



**Annual Report
of the
Independent Monitoring Board
at
HMP Highpoint
for reporting Year
2018**

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Monitoring fairness and respect for people in custody

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1. Statutory Role of the IMB

The Prison Act 1952 requires every prison to be monitored by an independent Board appointed by the Secretary of State from members of the community in which the prison or centre is situated.

The Board is specifically charged to:

- (1) satisfy itself as to the humane and just treatment of those held in custody within its prison and the range and adequacy of the programmes preparing them for release.
- (2) inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has.
- (3) report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody.

To enable the Board to carry out these duties effectively, its members have right of access to every prisoner and every part of the prison and also to the prison's records.

2. Executive Summary

2.1 This report covers the period from 1 January 2018 to 31 December 2018. Evidence comes from observations made on rota visits, attendance at meetings, scrutiny of data, informal contact with prisoners and staff, surveys and prisoner applications.

2.2 With a population of over 1300, Highpoint is one of the largest category C training and resettlement prisons in the country, supporting prisoners who are at various stages in their sentences. There has been a substantial rise in staffing levels, which has had a positive impact on the regime. (Para 7.6.1) The introduction of Offender Management in Custody (OMiC (Para 4.4.2) and the work of the Amends Programme (Para 11.2.1) have seen prisoners interact positively with staff, which in turn makes for a more settled and productive environment.

2.3 The availability and use of new psychoactive substances (NPS) has however proved to be problematic, disrupting the regime whilst staff deal with prisoners who are 'under the influence'. (Para 4.6.1 & Para 4.5.5)

2.4 Highpoint was subject to a performance improvement plan for the period 2017 -2018. However, this ceased in March 2018 as performance had improved. The prison is now measured by the prison performance tool and at the end of the year the prison was at level 3.

2.5 There are still some areas that cause concern, particularly the backlog of maintenance work which impacts on the day to day regime. (Para 7.2.2)

Main Judgments

2.6 Despite the challenges faced by the prison:

- Overall prisoners receive fair treatment at Highpoint, but some inconsistencies mean that there can be varying experiences and opportunities, particularly with equality and diversity. For example on the North side there is still no designated equality officer, which can disadvantage the prisoners who are located there. (Para 5.1.4) The Visits Hall on the North side still lacks a play area. (Para 5.3.3)
- Through its leadership, the prison has a strong commitment towards humane treatment of the men in its care and the decency agenda. This is reflected by the prisoners taking responsibility for the overall environment, as well as their own. (Para 7.1.1), although this has been undermined at times by delays in maintenance and repairs (Para 7.1.2) and the standard of cleanliness on some units. (Para 7.1.1)
- Preparation for release has improved. Prisoners have the opportunity to enroll on courses which will prepare them for the job market on their release. Employability Fayres, (Para 10.2.1) and the Amends Programme support prisoners in moving forward. Local and national firms have engaged with the prison in providing job opportunities. (Para 10.2.1)

Main Areas for Development

TO THE MINISTER

2.7.1 Works maintenance contract

The Board has seen little improvement in the service provided by GFSL during the reporting period. Repairs outstanding at the end of the reporting year are not acceptable. This is to the detriment of living and working conditions within the establishment. The Board asks the Minister for an urgent review of the maintenance contract.

2.7.2 Property

The Board is disappointed that there has been no progress in improving the way the Prison Service handles prisoners' property, particularly when handling and transporting between establishments. Communication between establishments is slow and often resolutions are not carried out in a timely manner. Will the Minister ensure that an urgent review is undertaken to bring an end to the current most unsatisfactory position? (Para 7.5.1).

TO THE PRISON SERVICE

2.7.3 Equality and Diversity

Can a standardised, estate wide, 'best practice' for PSI 32-2011, 'Ensuring Equality' be issued? The policy does not provide enough guidance for best practice in DIRF investigations. Currently each establishment implements its own investigation policy.

