



Annual Report
of the
Independent Monitoring Board
at
HMP Warren Hill

for reporting Year
1 June 2018 to 31 May 2019

Published
October 2019



Monitoring fairness and respect for people in custody

TABLE OF CONTENTS

SECTION 1	STATUTORY ROLE OF THE IMB	3
SECTION 2	EXECUTIVE SUMMARY including issues for the Minister and the Prison Service	4
SECTION 3	DESCRIPTION OF THE ESTABLISHMENT	6
SECTION 4	SAFETY	7
SECTION 5	EQUALITY AND FAIRNESS	8
SECTION 6	SEGREGATION	9
SECTION 7	ACCOMMODATION	10
SECTION 8	HEALTHCARE	12
SECTION 9	EDUCATION AND OTHER ACTIVITIES	13
SECTION 10	WORK, VOCATIONAL TRAINING AND EMPLOYMENT	14
SECTION 11	RESETTLEMENT PREPARATION	15
Appendix A	The work of the Independent Monitoring Board	17
Appendix B	Analysis of applications received by the IMB	18

SECTION 1

STATUTORY ROLE OF THE IMB

- 1.1 The Prison Act 1952 requires every prison to be monitored by an Independent Monitoring Board (IMB), appointed by the Secretary of State from members of the community in which the prison is located.
- 1.2 The Board is specifically charged to:
 - 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
 - inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has
 - 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.
- 1.3 To enable the Board to carry out these duties effectively, its members have right of access to every prisoner and every part of the prison, and to the prison's records.
- 1.4 The Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT) is an international human rights treaty designed to strengthen protection for people deprived of their liberty. The protocol recognises that such people are particularly vulnerable, and aims to prevent their ill-treatment through establishing a system of visits or inspections to all places of detention. OPCAT requires that states which have signed up to the protocol designate a 'National Preventive Mechanism' 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.

SECTION 2

EXECUTIVE SUMMARY

2.1 Introduction

This report presents the findings of the Independent Monitoring Board (IMB) at HMP Warren Hill for the period 1 June 2018 to 31 May 2019. The IMB's evidence comes from observations made on 235 visits, the scrutiny of prison records, reports and data, plus conversations with residents and staff; IMB attendance at meetings, and dealing with applications from residents raising individual or general grievances.

2.2 Main judgements

Warren Hill's vision statement (May 2019) is 'to establish an environment that enables everyone to peacefully reside, respecting each other at all times no matter what. Maintaining open channels of communication and participating constructively, striving for conditions of success'. The IMB judges that the prison has worked to achieve this over the past year. Staff at all levels have demonstrated a clear sense of purpose and dedication, and residents and staff can often be seen working together to respond to the prison's well-communicated vision. Warren Hill has pioneered approaches which are now being adopted nationally, and it continues to explore ways in which residents can make progress and demonstrate to the Parole Board their readiness to be released.

- ***Are prisoners treated fairly?*** The overwhelming view of the IMB is that Warren Hill residents are treated fairly. Staff take the care of new arrivals very seriously, and those at risk are carefully monitored and supported (section 4.6). The residents' council functions well, and issues raised in this forum and in other meetings in which residents participate are carefully considered (section 7.8). Complaints are generally handled well, although the Board has had some concerns about the way that the healthcare department has responded to complaints (section 8.1). A new complaints procedure has recently been introduced, and this will be monitored by the Board over the coming year. The Board continues to have concerns about the cost of telephone calls (section 5.5).
- ***Are prisoners treated humanely?*** Residents at Warren Hill frequently tell the Board that they are well treated, and they say that they feel safe, although some are anxious while adjusting from the culture of mainstream prisons to the greater freedom and required responsibility at Warren Hill (section 4.3). The use of restraint is extremely rare, and when it takes place the footage from body-worn video cameras is carefully reviewed to ensure that learning points are communicated to staff (section 4.2). There is a strong emphasis on respect and decency, and the Board notes the effectiveness with which the governor is focusing on the Enabling Environment accreditation as a means of delivering this (section 3.3).
- ***Are prisoners prepared well for their release?*** The aim of the progression regime is to prepare prisoners for release; most of them have been in prison for many years and have experienced setbacks in their rehabilitative journey. Success at parole hearings continues to be high (section 11.4), although the Board shares prison managers' concerns about rates of recall following release (section 11.5). The recent involvement of community rehabilitation companies (CRCs) in preparation for release is welcomed, as is the appointment of a careers adviser. There are some good vocational training opportunities, although these are limited by the small size of the prison and by the inability, so far, to offer residents developmental and employment experiences outside the prison on temporary licence. The cultural opportunities that are offered and the artistic achievements of those taking part are of a particularly high

quality, and do much to enhance the general sense of decency, wellbeing and positive personal development within the establishment.

