisoners being held in Cat B local conditions*
 - *The balance between categorised prisoners and the total High Down population of **1091** are prisoners on remand or awaiting categorisation*

Category	Total
B	141
C	566
D	20
YOI	32

The figures below are included in the total number of serving prisoners above

Indeterminate	Total
IPP	27
Lifers	25

- The Board remains concerned that many prisoners are unable to complete the necessary education or parole board plans because appropriate courses are not available at High Down.

Discrimination Incident Reporting Forms (DIRFs)

DIRFs	2018
Staff on Prisoner	2
Prisoner on Staff	26
Prisoner on Prisoner	5
Prisoner on Other	3
Total	36

Above by category: 22 Race; 2 Age; 4 Disability; 4 Religion; 2 Sexual Orientation & 2 Multiple

- The Zahid Mubarek Trust independently quality assure DIRFs bi-monthly and attend equality meetings where possible.

Vulnerable Prisoners (VPs)

Category	Registered Sex Offenders
B	23
C	92
D	1
YOI	5
Remand / Unclassified	30
Total	151

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- The Board was aware of several drafts of sex offenders, re-located from HMP Isle of Wight during the reporting period. They were informed that the reason for transfer to High Down was because it was to be re-rolled as a Cat C prison, but they are subjected to a Cat B local regime.
- Sex offenders released from High Down receive no rehabilitation relating to their offence as the stipulated courses are not available (*also highlighted in our 2017 report*).
- Average sentence length is 3 years 5 months that excludes Lifers, IPP & recalls.
- 26 sex offenders are over the age of 65.

Regime

- The new regime introduced at the end of June added 30 minutes additional association time to the evening meal/unlock time.
- The regime is still impacted by late rolls (a headcount of prisoners periodically completed throughout the day). In June 2018 this was not achieved by 12:30PM on any day (this resulted in 456 minutes being lost i.e. 17.5 minutes per day). Performance later improved.
- Evening meal supervision improved towards the end of the year with an Officer also present at the hot plate for most meals.
- Access to the Gym for all house blocks has shown some improvement but the facility remains vulnerable to insufficient gym staff, and the regime being curtailed due to late roll or security issues.
- Take up of exercise outside continues to be low e.g. during the first two weeks of July one House block averaged 37 prisoners undertaking outdoor exercise and another 47 (average house block population 180). This does not include 'zero' exercise days due to inclement weather.
- Following a period of concerted indiscipline in the Segregation Unit a new regime was introduced in November limiting phone calls, exercise, showers and kiosk to one every three days. The normal Segregation Unit regime was restored within 4 weeks.

Use of kiosks

- There was a total of 67225 prisoner applications to the prison received via kiosks.
- 25% of all applications are directed to the Finance department relating to PIN phone, Canteen, Catalogues & finance queries.
- Kiosks have been a positive advance for non-English speaking prisoners (with 39 languages supported).
- Prison complaint forms are available only in English. The lack of pictorial posters such as those available in the Immigration estate is an issue that we have previously noted in our Annual Report.

Visits

- Only 10 out of 1000 applications to the IMB were about visits. A 'straw poll' was conducted by a Board member with the following feedback:
 - Legal representatives had not encountered any problems, though 40% of the prisoners spoken with had missed a legal visit or not been escorted. We were told that the video link has poor sound quality.
 - 30% of visitors mentioned a problem, either with delays in getting in with little explanation, or were unhappy with slow moving queues at the tea bar e.g. queue times of 30 minutes were observed and visitors still queuing when some prisoners were being returned to House blocks. There is confusion about the length of a visit since the entitlement is less than the time slot stated in the information sheet. Some visitors feel 'short changed'.
 - 20% of prisoners mentioned problems with their visit, and it was noticeable that the majority of problems were raised by vulnerable prisoners who feel that their seating, near the entrance, makes them noticeable. Some mentioned that they are last in, first out and get their visits cut short.
 - Prison Advice and Care Trust (PACT) won the new contract to manage all visits but with fewer staff. The Board is concerned that the chairs in the Visitor Centre remain threadbare and not fit for purpose despite funds being available for replacement from early 2017. This is the third year that this has been highlighted by the Board.