2.7.4 Dentistry

The Board asks that the contract for providing dental care for prisoners at Highpoint is reviewed. Although prisoners usually have an initial urgent appointment with the dentist within seven days, if there is work to be done they may have to wait up to 22 weeks for this to happen. (Para 8.1.6)

2.7.5 Self-segregation

The Board asks for clarity on the way prisoners who choose to self-segregate are managed. With no formal reviews there is concern that prisoners can languish in their cells for days or even weeks without any contact with others, or plans made for a solution. (Para 4.4.4)

2.7.6 NPS: disruption of supply

Again, the Board asks the Prison Service to consider an urgent coordinated and dynamic strategy to disrupt the supply into establishments. The scourge of NPS ('Spice') in all its forms impacts on the day to day regime and extra resources and staff are needed to tackle this difficult issue. (Para 4.5.5 & 4.6.1)

TO THE GOVERNOR

2.7.7 The Board asks for consideration to be given to more hours or at least a consistent pattern of hours within the equalities office for the equalities officer to deliver their responsibilities. Due to Highpoint's size and split-site nature, the North is currently disadvantaged in this regard. (Para 5.1.3 & 5.1.13)

2.7.8. Decency agenda

The Board has noted with concern that though cleanliness across the prison has improved there are still reports of standards slipping particularly on Tempest Unit. Can the Governor assure the Board that this will be monitored closely and prisoners encouraged to take responsibility for their environment? (Para 7.1.1)

2.7.9 Servery:

The Board have noted that the wearing of 'whites' in the servery is not always evident. There appears to be some confusion as to who is responsible for accessing and keeping them clean. Could the Governor give clear guidelines on the wearing of 'whites' in the servery? (Para 7.4.3)

2.7.10. SMARG meeting statistics.

The Board is disappointed that the Segregation Monitoring and Review Group (SMARG) meetings are not taking place on a quarterly basis. The Board requests that these important meetings are held regularly. (Para 6.1.5)

Improvements

2.8.1 There has been an acknowledged improvement in time spent within the equalities department by the equality officer, due to improved staffing levels within Highpoint. (Para 5.1.3)

2.8.2 The Board is pleased to see the benefits of the OMiC programme in addressing prisoners' needs and concerns. (Para 4.4.2 & 7.6.1)

2.8.3 The Amends Programme continues to impact in a positive way on prisoners preparing for release and this is to be commended. (Para 11.2.1)

2.8.4 The Board acknowledges sentence plans are now being completed within 4-6 weeks of a prisoner arriving at Highpoint. (Para 11.1.1)

2.8.5 The Board welcomes the positive and beneficial rehabilitative culture on Vickers, Halifax and Lysander and Hawker on the North. (Para 11.2.1)

2.8.6 The Decency Agenda at Highpoint is acknowledged, with improvements made to showers, decoration of cells and communal areas and replacement of old worn out flooring. (Para 7.1.2)

3. Description of the Prison

3.1 HMP Highpoint was originally opened as a prison in 1977 and has undergone a number of estate reconfigurations over the years. The prison is sited on a former Royal Air Force base using many of the original buildings and is split over two adjacent (North and South) sites. It is situated some 10 miles south east of Newmarket in rural Suffolk.

3.2 Highpoint is a male category C training and resettlement prison for London and Essex. The operational capacity for the reporting period was 1325.

3.3 Accommodation at the prison varies considerably in terms of fabric and facilities. On the South side there are ten residential units and on the North there are five. Most units have in-cell sanitation except for Vickers and Halifax on the South and Lysander, Hawker and Dominie on the North, which have 24-hour access to lavatory and shower recesses. Three units with en-suite cells are available on the South. Most cells are single occupancy; however, there are some doubled up single cells on both the North and South sites. In-cell television is available to all prisoners with the exception of those on basic regime.

3.4. The dynamics of Highpoint with its split site, large population (with some 80% coming from London or Essex) held some distance from home and in a remote and rural location continues to create significant performance challenges for the prison and makes Highpoint a complex establishment.

3.5. Agencies and contractors for the prison include:

- Resettlement providers - London and Essex Community Rehabilitation Company (CRC).
- Drugs rehabilitation services are now provided by Phoenix Futures
- Ormiston provides services for families and children
- Healthcare is provided by Care UK Ltd
- Escort contractors include Serco and G4S
- Learning and skills – education and training is provided by Novus
- Maintenance is provided by GFSL
- Job Centre Plus
- St Mungo's Housing
- Shaw Trust

B: EVIDENCE SECTIONS 4-11

4. Safety

Reception and induction.

4.1.1. In Reception late arrivals can pose a problem as there is limited time to complete paperwork before lockdown. Healthcare are not always available to do the initial health assessment, which means these prisoners have to go to induction without the proper checks being made. However, staff are mindful of the priority to give attention to the health and safety of an individual. Prison orderlies play a particularly valuable role in providing information and support to new arrivals in Reception.