2.3 Conclusion

During the reporting year, Warren Hill was rated as the top-performing prison in the country, according to the Prison Service's own monitoring measures. The Board is impressed by the prison's continuing creative commitment to developing as a rehabilitative community, and agrees that this is an establishment that can be held up as an example to others.

2.4 Main areas for development

TO THE MINISTER

2.4.1 Despite a good level of success at parole hearings, the number of recalls to prison continues to be a concern, in almost all cases following a breach of licence conditions rather than because a fresh offence has been committed. Men who return to Warren Hill talk about the difficulties of coping with the complexities of modern life (section 11.7). The Board notes that, following pleas in three previous Annual Reports, there are now grounds to hope that some Warren Hill residents will be eligible for release on temporary licence (ROTL), and looks forward to hearing details of how this may apply.

2.4.2 The Board continues to receive applications from residents concerning the loss of property in moves from other establishments (section 7.9). Despite repeated assurances that a national review of the handling of prisoners' property was under way (ministers' responses to IMB Annual Reports 2016 and 2017), the outcome of this review is still awaited, and in the meantime the situation is an ongoing cause of distress and discontent.

TO THE PRISON SERVICE

2.4.3 The Board must again raise the issue of the time taken in obtaining the necessary clearances for staff – in particular, the appointment of chaplaincy staff (section 5.2). We would welcome an explanation of such delays, which we understand to be part of a wider problem that needs addressing centrally by the Prison Service and Ministry of Justice.

2.4.4 The Board urges the Prison Service to reconsider the national contract for the provision of telephony across the prison estate. With the rise in mobile phone usage across the country, residents incur higher charges because in contacting loved ones they are often not calling landlines (section 5.5). The Board would also welcome information from the Prison Service about the likely timetable for upgrading the telephone system, including the installation of in-cell telephones.

TO THE GOVERNOR

2.4.5 The Board is impressed by the governor's efforts to understand the causes of prisoner recall, and to develop initiatives to help residents make a successful and sustained transition to the outside world. The Board encourages him to improve the range and quality of employment opportunities for residents and, in the case of older residents, non-work activities, and urges him to ensure good work practices relating to health and safety, and timekeeping (sections 10.1 and 10.2)

2.5 Improvements

The management culture at Warren Hill is one of continual improvement. There is much evidence of this, including, notably, the involvement of residents, not on a token basis but in many meaningful ways. There is also a readiness to investigate and respond to observations and comments made by the Board. The Board is pleased to record that improvements have been made in the following areas mentioned in previous Annual Reports: the refurbishment and refurnishing of the visits hall (section 5.4); the introduction of a new food regime, with opportunities for residents to opt out of receiving prepared food and to prepare their own meals (sections 7.6 and 7.7); improvements to the healthcare complaints procedure (section 8.1); improvements in arrangements with HMP Hollesley Bay for the transfer of men who have failed in open conditions (section 6.3).

SECTION 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, as set out below.
 - 3.1.1 **Therapeutic community (TC)** – This unit accommodates up to 40 residents 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. The group decides on how the community operates and is involved in decisions about whether men join the community and whether they can remain if they breach the community ethos. When not engaged in therapy, the men work around the prison and participate in education programmes.
 - 3.1.2 **Psychologically informed planned environment (PIPE)** – This unit has places for up to 20 residents, primarily to offer transitional support for men who have completed therapy. Some of the men transfer from Warren Hill’s TC and others apply from other prisons.
 - 3.1.3 **Progression regime** – The regime was introduced in 2014 to enable men who had failed in open conditions or who were otherwise categorised as being unsuitable to be placed in open conditions to demonstrate to the Parole Board that their risk to the public had reduced. In the past year, three other prisons have adopted the model developed at Warren Hill, and are operating a progression regime in individual wings. Applicants for the progression regime come from all over the country, and they are mainly lifers or men serving indeterminate sentences for public protection. Men on the progression regime are housed in three residential units, one of which is for older prisoners.
- 3.2 Healthcare is provided by Care UK, education by People Plus, and substance misuse by Phoenix Futures. Other agencies working in the prison include Snape Maltings, the Ormiston Trust, the Shannon Trust, the Shaw Trust, the Samaritans, Fine Cell and Red Rose Chain. Citizens Advice has begun to make regular visits to the prison. The Futures contract was not renewed last year, and, following a hiatus, a careers adviser has been appointed. The prison has also begun to make use of the CRC.