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Foreign Nationals (FN)

HMIP findings: No bail or legal advice is offered, Translated induction material is sparse, referrals to ESOL inadequate, and welfare support limited.

- The average number of FNs is 170, of whom 12 are time served detainees subject to Immigration powers. The latter suffer from slow communication from the Home Office where 2 had been in High Down for most of the reporting year. Detainees in Immigration Removal Centres (IRCs) are entitled to free legal advice consultation. However, this does not seem happen in High Down so detainees have to pay for their legal advice.
- Induction materials are in English only, although the kiosks (*as previously stated*) have 39 languages. Those on the Induction House block have help from orderlies and there is a list of staff and prisoners who act as interpreters. After induction prisoners should all be located on a specific House block where there is some welfare support, but shortage of spaces means this does not always happen (a sample visit showed 73 FNs out of 169 spaces, with 25 bed spaces out of use).
- During induction FNs are steered towards the English for Speakers of Other Languages (ESOL) course, which offers 12 places. When run alongside an IT course, it is successful.
- Big Word (telephone translation service) is available and the nurse's office has a pictogram on the door showing services available. Other than that, support for FNs appears limited. The Board has noted that the FN clerk is due to publish guidance for staff.

Courses to address offending behaviour

- Prisoners with dependency issues are referred to Forward Trust. Forward Trust offers courses covering alcohol and drug dependence, relationships and family ties that are available to prisoners on all House blocks
- Forward Trust does a lot of research into the effectiveness of their courses, and has adapted to the presence of drugs (NPS) in the prison.

Offender Management Unit (OMU)

- The roll-out of Offender Management in Custody (OMiC) in High Down was delayed in 2018 due to staffing issues. The Board understands that roll-out is due to commence in March 2019.
- Home Detention Curfew (HDC) is now a faster process since internal reports are no longer required, but there is frequently a backlog of Offender Assessment System (OASys) and Sentence plans.
- OMU loses perhaps 30 hours per week to cross-deployment and so backlogs are a regular occurrence.
- Following an HMIP report recommendation the Board was pleased to note that the inter-departmental risk management meeting has produced better outcomes.
- Since the HMIP Inspection, the OMU now has a dedicated member of staff chasing outside probation services for details of prisoners who are Multi-agency Public Protection Arrangements (MAPPA) nominal. There is also a new computerised system for recording but the prison is still at the mercy of outside probation to the provide information.
- Calculation of release dates is not seen as an issue as these are done on conviction but sentence plans are often delayed by outside probation.

OMU	2018 (@ year-end)
HDC – Eligible	26
HDC – Refused	3
HDC - Released on Time	4
HDC – Not Released on Time	3
OASys backlog	169
Re-categorisations overdue	21

6 SEGREGATION/CARE AND SEPARATION UNIT

HMIP: Improved oversight and leadership of SEG should ensure that prisoners have good living conditions and a consistently decent regime. All decisions should be appropriately authorised. There should be robust governance to monitor and maintain improvements.

- The Board was disappointed to see no discernible evidence of improvements until the end of the year and the issues noted are still of concern.
 - At the end of November 2018, the Board understood that uniformed officers had expressed fears for their own safety at working in a volatile atmosphere with a hard core of the most difficult prisoners, and refused to man the Segregation Unit landings whilst these conditions prevailed.
 - On 4 December 2018, as a result of discussions between the prison management and senior managers at Prison Headquarters, six of the nine resident prisoners were moved under restraint to other local establishments, leaving three compliant resident prisoners.
 - Following the six transfers, the Segregation Unit remained partially closed to allow for an intensive deep clean and refurbishment programme for cells and communal areas. The Board noted that this work went into 2019 and it has also raised about the quality of some of the work.
 - Other changes included the appointment of a new Custodial Manager (CM).