4.1.2. The Induction Unit on Handley has now been running for more than a year. Prisoners have access to a full induction programme which includes advice and information to help new arrivals settle into Highpoint. The Chaplaincy sees all new arrivals to signpost pastoral care available from their team. Very good support is also available from a range of peer groups including Listeners and orderlies.

Safer Custody

4.2.1. The Listener scheme is actively promoted within Highpoint with posters displayed on all units and prisoners can ask to see a Listener on a one to one basis. If, for any reason this request cannot be facilitated then the Samaritan phone is offered.

4.2.2. The number of self-harm incidents has reduced from 343 in 2017 to 320 in 2018. There has, though, been an increase in the number of ACCTS opened from 423 in 2017 to in 462 2018. However, 56 of those were prisoners transferring in from other establishments on open ACCTs. Members ask to see prisoners on open ACCTs when visiting residential units and note that observations have improved since suicide and self-harm (SASH) training has been offered to all staff on a rolling programme. ACCT assessors regularly check ACCT documents for accuracy and quality of entries.

4.2.3 Behavioural monitoring plans (BMPs) are opened on residents who are believed to, or have exhibited, violent or anti-social behaviour. Victim support plans (VSPs) are opened on residents who have been victims of violence. Both plans offer support to the resident through monitoring them more closely on the wings and workplaces with the aim of reducing their negative behaviour or their chances of being bullied. The plans also highlight to staff (wing staff in particular) the need for closer observation and daily recording on NOMIS.

4.3.1. One prisoner from Highpoint died during the year after a period of illness. Following his death, support was offered to fellow prisoners on his unit by the Listeners and Chaplaincy. Highpoint's Care Team was also available to support staff. The Prison &

Probation Ombudsman carried out an appropriate investigation and the Board noted that the visit was well publicised in advance.

4.3.2. At the end of the year three inquests were concluded; two were recorded as natural causes and one as death by misadventure. There were still two inquests outstanding from deaths dating back to 2015 and 2016.

Violence Reduction

4.4.1. Statistics show that overall violent incidents in 2018 have increased by 15.9% from the previous year. (Para 4.5.2). April and May showed a worrying rise in reported assaults on prisoners and staff with serious assaults on staff increasing towards the latter half of the year. Weapon finds peaked in September when 30 finds were recorded. Violent incidents are analysed and those involved are interviewed by safer prisons staff.

4.4.2. Since the introduction of OMiC in June and the subsequent increase in uniformed staff, the Board has noted that prisoners are more engaged with staff and have confidence that in general their concerns regarding safety are taken seriously and acted upon.

4.4.3. Bullying victims are supported by staff and known perpetrators challenged. The Board notes that Rule 45 requests from prisoners have decreased to 307 from 317 the previous year. Of these requests (to move off the unit or transfer out) just 10 were granted.

4.4.4. The Board has some concerns that a small number of prisoners who are refused Rule 45 are self-segregating on the wings because of fear of bullying or debt and drug related issues. As last year there is a reluctance on the part of victims to name the perpetrator for fear of retaliation –which results in Rule 45 not being granted. These prisoners appear to be amongst the most vulnerable in the establishment and do not engage with the normal routine. Unlike prisoners in the segregation unit they are not subject to a formal review in which targets are set and plans are made to move the prisoner back to normal location or transfer to another establishment.

4.4.5. Force was used to control prisoners on 349 occasions during the year: an increase on last year's figure of 332. When the Board was present to observe control and restraint, no concerns were raised. It has, however, been noted that there have been delays during the year in completing all the supporting paperwork.

Security

4.5.1. A Violence Reduction/Security Tasking meeting of governors and key members of staff takes place weekly, with a remit to discuss any problematic prisoners, trends, and 'hot spots' as they are arising. All options available to pre-empt disruptive behaviour are then discussed. A Board member attends on an ad-hoc basis and notes the level of intelligence both gathered and acted upon by prison staff in a proactive manner.

4.5.2. Overall the number of reportable incidents increased during the reporting year from 1870 in 2017 to 2206 in 2018. Assaults and fights increased during the reporting year from 313 in 2017 to 363 in 2018. The number of finds of weapons, phones, SIM cards etc. decreased from 864 in 2017 to 815 in 2018.

4.5.3. The security department has a very good working relationship with the designated police officer, who regularly visits the establishment. There is good sharing of intelligence and some successful operations have been carried out. Highpoint's perimeter fences with easy access from fields and footpaths leaves it vulnerable. The fences are perceived as a soft target for throw overs of contraband. Security officers are always quick to respond to staff or members of the public who report suspicious behaviour.