3.3 In December 2018, the Governor left to take up a more senior post in the Prison Service. The deputy governor filled the role for three months and maintained the high standards within the prison. Dave Nicholson took up the Governor post at the beginning of March 2019. Since then, he has spent some time identifying areas which require further work, including security and resettlement, and he is also pushing forward with the Enabling Environment accreditation, and it is hoped that this will be completed for the whole establishment by September 2019.

SECTION 4

SAFETY

- 4.1 Warren Hill has a small and relatively stable population. Based on observations, the records reviewed and especially on individual comments volunteered to the Board 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. In cases where residents are subject to adjudication, the outcome is occasionally community payback, where a resident undertakes some form of activity which will benefit the community. Another factor which contributes to the feeling of safety is the positive relationships between staff and residents.
- 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). This happened 27 times between November 2018 and the end of May 2019. 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, and the prison has now started to make use of the challenge, support and intervention plan (CSIP) process, which enables entries to be made directly on to the national offender management information System (NOMIS) and is therefore available to all staff. The Board attends the quarterly segregation monitoring and review group (SMARG) meeting, where charges, adjudications and incidents of violence are analysed and reviewed, making use of body-worn video camera footage where available. Resident representatives attend the early part of this meeting and can contribute to discussions about issues raised.
- 4.3 Board members regularly attend induction sessions with new arrivals, most of whom say that they have chosen to come to Warren Hill. Some continue to say that they have felt pressured by probation or prison staff at their previous establishments, but the majority arrive with a willingness to give the regime a chance. New arrivals frequently report anxiety about the amount of time they have out of their cells, as 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 during the first few weeks.

- 4.4 The occasional use of psychoactive substances continues to be a concern, with small quantities getting into the prison on a frequent basis. Both active and passive sniffer dogs are periodically deployed in all areas of the prison, and intelligence-led and random searches are undertaken. The prison works closely with the drug support agency when residents are found to be under the influence. The specialist substance abuse team is actively working with 80 to 90 residents at any one time. Residents have told the Board that they benefit from this intervention. The use of footage from body-worn video cameras in adjudications is often a powerful tool in bringing home to residents the impact of illegal drug use.
- 4.5 Intelligence-led searches for mobile phones, SIM cards and chargers continue to discover such illegal items, and therefore result in disciplinary consequences.
- 4.6 A multidisciplinary group considers the needs and risks of men before they arrive at Warren Hill, and care is taken to provide appropriate support. At any one time, there are usually one or two residents at risk of self-harm being monitored under the assessment, care in custody and teamwork (ACCT) procedure. Key workers and other staff take an active role in seeking to improve an individual's mood and outlook. Reviews are held regularly, and Board members have sat in on some of these. Healthcare and mental health staff, key workers and managers attend these, as well as the resident. The ACCT procedure is well managed, and the documentation examined by the Board showed good recording of meaningful conversations.
- 4.7 Residents on each unit are trained as Samaritans Listeners, and Samaritans telephones are available. The Ormiston Trust, as and when required, meets residents with family issues, and those residents support each other during these meetings.
- 4.8 In the year under review, there was one death in custody. A Board member arrived at the prison very shortly after the death and was able to record the care and concern shown by managers for the welfare of all those involved and affected. They encouraged residents who were close to the deceased to share their feelings, and organised a memorial, with the help of the chaplaincy. The Prison and Probation Ombudsman's report into a previous death in custody in January 2017 was published in January 2019, and the report into a death in custody in December 2015 has still not been published because the inquest has not been held, a delay which the Board considers to be excessive. However, the Board is satisfied that recommendations contained in preliminary reports have been acted on.