- Disappointingly, as recorded in our 2016 and 2017 Annual Reports, the Segregation Unit has continued to be a major area of concern. Conditions and circumstances have resulted in the Board spending a disproportionate time in the unit compared with other areas across the prison, and many of these still prevail.
 - The unit has consistently operated at near or full capacity (23 cells) for much of the year.
 - There have been significant numbers of prisoners refusing to return to normal location with lengths of stay increasing considerably. For example, on the 4th December there were six prisoners who had been segregated for over 21 days, the highest two being 137 and 90 days.
 - The numbers of prisoners on Assessment Care in Custody Teamwork (ACCTs) has also remained high, but rules state that prisoners on ACCTs should only be segregated by exception.
 - The continued recalcitrant behaviour of a hard core of prisoners into the Summer (dirty protests, assaults and abusive behaviour) put increasing pressures on the regular team of officers who worked very hard to balance the pressures of managing these difficult individuals, in addition to keeping up to date with the associated paperwork required of the activities of the Segregation Unit (Adjudications, Rule 45 GOOD Reviews and referrals to the Deputy Director of Custody (DDC) under the 42 day rule to retain a prisoner).

- The Board wishes to compliment the officers on their dedication and determination to deliver what is required of them.
- There has remained inconsistency in the number of Segregation Management Review Group (SMARG) Meetings during the year. Segregation Unit managers have failed to invite the IMB to the meetings in accordance with PSO 1700. Neither did they provide the Board with copies of the unit’s quarterly reports to the Governor and the DDC.
- In the early part of the year the Board was chasing late 42 days reviews to the DDC and was not notified of the outcomes.

Reviews	2018	2017
Attended by IMB	519	450

- Despite intent to schedule Reviews on two specific days a week Reviews were still routinely held on most days, thus increasing the Board’s time in the unit.
- The Board also noted an inconsistency of Review Governors that resulted in a lack of continuity and familiarity with segregated prisoners and that sometimes relied on input from the IMB, Chaplaincy and other attendees for information during reviews.

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- Prisoners being kept in segregated conditions following Reviews have not always been given the relevant paperwork required under PSO 1700 unless they requested it; most are ignorant of their rights in this respect.
- The standard of the accommodation (cells and communal areas e.g. showering facilities) has increasingly deteriorated with broken cell observation panels not being replaced and smashed cells not being repaired leading to a reduction in the number of operational cells available for prisoners who cannot be held on normal locations. Some on ACCTs have, at times, been left in cells with broken observation panels containing loose shards of glass that were accessible to them. The dedicated kitchen has a broken window panel after months of the Board reporting this and food is often served below the required temperature
- Listeners continued to be barred from the Segregation Unit although prisoners have access to Samaritan phones, this may not be consistent, as on one occasion an IMB member was present when a prisoner on an ACCT was refused use of the Samaritan's phone.

Special Accommodation

- The use of Special Accommodation increased dramatically in the final quarter of 2018. In the first six months of the year it was used on two occasions, in the third quarter it was used on four occasions and in the fourth quarter on 18 occasions. Of the total of 24, 15 prisoners were on an open ACCT.
- The Board acknowledges from the SMARG report for the last quarter of the year that the increase was said in part to be due to the multiple incidents of concerted indiscipline and a new zero tolerance policy on the continued smashing of cell fabric.

Adjudications

S.9 HMIP report: The number of adjudications had increased considerably and was much higher than at similar prisons. Too many charges were postponed, dismissed or not proceeded with, which undermined the efforts to tackle poor behaviour. Many charges could have been dealt with more appropriately through the IEP system.