4.5.4. During this reporting year the following drugs finds were made: -

Drugs recovered:

Cannabis 839.6g in 2018 compared with 16.8g in 2017
Resin

Cannabis 1648.7g in 2018 compared with 1674.3g in 2017
Herbal

Heroin 3.1g in 2018 compared with 0.2g in 2017

Subutex 0.2g in 2018 compared with 0.1g in 2017

NPS 160.5g in 2018 compared with 1433.9g in 2017; also a 5ml bottle of liquid PS

4.5.5. The drug of choice during the reporting year was cannabis, both in herbal and resin form. The Board understands the reduction in NPS is due to the increase in NPS impregnated paper making detection difficult. The main trafficking route is through mail sent to prisoners. The 160.5g as shown in the drug finds is for herbal NPS; in 2018 the herbal form of NPS decreased significantly. For 'hooch' there was a 24% increase in the amount recovered compared to the previous year:

2018 approx. 717 litres

2017 approx. 580 litres

4.5.6 . Overall the number of reportable incidents increased during the year by 18.3%, to 2206 compared with 1869 in 2017

Drugs and substance misuse.

4.6.1. Drugs and substance misuse, in particular new psychoactive substances ('Spice'), is still very much an issue and continues to impact upon day to day life. Staff are still having to deal with unpredictable behaviour on a regular basis, as well as risks to health from

ingesting the fumes. All staff have been advised that if they feel any affects from Spice they must seek medical advice. Tempest Unit in particular seems to have ongoing issues with this.

4.6.2. Testing is now possible for NPS but identifying it is just one part of the equation. Because of the sheer number of different varieties of NPS, detection proves difficult. The Board recognises the determination by the Governor and SMT to prevent all drugs and substances getting into Highpoint. Staff are pro-active in identifying and searching prisoners believed to be involved in trafficking and make use of drug detection dogs to identify NPS but in spite of this, drugs get in through the post, over the fence or are smuggled in. Highpoint is not alone in facing this, with NPS in particular a concern for many establishments. The Board considers that a major national initiative is needed to disrupt supplies. Given the appropriate resources and staffing it should be possible to do more to reduce the scale of drug trafficking within a secure and contained environment.

Drugs and substance support

4.6.3. As of the 26th September 2018, D wing offered support to all residents who want to fully engage with drug recovery. D wing is a safe and secure environment where prisoners are able to fully engage with Phoenix Futures. They are offered care and support to combat the issues they may have with substance abuse. There are issues with prisoners being reluctant to engage and move on to the unit. However, staff work hard to encourage prisoners to engage with the programme, and improvements in quickening up the process have seen some success.

4.6.4. Those being discharged from prison can be particularly vulnerable. Phoenix Futures makes referrals to external agencies who can offer on-going support.

5. Equality and fairness

5.1.1. Highpoint has a small dedicated equalities department, (EO, CDO and administrator) who cover all the protected characteristic groups for both sites, North and South.

5.1.2. An independent community diversity officer (CDO) from ISCRE (Ipswich and Suffolk Council for Racial Equality) is based at the establishment twice a week.

5.1.3. The equalities officer (EO) is a prison officer based on South who should dedicate 17.5hrs a week to equality issues. There has been an improvement in hours worked in 2018. The EO's hours are more reliable but re-deployment still occurs. The 17.5hrs are inconsistent, disjointed and uncertain. There is no guarantee that the EO will be in the equalities office. Fixed hours on set days devoted to equality matters, staff training etc., would have substantial advantages. So much more could be achieved.

5.1.4. There is no EO on the North site and hasn't been since July 2017. No regular visits to North occur by the EO (who is based on South). EAT (Equality Action Team) meetings always

happen on South. North orderlies have no representation or direct input at these bi-monthly meetings. North is disadvantaged in both these respects.

5.1.5. Highpoint is a big prison split over two sites. More hours for the EO or ideally a full time EO need to be considered.

5.1.6. The CDO trains orderlies. There are orderlies for Gypsy Roma and Travellers (GRT), disability, race equality, older residents, sexual orientation and foreign national prisoners, all of which are excellent. Forums now take place regularly. Highpoint decided this year to appoint an under-25 orderly position. This is an excellent initiative.

5.1.7. Local equality and local foreign national policies written by the CDO were produced in 2018. The CDO also independently undertakes residents' forums at least every quarter. There were five meetings in 2018.

5.1.8. 61 DIRFs (discrimination incident report forms) were received during 2018, as follows:

47/61 race, 8/61 disability, 6/61 religion/belief.