SECTION 5

EQUALITY AND FAIRNESS

- 5.1 Warren Hill maintains records of ethnicity, disability, sexual orientation and religion, based on residents' own identification. During the reporting year, the Board 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. Posters around the prison highlight the issues involved, and every member of the management team has been assigned a protected characteristic to champion.
- 5.2 The Board has noted a much-increased visibility of the chaplaincy following the long-awaited appointment of a managing chaplain. The chaplaincy now has an office in the education block, which is comfortably furnished and much more accessible to residents. As reported last year, a Muslim chaplain was appointed in November 2017 to cover work at Warren Hill but his security clearance did not come through until October 2018, even though he was already employed in another prison. It should further be noted that his employment contract had still not arrived by the end of this reporting year. Such delays are, in the opinion of the Board, entirely unsatisfactory, and the Ministry of Justice should take steps to ensure that they do not occur.
- 5.3 Residents with disabilities are supported with personal emergency evacuation plans. A resident with mobility issues as the result of a stroke was assessed by social services, and a wheelchair has been provided, with training given to ensure safe handling. However, a ramp to enable easy movement from Sycamore unit, where the resident is accommodated, has still not been installed at the time of writing, and seems to be stuck in a bureaucratic tangle.
- 5.4 As Warren Hill draws its population from the whole country, visits by family members are both complicated and expensive, and for some involve an overnight stay. The governor is looking at ways of facilitating video contact, and families are encouraged to attend events, including a play produced with the support of Red Rose, musical performances developed by Snape Maltings, art exhibitions and presentations at the end of the Firebreak courses. Families are also invited to attend the end-of-course presentation for the Diploma in Progress, an event which they often find both moving and encouraging. (A resident told the Board that it was the first time he had ever achieved anything.) The visits hall has been redecorated and new seating provided, which makes for a much more welcoming environment. The barista from the Virtual Village provides refreshments for visits.
- 5.5 The prison recognises the importance to residents of contact with their families, and is seeking to implement the national recommendations of the Farmer Report on overcoming the obstacles involved. Telephone calls continue to be the main means of communication between residents and their families. The Board understands that the prison telephone contract is nationally negotiated, but we feel that the charges at Warren Hill are inequitable in comparison with telephone call costs both in the community outside and at other prisons. Increasingly, families can be contacted only on a mobile phone, rather than a landline; although this may be cheaper and more convenient for those outside, the cost to residents is higher. Some private prisons have different contractual arrangements, and residents at Warren Hill are aware of the high cost of calls in this establishment when compared with those at some other prisons. The lack of privacy when making calls is another concern on which the Board has commented in previous years. The Board would welcome a review of telephone arrangements at Warren Hill in the context of provision in the community and across the prison estate.

SECTION 6

SEGREGATION

- 6.1 Following the closure of the segregation wing, the cells have now been incorporated into Sycamore unit, thus making more spaces available for older residents. On the rare occasions when some form of segregation is deemed necessary, residents may be placed behind their doors. This may be as a result of an adjudication which imposes some loss of association, or where a resident is deemed to be a risk to himself or others as a result of psychoactive substance use, and is confined for a short period under rule 54.
- 6.2 The Board has observed 12 adjudications in the last year. These have been conducted in an appropriate manner, and it is clear that the aim is to ensure that the resident understands the process and that he takes ownership of mistakes made. Statistics from the quarterly SMARG meetings show that most adjudications arise from the mandatory drug testing process, and that a high proportion of these are dismissed because residents are on prescribed medication.
- 6.3 It is pleasing to note that there has been a reduction in the number of men sent to Warren Hill from the nearby Hollesley Bay prison, to be housed temporarily before transfer elsewhere. This takes place as a result of HMP Hollesley Bay not having provision to hold deselected men overnight. In previous Annual Reports, the Board has commented on the frequently unsatisfactory nature of this arrangement, under which men who have felt unjustly treated have no easy means of having their case reconsidered. The number of men sent to Warren Hill was five in the three-month period to the end of June, as opposed to 17 in the previous quarter.