Adjudications	2018	2017
Not Proceeded With	352 (10% of total)	265 (8.1% of total)
Totals	3529	3256

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- Since the HMIP inspection there has been no change to double occupancy of single cells and the inadequate furniture and screening around toilets. Prisoners have reacted to this in many instances by damaging one of the beds, thereby gaining single occupancy of a double cell. Out of action cells have been a constant feature in High Down, reaching a high of 135 in September and an average of 71 in December. Delays in repairs are attributed to lack of availability of replacement beds and backlog of jobs for Works. Prisoners have regularly occupied damaged cells with broken furniture, and also observation panels where broken glass is often accessible.
- Inspectors found First Night in Prison (FNIP) cells to be poorly prepared and covered in graffiti and some of these cells have been improved and are being fitted with shower curtains. Given the number of prisoners arriving on a daily basis the number of FNIP cells on the House block are inadequate, resulting in new prisoners being dispersed across other House blocks. Graffiti levels in cells remain unchanged since the inspection.
- Most cells across the prison are clean but prisoners complain about poor access to mirrors and toilet cleaning materials:
 - Access to house block laundry facilities were severely strained between April and August as heavy-duty machines broke down, failed to be repaired and demand rose due to extraordinary period of hot weather. The Board noted that this had been addressed with the introduction of new domestic grade machines in September.
 - Extreme summer temperatures of over 30 degrees centigrade produced very uncomfortable conditions in cells, particularly in the shared cells and those on 3rd levels on wings. Prisoners had no access to curtains or fans during that period. Curtains had been on order since February and are now beginning to arrive. An order for 100 fans was placed at the beginning of August but did not arrive during the period of high temperatures.
- Access to kettles and televisions has improved from the beginning of the year:
 - Recreation equipment on House blocks e.g. table tennis and pool are present on most spurs but not always maintained.
 - Barber chairs introduced mid-year were a positive addition to each house block but not all have been subsequently maintained.

Cleanliness

- Following the departure of HMIP cleanliness across the communal areas and the serveries on four of the six House blocks deteriorated. The appointment of a cleaning officer from August made some positive difference across the prison.
- Exercise yard cleanliness is still patchy with discarded debris, especially on exterior ground floor walkways immediately outside hot plate areas, regularly attracting birds and rats.
- Showers in four older House blocks were thought to be unhygienic with growing rust, mould and flaking ceilings. Steps have been taken to improve the condition of these units. The Board considers that the use of communal showers by four prisoners at a time is contrary to human decency.
- Showers in the Segregation Unit are inadequate in terms of the height of shower head, being 2ft high. Rarely is this area observed without discarded clothing on the floor. During the period September to November one or other of the showers was damaged and completely out of order, resulting in 20 prisoners vying for a single shower. The Segregation unit was emptied, leaving three compliant prisoners, following a visit by the Executive Director, Public Sector Prisons South after a series of dirty protests in cells and on landings. Broken observation panels facilitated the spread of these protests. Work began in December to replace current furniture with metal furniture and replace the observation panels with one of new design.
- Reception holding rooms as noted by HMIP continue to be dirty and littered, but are frequently cleaned.

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8 HEALTHCARE (including Mental Health and Social Care departments)

The process for prisoners to make health specific complaints has been under review. Although the existing process is independent from general complaints, prisoners are still required to use the prison's generic complaint form. This risks confusion and is potentially off-putting for prisoners. To date, no separate form has been made available to prisoners.

Outpatients

All data provided by CNWL

- A wide range of primary health services is available within the prison. In addition to GP services, dentistry and optician, more specialised services are offered by external consultants visiting the prison. Trauma clinics were added during 2018.
- The availability of GP sessions and nurse led clinics has increased since the previous year as planned. Booked appointments for dentist, substance misuse and mental health sessions show a decline since the previous year.
- There is still a large disparity between booked and attended appointments. This has increased considerably since the previous report period, particularly for GP sessions and Nurse led clinics:

Appointments	2018 Booked	Actual	DNA %	2017 Booked	Actual	DNA %
GP	4812	3024	37	4049	3209	21
Nurse-led	4538	2748	39	4094	2901	29
Dental	1643	1091	34	1749	1247	29
Substance Misuse	3329	2873	14	4517	3983	12
Mental health (in reach)	6999	5486	17	7227	6302	13