Those upheld:

5/47 race, 4/8 disability, 2/6 religion/belief.

5.1.9. DIRFs are taken very seriously and always investigated. The CDO reviews the finding of the investigating custody manager and can make recommendations. Two governors also review, and the No1 Governor scrutinises all DIRF complaints. It is a thorough process.

5.1.10. New custody managers are not always experienced enough to investigate DIRFs to the correct standard, PS132-2011. EAT meetings have identified this and Highpoint is actively addressing this matter.

5.1.11. Highpoint is proactive in identifying prisoners at induction for disability, British military service, sexual orientation and ethnicity. It is pleasing that GRT prisoners are confident to identify themselves during induction.

5.1.12. The prisoner population as defined by ethnicity at Highpoint during 2018 is as follows:

Ethnicity	Highpoint 2017*	Highpoint 2018
Asian	10%	9%
Black	25%	24%
Mixed	6%	6%
White	54%	55%
Other	5%	6%

* From last year's report

5.1.13. Highpoint (classed as a London prison) has a high number of black and minority ethnic prisoners. The diversity of the prisoner community at Highpoint is completely different to the white rural area in which Highpoint is situated. The staff population does not reflect the demographic of prisoners. An equality training package written for staff and new POELTS at Highpoint addressing this issue has been approved but not implemented due in part to the unpredictability of the EO's hours.

5.1.14. On average there are 210 foreign nationals at any one time at Highpoint, all serving sentences and subject to deportation upon completion of sentence. At the time of writing Highpoint has foreign nationals from 51 different countries. Induction packs in 22 languages identified by national flags on the front cover, for easy identification, have been introduced.

5.1.15. The Board has produced a standard pro-forma, giving advice for prisoners wishing to complain to the Prisons and Probation Ombudsman. Complaint forms for healthcare are readily available on all units.

5.1.16. Publicity material for IMB recruitment has been widely targeted and displayed, including in supermarkets, public open spaces, local libraries and volunteering organisations.

IEPS

5.2.1. The Board saw a 50% decrease in IMB applications covering behavioural matters, including the Incentives and Earned Privileges Scheme. (31 from 63 the previous year). Prisoners are encouraged to 'do the right thing for the right reason', to earn IEP enhancements.

Visits

5.3.1. Highpoint is situated in a rural location making it difficult and time-consuming for families to visit, therefore it is important that external and internal visitors centres are as pleasant as possible. There are refreshment facilities in the external visits centre by way of a vending machine and internally the prison provides excellent catering services with the profit going to help with facilities in the prison.

5.3.2. The Board is still aware that visits do not always start on time due to operational reasons. This can be frustrating for the prisoners and their families; however if this occurs the visits times will be extended.

5.3.3. Ormiston Families continues to provide very good facilities for children. The Board has queried the lack of a dedicated play area on the North. The Board hopes this will be looked at again.

5.3.4 Ormiston Families has reported to the Board that they have had a very positive year. Family days, lifer days and children's days are held on a regular basis. They are always well attended and families have valuable time together in a relaxed atmosphere.

5.3.5 In the reporting year there were 27 closed visits on the South. They do not have closed visits on the North.

5.3.6 Between January 2018 and January 2019 there were nine detected passes in visits.

6. Segregation/ Care and Separation Unit

6.1.1 The Segregation Unit has seen a change in personnel during the year - from a change of governor and officers promoted to dog handlers, senior officers and custodial managers are now working in different parts of the establishment. The new regime has taken time to settle into the unit and to gain the experience of the previous team.

6.1.2 The year saw 780 prisoners pass through the unit compared to 813 in 2017. Progression plans are made to facilitate a return to a residential unit or, where deemed appropriate, a transfer out to another establishment. At times the unit has had a high occupancy with all of its cells in use. Four prisoners have stayed in the unit for over 42 days; the correct procedure has been followed each time.

6.1.3 Segregation review boards are held with a Governor, member of the mental health team, chaplaincy and IMB present. An IMB member will also visit every prisoner in the unit twice a week and is always permitted good access.

6.1.4 Adjudications decreased from a total of 3453 this year from 4263 in 2017. Members have observed these on a weekly basis and noted that at the hearings, prisoners have been shown respect and fairness.

6.1.5 The Board is disappointed to report that the improvements in last year's report the Segregation Monitoring and Review Group Meetings have not continued. The real value of these meetings comes from attendance and consistency. They are often cancelled at the last minute due to lack of people willing to attend.