SECTION 7

ACCOMMODATION (including communication)

- 7.1 All residents are in single rooms and there is no doubling up. Overall, the prison looks fresh and well cared for. The public areas on all the units are all freshly painted in bright colours, and artworks produced by residents provide interesting decoration. All units have wing cleaners but, in addition, all residents are expected to participate in the maintenance of cleanliness and tidiness. In July 2018, decency checks were introduced, with members of the management team visiting randomly selected areas of the prison each day and reporting on issues that needed to be improved. In the early part of 2019, there were sightings of mice on some units, and this reinforced the need for cooking areas to be kept clean and free of food scraps. Residents were also reminded of the need to keep their rooms clean.
- 7.2 The gardens around the prison continue to be developed, with bedding and herbaceous planting and the appearance of insect hotels located in wild planting areas. In June 2018, the prison won the regional gardens competition, and in 2019 several gazebos produced in the carpentry workshop have also been installed around the grounds. This year, the prison entered, for the first time, the nationwide prison gardening competition for the Windlesham Trophy, and came fifth overall. The excellent state of the gardens greatly enhances the decency of the establishment and is good for the morale of all who live and work there.
- 7.3 The shop in the Virtual Village continues to provide the opportunity for residents on stages 2 and 3 of the progression regime to purchase food and other items. The coffee bar has extended its range, and now sells baked potatoes and pies at lunch time, as well as the normal range of drinks. The use of individual virtual debit cards helps to prepare men for the payment systems they will encounter on release. The governor is keen to increase the range of facilities within the Village, and the Board welcomes the plan to provide a barber and a tailoring service in the near future.
- 7.4 The food for Warren Hill is prepared by the Hollesley Bay prison kitchen and then transported in heated trolleys. Although during the reporting year the number of verbal and written complaints about the food has reduced, there remains an ongoing concern among residents about this issue, with occasional rumours about food tampering. Warren Hill staff are more proactive than in previous years about monitoring food delivery and service, and there is a regular catering forum where residents can raise issues about the food provided. The Board has been able to attend some of these, although they are sometimes cancelled at short notice. Despite these improvements and the mitigating measures mentioned in the following paragraphs, the lack of a catering kitchen on the site (with its accompanying training opportunities) means that the standard of the provided meals is still among the least satisfactory features of the establishment. The Board has highlighted this lack in previous Annual Reports (2016 and 2017).

- 7.5 Following a meeting involving healthcare, catering and prison staff, a review of special diets was undertaken, as a result of regular complaints about special diet products going missing, in November 2018 a weekly delivery of these products to a central point was introduced, and residents were expected to check the content of the packs at the point of issue.
- 7.6 At the end of the reporting year, a change to residents' lunches was introduced. Following many complaints about the quality of the lunch offering, fillings for baguettes are now delivered in separate containers, so that residents can make up their own lunches. They are also provided with a small sachet of soup powder, to which they can add hot water. The Board found that on one accommodation unit unused soup sachets were building up because the residents felt that the soup when made was unpalatable. Overall the change to the baguette delivery has been well received, although some adjustments may still need to be made.
- 7.7 Residents on all units have access to cooking facilities, and many enjoy preparing and cooking their own food. From the beginning of April 2019, residents at stage 3 of the progression regime were given the opportunity to opt out of the evening meal. They receive a monthly allowance of £24, with which they can purchase and then cook their own meals. While this amount makes it difficult for individuals to feed themselves, the Board has observed that groups of residents have been pooling their resources, thereby sharing both workload and costs. This is an excellent initiative, helping eligible residents to improve their domestic, community, teamwork and budgeting skills prior to release. With an average prison population of 240, 21% of residents are at stage 3, of whom 53% have elected to opt out of the evening meal. The Board will keep these initiatives, in both lunch and evening meal provision, under review in the coming year.
- 7.8 The residents' council meets monthly, and the chairing and minute-taking responsibilities are well handled by elected residents. The meetings are attended by unit representatives, senior managers and officers. The Board has been impressed by the respectful and open way that participants interact. Staff are willing to listen and respond to issues raised by residents, and all are encouraged to participate. Residents have been involved in the development of policies on rehabilitation, food and leisure activities, among others, and in the interviewing of staff.
- 7.9 The Board continues to receive complaints about property that has gone missing during moves from other establishments. New arrivals now check their property when they arrive at reception, and officers immediately send an email to the sending establishment if property has gone missing. Nevertheless, there is continuing evidence of inertia on the part of sending prisons, which no longer appear to feel responsible for property once a prisoner has moved on. The complaints clerk often fails to get a response until the complaint is escalated to governor level. The Board has raised this issue with the minister in previous Annual Reports, and hopes that the long-awaited national review of property transfers will address these ongoing concerns.
- 7.10 The governor has secured enough funding to start a phased upgrade of the two-storey Portakabin that was previously earmarked for an on-site approved premise. The current proposal is that the Portakabin will become office accommodation, releasing a smaller facility for conversion for residential use. The Board hopes to report a successful conclusion to this long-running saga in its next Annual Report.