- The planned prisoner survey of reasons for non-attendance at Healthcare appointments did not take place. Porters are now employed by CNWL to deliver movement slips to a prisoner's cell and are intended to help improve attendance rates.
- GP waiting times are consistent at up to one week. Dentist and optician waiting times have increased significantly since the previous reporting period. It should be noted that appointments are often available on the day due to cancellations. However, it is unclear how many of these could be utilised due to constraints on movement of prisoners. Below are the waiting times for finished routine appointments:

Waiting Times (weeks)	2018	2017
GP	1	<1
Dentist	15	10
Optician	17	3

In-patients

- The prison has a 23-bed In-patient unit. The unit is staffed 24 hours a day by a team of nurses and prison officers. Patients in the unit will be suffering from various physical and/or mental health related conditions.
- Overall occupancy of the unit has remained relatively stable since the previous reporting year with a small increase in length of stay as illustrated below:

Length of stay (days)	2018	2017
1-5	51	63
5-10	31	32
10-20	32	23
20-30	21	11
30-40	6	7
40-50	6	4
50 +	16	13

HMP High Down

- The unit is a particularly challenging environment. Multiple regimes and management of staff alerts are frequent including multi-unlock prisoners, prisoners noted as presenting a danger to staff, a danger to females and also dirty protests. There is an on-going problem with cells being out of action due to broken fixtures/fittings and electrical/plumbing issues. Damage is often caused by prisoners, resulting in cells being rendered out of action for considerable periods of time. For example, the Board has recorded eight prisoners who required multiple officers to unlock them during January 2018. In December 2018, 10 cells were recorded as out of action

Mental Health - In Reach

- The service is made up of a team including psychiatrists and psychiatric nurses. Prisoners can refer themselves to the service or be referred by uniformed and non-uniformed staff. The number of mental health appointments attended by prisoners far exceeds all other health care services provided. There is a significant movement of prisoners between the In-patient unit and segregation highlighting the challenging behaviour exhibited by prisoners suffering mental health related conditions.
 - 42 Prisoners were identified as requiring further assessment by an external team with a view to transfer to specialist hospitals. This resulted in 25 transfers to mental health specialist units (Government guidelines state that transfers should take place within 14 days of acceptance i.e. positive assessment by an external assessor).
 - Average waiting time for transfer to hospital from date of acceptance: 18 days
 - Longest length of wait from acceptance to transfer to hospital: 125 days (due to availability of bed within specialist unit)

Social Care

- This service is provided by Surrey County Council. SCC requires a freedom of information request before providing the Board with 2018 figures. We were, therefore, unable to get this data for this annual report.

Education

- This has been another disappointing year for the education centre with underused facilities, and staff who are frustrated by the lack of consistency. Whenever events impacted on the regime education was one of the first services to be affected.
- There are presently 46 places for Vulnerable Prisoners (VP) and 135 for mainstream prisoners. Attendance dropped to 39% on average (51% in 2017). End of year projections for achievement and success are both down to 88% (98% and 95% respectively in 2017). In the period August to December 2018, 53 sessions lost which involved 679 classes, 1867.3 hours and 6851 attendances.
- Costs of organisational issues involving late movement/early free flow back to the House blocks have been calculated at £22.00/minute with each lost session costing £4500/session. This is now seriously inhibiting the service to function within the terms of the contract.
- The talented group of teaching and support staff have continued to offer a range of educational opportunities within the confines of the regime. Distance learning from the Open University and Stonebridge College flourished. The Homework Club, in its third year, continued to encourage families to work together and maintain ties.
- The Board is disappointed that the construction skills workshops and barbering in the Education Centre have also been adversely affected. These excellent facilities providing the skills for employment in a range of building trades have not been working at capacity and the whole area is under-utilised.
- At year end there was a backlog of 276 Basic Skills Assessment (BSAs) to be completed. Attendance continues to be an issue, with only 34% in December. This is not always because prisoners choose not to attend but because they have not been unlocked to attend.
- Library staff have continued to try extending the range of visits and workshops, but have been hampered by inconsistencies in the regime. The authors Vaseem Khan, Mohammed Khan and Oliver Harris visited the prison during the reporting period.
- Use of the library by vulnerable prisoners and prisoners accessing education remained high throughout the year. The remainder of the prisoner population made very few visits to the library. House block allocated sessions were frequently missed.
- A book group, from both VPs and mainstream prisoners, met throughout the reporting period and several prisoners received awards from the Koestler Trust charity.
- Staff continued to support prisoners in the '6 Book Challenge', in Family days when books were distributed (funded by the 'Give a Book' charity) and in the recording of 'Storybook Dads' CDs.