7. Accommodation (including communication)

7.1.1. Cleanliness and tidiness have improved on some units; however, Tempest Unit has been very problematic with the Board having to raise the lack of cleanliness on these units with the Governor on more than one occasion. Officers, some who are new in post, seem unable to motivate cleaners to do their job to an acceptable standard. On the other hand, the enhanced units reflect the residents who take pride in looking after their own and the communal living environment. On other units, the Board has noted that the standard of cleaning can vary from week to week.

7.1.2. There has been a rolling programme of replacing flooring in some of the units. Painting of cells and replacing old and broken furniture, toilets and showers have made a welcome improvement in the living conditions. The Board has been concerned for some time about the showers and flooring so are pleased to see this work being done. There are still some units that need upgrading but it is a good start. A model cell has been produced

to remind staff of the standards required to meet the Decency Agenda which has been rolled out across both sites.

Works and maintenance

7.2.1. Since Carillion ceased their contract with the prison service and GFSL took over, the Board has seen little improvement in the service provided. Repairs and maintenance are still not being carried out in a timely manner. The Board is aware of the difficulties facing GFSL taking over from Carillion, and the impact this has had on the workforce, some of whom, including the management team, are ex-Carillion employees.

7.2.2. The Board is pleased to note that prisoners are carrying out minor maintenance works, which helps; however, the Board is concerned that other repairs are not being carried out and this is having an impact over the two sites, North and South. At the end of the reporting year 1530 jobs were completed, which left 3613 jobs outstanding. This does not include planned maintenance which is part of the contractual requirement.

7.2.3. The Board would point out that the workforce employed within the prison are trying their best to complete the works but are hampered by lack of leadership from the GFSL senior management team.

7.2.4. Specific concerns include:

- (1) General repairs to electrical equipment
- (2) General repairs to plumbing
- (3) Maintenance and repair to CCTV system
- (4) Repairs to kitchen equipment both North and South

All of these have an impact on the day to day regime.

7.2.5. The Board understood that GFSL were looking to use local contractors to carry out works, but this is not happening, with contractors being chosen from a nationwide list. The Board trusts that the HMPPS will ensure a review of the works maintenance contract provided by GFSL to ensure it fully meets the needs of a challenging prison environment.

Regime

7.3.1. The Board notes that an improvement in regimes has meant fewer disruptions in the day to day life of Highpoint. The senior management team strive to make sure that movements to and from work and education are carried out in a timely manner. They also visit units on a regular basis. If there is a need to contain prisoners, 'spurring off' of wings is used to manage these times. More staff means that prisoners can be managed whether on the wings or needing to be escorted around the prison.

Catering & canteen

7.4.1. South and North sides combined produce well over two and a half thousand meals each day. The Board has tasted food at the point of serving on an ad hoc basis and been

satisfied as to quality. Any shortfall in the number of meals received on the units is taken up promptly with the kitchen to ensure that everyone receives food.

7.4.2. The kitchens are run extremely efficiently with good teamwork between the prisoners employed and the staff running them. Although at times they are frustrated by equipment not working, they get meals out to the Units on schedule. GFSL have made efforts of late to repair/replace machinery but only after many months of chasing. With the knowledge and experience gained by working in the kitchens there should be openings for employment for prisoners once released, although no formal qualifications are available at present.

7.4.3 The Board again notes that servery orderlies do not always wear the appropriate 'whites'. When this is raised with staff and the orderlies they have cited problems with supply, and responsibility for laundering.

7.4.4. Prisoners have the opportunity to raise issues about their meals on a daily basis via a food comment book kept in every unit servery. The Board notes that there has been an improvement in the availability of these books and managers regularly checking and acting on the comments.

Property

7.5.1. The Board has received 147 applications about lost property, of which 95 were from prisoners who had transferred from other establishments. The Board is disappointed that there has been no review of the way the Prison Service handles prisoners' property. Prisoners find the delay in being reunited with their property frustrating and upsetting. There are personal possessions such as photographs and letters which mean a lot to men who are apart from their families. Again the Board asks the Minister to order an urgent review of the handling of prisoners' property.

Staff-prisoner relationships

7.6.1. This year has seen an improvement in prisoner-staff relationships. With the implementation of OMiC, and a substantial increase in uniformed officers on the units, the Board have noted in their rota reports a better interaction between prisoners and staff. It is also reflected in our applications as over the year these have seen a 34% decrease, particularly in sentence management, down from 93 to 57, with transfers down from 119 to 54, and discipline down from 63 to 31.