SECTION 8

HEALTHCARE

- 8.1 Healthcare at Warren Hill is provided by Care UK in spacious, purpose-built accommodation completed seven years ago. Nursing staff are on-site from 7am to 7pm, Monday to Friday: evenings and weekends are covered by 111 and 999 services. Doctors attend daily during the week. Dentistry, podiatry, physiotherapy and optical services are provided on an appointment basis, and there are regular phlebotomy, asthma, wellbeing and smoking cessation clinics. Residents sometimes fail to keep appointments, especially as they are expected to take responsibility for making and keeping these appointments themselves. Access to most aspects of healthcare in the prison compares more than favourably with much of current provision in the community. However, there have been several applications to the Board about healthcare in the past year. In one case, a resident who was confined to his room by a severe bout of sickness and diarrhoea was not visited by healthcare staff, despite requests from officers on his unit, and in another a resident complained that he was left without necessary medication for over a week. Residents complained that healthcare complaint forms were not available, and the Board failed to discover them either. This situation has now been rectified and complaint forms are available both in the healthcare department and on the units.
- 8.2 The number of residents on medication is high, in part reflecting the older age profile of the prison's population. Earlier in 2019, the drugs Pregabalin and Gabapentin were reassigned as controlled medication, and as a result the number of residents who have to attend the healthcare department to receive 'seen to take' medication up to four times a day has risen to 30; nurses also visit residents on the residential units to administer this medication. This puts considerable pressure on healthcare staff and accommodation. The number of codeine prescriptions is also high.
- 8.3 The nearest hospital is 15 miles away, and on any working day at least one resident will usually attend for either a scheduled or emergency appointment.
- 8.4 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 often learned ways of coping with these within the institutional setting. They are supported by a mental health nurse and a recently appointed mental disability nurse, as well as by a psychiatrist, who attends by appointment.
- 8.5 The TC and the PIPE provide potentially life-changing regimes for prisoners who are ready to commit to the demands of emotionally challenging group work. The Board continues to attend some of the large group sessions in the TC, and has been impressed by the challenging yet respectful way that prisoners and staff alike 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. The TC held an open day for Warren Hill staff earlier in 2019, and residents and TC staff offered an insight into the way the community operates and reflected the benefits gained from art therapy, psychodrama, and small and large group activity.

SECTION 9

EDUCATION AND OTHER ACTIVITIES

- 9.1 The three-month Diploma in Progress course has continued to evolve, with input from residents. It is designed to develop a range of life skills in preparation for release. Generally, the programme is very successful. The independent learning group (mathematics and English basic skills) functions extremely well, with a small group of men finding new ways of learning with the support of an enthusiastic tutor. The multi-skills workshop provides residents with a range of manual and construction skills, while at the same time embedding numeracy and literacy skills.
- 9.2 A 'health check' of People Plus was undertaken in the early part of 2019, the outcome of which was generally good, although the lack of careers information and guidance provision was criticised, as the National Careers Service contract finished in summer 2018. The Board is pleased to note that a careers adviser has now been appointed to work in both Warren Hill and Hollesley Bay prisons. His work in Warren Hill is focused on establishing experience for recording on CVs, identifying transferable skills, and developing interview skills and general job-seeking skills.
- 9.3 The gym is entirely taken up with exercise machines and weight-training facilities, which are well used by residents and staff alike. There are programmes for those requiring remedial help and for the over-50s, and a qualification for fitness training is available. The playing fields are used reasonably often; there is a fitness trail and there have been football matches between residents and staff. Warren Hill has joined the Park Run initiative, which takes place every Saturday, with good participation from residents.
- 9.4 The Butler Law course continues to run as a Learning Together partnership between Warren Hill and the University of Cambridge. A recent Law in Action programme on BBC Radio 4 highlighted the initiative, with testimony from students and residents. The study room houses a law library donated by the university, so residents have access to a specialised resource.
- 9.5 The library continues to play an important part in the life of the prison. A book club meets monthly, there are visiting speakers and the library provides computer terminals for residents undertaking study or preparing CVs, as well as providing books and DVDs on loan. In May 2019, 55 residents were registered for distance learning courses.
- 9.6 As the use of computers becomes ever more important in the world outside, it is necessary for residents to understand how to use them. While internet access is severely restricted, owing to security constraints, there are opportunities for residents to make use of computers under the supervision of staff both in the library, in education department through information technology (IT) courses and on residential units. However, there is evidence that those following some distance learning courses are unable to access interactive learning materials provided by the Open University.
- 9.7 Although writers in residence are being cut back across the prison estate (there are now only three), the writer in residence at Warren Hill continues to run a worthwhile range of activities, including poetry reading, art classes and exhibitions, and the inhouse magazine. Red Rose Theatre has been working in the prison for over a year, and residents have written and performed two plays, *The Citizen* and *The Albatross*, to an enthusiastic audience of residents and visitors.