HMP High Down

10 WORK, VOCATIONAL TRAINING and EMPLOYMENT

Activity Data	Places	Employed	Current Vacancies	Future Add. Vacancies
Totals	442	401	41	42

- The Board is concerned with there being only 442 available work spaces for a total prison population of 1091.
- Of those 442 available spaces only 76 are available for VPs.
- 26% require the prisoners to have required security clearance level
- Other positions have the following caveats:
 - To be interviewed and passed on the basis of suitability and investment into the specified area e.g. Safer Custody, Equalities Peer roles.
 - Needs of the area- sometimes the maximum amount of workers is not needed due to demand for the service (e.g. Social Support, Turning Pages).
 - Specific courses needed to have been already been undertaken due to the nature of the role e.g. Substance misuse drug programmes, qualified as a Listener or to have a British Institute of Cleaning Science (BICS) qualification.
 - Resources: User Voice allocation depends on an interview by an external member of staff who visits once a week.
 - Risk caveats such as sentence length and sex offences against children (Reception, Visits cleaning) that gives a small pool of men to sift through.

HMP High Down

11 RESETTLEMENT PREPARATION

- The Board is pleased to note an increase in CRC engagement this reporting year but is concerned about the percentage of prisoners released with accommodation. The Board cannot confirm whether this is down to the CRC or the lack of suitable accommodation in London.

CRC including target	Total releases	Seen	Released without accommodation
Seetec - KSS (93%)	2357	99.02%	25.1%
MCTNovo (95%) no figs for March 2018	830	89.43%	45.54%

Figures provided by MCTNovo and Seetec-KSS

Attendance figures for Resettlement Centre (including closed days)

- The Board has not been able to obtain figures for attendance, or for days when the centre is closed due to staffing, as the prison does not collate them.

C Section – Work of Board

- Board meetings take place monthly. Whenever possible the Governor or their Deputy attend to inform the Board of developments in the prison, and to respond to current observations arising from member Rota visits and handover reports.
- 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 its IMB counterparts.

D Section – Statistics

BOARD STATISTICS	
Recommended Complement of Board Members	20
Number of Board members at the start of the reporting period	16
Number of Board members at the end of the reporting period	15
Total number of visits to the Establishment	627
Total number of segregation reviews attended	519

- *2 IMB members left on tenure with effect from 1st January 2019.*
- *The number of segregation reviews attended was an increase of 15% on 2017.*

HMP High Down

E Section - Applications

Code	Category	2018	2017
A	Accommodation including laundry, clothing, ablutions	33	16
B	Adjudications	12	23
C	Equality and Diversity	23	9
D	Education, Employment and Training (inc. IEP)	33	57
E 1	Family, Visits, Mail and Phone	65	53
E 2	Finance and Pay	34	28
F	Food and Kitchen	16	18
G	Health	111	69
H 1	Property within this establishment	75	71
H 2	Property during transfer or in another establishment or location	55	56
H 3	Canteen, facility list, catalogue(s)	23	15
I	Sentence management inc. HDC, ROTL, parole, release dates, re-categorisation	161	157
J	Staff/prisoner concerns including bullying	90	55
K	Transfers	37	64
L	Miscellaneous inc. Complaints system and Regime	97	95
	IMB applications	865	786
	Confidential applications to Chair	98	84
	Total	963	870