8: Healthcare (including mental health and social care)

8.1.1. Care UK provides healthcare services on HMP Highpoint North and South. Both sites are managed by a head of healthcare and offer similar services to residents. The head of healthcare or deputy is also able to attend daily management briefings and has access to a designated governor to enable accelerated management of issues/problems.

8.1.2 A seven-day nurse-led service is provided but not on a 24-hour basis. Two general practitioners, supplemented by *locum* GPs, are employed to provide medical care to residents. During healthcare opening hours, emergencies are initially managed in-house, calling on external emergency services as required. Emergencies are by their nature largely unpredictable and this does offer challenges to the healthcare team, who may have to delay appointments to meet this need.

8.1.3 Emergencies outside these hours are managed via the NHS 111 service, with paramedic/emergency ambulance call-out. If a resident needs to attend the local hospital for emergency in-patient or outpatient treatment, officers are deployed to facilitate this. Prison officers also receive first-aid training, including use of the automated defibrillator.

8.1.4 A registered nurse completes an initial healthcare assessment on each resident in Reception. Non-urgent appointments with the GP average 12 working days. Residents with an urgent need can request to see a registered nurse who will triage them and advise appropriate action.

8.1.5 A comprehensive range of nurse-led clinics are provided with established links to external specialists in the community. The following services are also provided on both sites: diabetes care – specialist nurse; physiotherapy; optical care; chiropody; aortic aneurism assessment and sexual health.

8.1.6 Dental services have been affected on South for the second consecutive year due to a non-functioning dental chair. Additional clinics have been provided but there is still an extended waiting list time.

8.1.7 The well-being and suicide prevention service continues to engage with 70-75 residents each month. There is also an emphasis on trying to improve health whilst in prison. Residents are encouraged to attend these sessions but they are not compulsory.

8.1.8 Healthcare representatives from each unit are encouraged to attend forums held 5-6 times per year. Their ideas, suggestions and concerns are valued and, where appropriate, may be implemented e.g. delivery of appointment information direct to cell.

8.1.9 Mental health services are provided by a team of registered nurses who manage residents with acute long-term mental health issues.

9. Education and other activities

9.1.1. The education part-time courses have a good take up and qualifications are achievable for the prisoners who reach the required standard. The Board were pleased that during the year the wages paid to those enrolled in the educational courses were brought into line with the employed rates. The head of learning and skills provided the Board with the current prisoner pay rates and courses that are available.

9.1.2. New arrivals are assessed for literacy and numeracy, and given advice on what type of course would be suitable to their needs. There is a range of educational courses, from basic to advanced.

10. Workforce, vocational training and employment.

10.1.1. The Board acknowledges the drive to engage most prisoners in work or education. The wide range of work available ensures prisoners can be given a daily routine. Qualifications are achievable in vocational skills and all workshops help prisoners with understanding Basic English and Maths. Vocational courses and workshops are all full time.

10.1.2. Activities space can vary from week to week, for example for the week beginning 16th July 2018 the South with a population of 930:

Had 805 jobs available, of these 757 jobs were filled a 94% take up. Of these 184 were for wing cleaners.

The same week on the North with a population of 346:

Had 324 jobs available, of these 295 jobs were filled a 91% take up. Of these 97 were for wing cleaners.

This also includes embedded learning within kitchens, gardens, industries and the segregation unit

(Specialist cleaners are employed on a needs basis and not included in these figures.)

10.1.3. Level 1 health and safety qualification is obtainable in all workshops. Negotiations are in progress with West Suffolk College to enable qualifications to be offered in the engineering/welding workshop.

10.1.4. At 28.12.18 the percentage of unemployed prisoners was 15.5%. This includes retired prisoners and those unwell. Attendance records for the year show an above target attendance in the workshops.

10.1.5. Recruitment of workshop instructors by the education provider is still proving difficult, mainly due to the lower wages offered. However, it is pleasing to report that the motor vehicle tyre and exhaust fitting course is now running.

10.1.6. The Board is disappointed that work on opening the vocational skills workshop on the South has been postponed until an instructor is appointed. Those skills are therefore only available on the North.

10.1.7. The Board again commends the waste management workshop for raising approximately £8,000 for St Nicholas Hospice. They have also made effective savings for Highpoint in the region of £100,000, including £15,000 on refurbishing prisoners' boots. The fully qualified instructors offer Level 1 qualification to all prisoners.