- 9.8 Despite funding difficulties, Snape Maltings has continued its 20-year association with the prison, working with residents interested in creating and performing their own music. This year, the Koestler Arts East of England Exhibition (for arts in criminal justice) has been displayed during the 2019 Snape Proms. The exhibition is led by the music group at the prison, which has composed three songs which will lead visitors through the exhibits. Embroidery is fostered by volunteers under the auspices of the Fine Cell programme.
- 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.

SECTION 10

WORK, VOCATIONAL TRAINING AND EMPLOYMENT

- 10.1 The Board continues to have some concerns about the range and quality of some of the employment on offer at Warren Hill. Some unit cleaners have told members that they work for less than two hours a day, and that the rates of pay are not good enough to motivate them to do more. This also seems to be the case in the clothing exchange service workshop, where residents are often to be seen reading the newspaper. Some jobs attract a higher rate of pay but these are often open only to residents who have achieved stage 2 or 3 of the progression regime. The Board has expressed concern that residents on Sycamore unit, established to accommodate residents over 55, are often not engaged in meaningful activity and seem to spend a lot of time in their rooms or watching television. A few of the men work, but many are over retirement age and a number have health issues, and the Board would like to see more opportunities being offered, including exercise-based activities, games or IT learning. The unit seems to be lacking a creative and dynamic ethos.
- 10.2 The welding and carpentry workshops have both secured contracts, through prison industries, to manufacture items for use across the prison estate, and the carpentry workshop is about to increase in size once new machinery has been installed. The welding instructor has also encouraged residents to make ornamental items in their own time, some of which are for sale in the café outside the gate. The carpentry workshop has also been producing items for sale, as well as supplying the prison with planters, gazebos and other items which enhance the environment. The Board has expressed concern about the short hours that are worked in these workshops. Residents are also often seen not wearing ear defenders, even when noisy machinery is in operation.
- 10.3 The gardens have now got a third polytunnel, and the production of seasonal fruit and vegetables has increased. Bedding plants are also being grown for planting around the establishment, and Board members have been impressed by the magnificent floral displays this year. Residents also take pride in ensuring that the grounds are well maintained, often in very dry conditions, and enjoy showing off their newly acquired knowledge and skills.
- 10.4 The raptor work area provides an excellent opportunity for residents to learn about the breeding and handling of birds of prey, and Board members have been impressed by the knowledge and commitment of the men who work with the birds. Over the past year, the number of birds has increased and there is a healthy breeding programme.

SECTION 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. Many are over the tariff set by the trial judge, some significantly so. Some men have failed to progress over many years, and others have secured a move to an open prison or been released and subsequently recalled.
- 11.2 Paradoxically, Warren Hill is not funded as a resettlement prison. The governor has been looking at ways of maximising the information and support that can be made available to residents, including asking CRC staff to come into the prison to give resettlement advice. Key workers also play a role, finding information about the location of approved premises and directions for residents about to leave, following success at parole. A number of voluntary, statutory and commercial organisations also visit, to provide advice and guidance on finance, housing and other matters.
- 11.3 The progression regime and the key worker programme provide each resident with a scheme to take them forward on the pathway to parole and release. An officer is dedicated to help each individual. Warren Hill uses the enhanced behaviour monitoring (EBM) scheme, which was 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. Over the last year, the processes have been streamlined, so that induction, links with key workers and progression to the initial EBM board take place more quickly. The offender management unit (OMU) is central to these processes, and the Board commends this often hard-pressed OMU team on its work.
- 11.4 In 2017/18, 71% of parole hearings for residents at Warren Hill resulted in release or a move to a category D prison. During the reporting year, of the 140 residents who underwent Parole Board oral hearings at Warren Hill, 63 (45%) were granted release under licence and another 30 (21%) were granted a transfer to an open prison. This reduction may reflect a more cautious approach by the Parole Board following the national furore over the Warboys case in February 2018.
- 11.5 Of those released, the majority go to approved premises in the first instance. Research by Warren Hill's psychology department suggests that those who go to approved premises are more likely to be successful than those who return home directly. The Board continues to share management concerns regarding recalls to custody. Among those who are returned to custody (approximately 38% in the current year), in almost all cases this is for infringement of the terms of their licence, rather than because they have committed a further offence. It is acknowledged that men who have been in prison for many years are often going to find the transition to the outside world very hard, and ways must be found to improve preparation for release. Warren Hill recognises this and is working to provide more relevant opportunities for residents coming to the end of their sentence. The IMB is pleased that this will include some limited access to ROTL and looks forward to seeing more developments in this area of the prison's work.