Employer engagement partnership

10.2.1. The employer engagement forums and 'Employability Fayres' have gone from strength to strength this year with Highpoint continuing to develop new and existing links with local employers, agencies and voluntary groups.

10.2.2. As many prisoners will be returning to the London area when they leave, it is sometimes difficult to point them in the direction of job opportunities. Partnership events, like the 'Employability Fayres' can give valuable advice on various issues such as benefits, banking and other useful information and contacts.

10.2.3. Courses run through the engagement with the external partners have included Kier's 'Making Ground' programme and Macs Plasterboard Systems' 'Dry Lining and Plasterboard Training'. Both have led to some prisoners being offered interviews and employment.

10.2.4. The Board recognizes the contribution that the Business and Community Engagement, which is made up of external businesses and agencies, continues to play in improving rehabilitative and employment opportunities for Highpoint's prisoners.

11. Resettlement preparation

11.1.1. The Board is pleased to report that the target deadlines of March 2018 for all current residents to have a completed sentence plan has been achieved, reflecting the hard work of officers in the OMU department. It is hoped that this improvement will continue and that all prisoners will have a completed sentence plan within 4-6 weeks of arrival.

11.1.2. Again the Board has concerns that there has been poor communication from the outside CRCs and external probation services. IMB applications reflect this issue, with prisoners being frustrated while waiting to hear that their nominated addresses have been vetted and approved. Prisoners coming up to the end of their sentence state they are facing an uncertain future, and worry they may have nowhere to stay on release. The prison works hard to put everything in place prior to release, but is often frustrated by the lack of response to their enquiries.

11.1.3. Prisoners arriving at Highpoint do not always seem to appreciate that the establishment is a prison for the London and Essex area. Its remoteness is often mentioned to the Board as a major issue for visitors, sometimes making it difficult to maintain all-important family ties.

Amends Rehabilitative Culture

11.2.1. The Board acknowledges the valuable part that the Amends Initiative and Culture plays in preparing prisoners for release. Vickers, Halifax and Hawker Units are good examples of this. Residents have enhanced facilities and privileges but in turn must accept increased responsibilities and proactive ownership of their units. Accepting responsibility can be a key to the future.

11.2.2. The prison continues to hold in-depth offender journey case studies overseen by the head of reducing re-offending. These give agencies and departments an opportunity to look at good practice by taking the offender journey from arrival at Highpoint to discharge, sharing strengths and looking at weaknesses and making sure the outcome for the prisoner is the best it can be.

11.2.3. The establishment has also benefited from this culture. Men from Vickers and Halifax Units have been deployed on other residential units to carry out basic maintenance work, including plumbing, carpentry and tiling.

SECTION C – THE WORK OF THE BOARD

Although the Board has operated below its maximum permitted number, it has continued to meet its commitment to Highpoint in covering Rota and Segregation duties, attending incidents and a wide range of meetings. It has also been possible for two members to provide support to the Board at HMP Hollesley Bay.

During the year Board members visited HMP Peterborough and held in-house training sessions. Speakers addressing the Board included representatives from The Amends Programme.

The Board held its Annual Team Performance Review in January. This involved a review of the Board’s performance, aims and priorities and plan how best to develop and take forward its monitoring role.

BOARD STATISTICS	
Recommended Complement of Board Members	20
Number of Board members at the start of the reporting period	11
Number of Board members at the end of the reporting period	12
Total number of visits to the Establishment	660
Total number of segregation reviews attended	104

SECTION D - APPLICATIONS TO THE BOARD

	(It should be noted that the number of IMB Applications has reduced by 34% in the current reporting year.)	Current Reporting Year 2018	Previous reporting year 2017
A	Accommodation including laundry, clothing, ablutions	21	40
B	Discipline including adjudications, IEP, sanctions	31	63
C	Equality	7	8
D	Purposeful Activity including education, work, training, library, regime, time out of cell	12	37
E 1	Letters, visits, phones, public protection restrictions	22	31
E 2	Finance including pay, private monies, spends	23	23
F	Food and kitchens	5	8
G	Health including physical, mental, social care	66	58
H 1	Property within this establishment	52	88
H 2	Property during transfer or in another establishment or location	95	67
H 3	Canteen, facility list, catalogue(s)	24	15
I	Sentence management including HDC, ROTL, parole, release dates, re-categorisation	57	93
J	Staff/prisoner concerns including bullying	63	79
K	Transfers	54	119
L	Miscellaneous	27	45
	Total number of I.M.B applications	480	748