- 11.6 The Board has had many conversations with men who express anxiety about leaving prison, and indeed have spoken to men who have returned to Warren Hill after being recalled. One man described his fear of returning to the area where he had committed his offence and where he might be pulled back into old ways. Others have described the lack of support they have felt in open conditions. There is usually a period of a few months between a parole decision and release, and the prison is looking to use this time for preparatory work, using the planned on-site approved premises and a limited ROTL initiative under discretionary powers for governors recently agreed nationally. The Board looks forward to this development, having in several recent Annual Reports asked the minister to grant the governor the power to give men appropriate experiences, such as town visits, to help with their reintegration into society, often after many years of incarceration.
- 11.7 There is some evidence that the move from Warren Hill, where residents are given a great deal of support, to open conditions or release can prove to be abruptly challenging when support is less available. The prison is looking at ways of enabling residents to make decisions without the immediate support from key workers. Substance abuse support workers are also providing training sessions involving hypothetical scenarios. At the same time, the prison assures departing residents of their continuing interest, by way of stamped postcards which are issued to residents from Warren Hill going to category D prisons or release. The number of these cards returned to the OMU is not particularly high, but they are also posted to unit staff and key workers. As well as supplying mobile phones with some pre-programmed numbers, the prison also offers leavers the opportunity to purchase phone credit in £5 and £10 denominations, so those with limited funds can benefit from the additional support, both from their family outside and from staff back in the prison, that having a mobile phone might bring.

Appendix A

THE WORK OF THE INDEPENDENT MONITORING BOARD

- A.1. Members of the Board visited the prison on a rota basis at least two or three times a week throughout the year, including visits in the evenings and at weekends. They attended various adjudications, boards and reviews, such as those for prisoners at risk of self-harm. Members also observed a range of management meetings and attended some training sessions aimed at staff.
- A.2 The meetings of Board 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 Norwich.
- A.3 The Board has continued to benefit from excellent cooperation from both the previous and current governor and other members of the prison's management team, receiving prompt and detailed responses to issues raised in rota reports and at Board meetings. Prison staff have also been helpful to Board members during visits, and IMB involvement in induction training for new officers (prison officer entry-level training) has contributed to a greater understanding of the Board's role. The lack of consistency in clerking arrangements for board meetings has continued, but the Board wishes to record its thanks to individuals from the business hub who have supported members throughout the year.
- A.4 **Board statistics:**

Recommended complement of Board members	10
Number of Board members at the start of the reporting period	11
Number of Board members at the end of the reporting period	10
Number of new members joining within the reporting period	2
Number of members leaving within reporting period	1
Total number of Board meetings during reporting period	12
Total number of visits to the establishment	235

Appendix B
ANALYSIS OF APPLICATIONS RECEIVED BY THE IMB

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation, including laundry, clothing, ablutions	0	0
B	Discipline, including adjudications, IEP, sanctions	2	3
C	Equality	2	0
D	Purposeful activity, including education, work, training, library, regime, time out of cell	2	1
E 1	Letters, visits, telephones, public protection restrictions	3	5
E 2	Finance, including pay, private monies, spends	0	1
F	Food and kitchens	2	1
G	Health, including physical, mental, social care	6	4
H 1	Property within this establishment	0	0
H 2	Property during transfer or in another establishment or location	13	9
H 3	Canteen, facility list, catalogue(s)	0	1
I	Sentence management, including home detention curfew, ROTL, parole, release dates, recategorisation	2	8
J	Staff/prisoner concerns, including bullying	2	1
K	Transfers	0	6
	Total number of IMB applications	34	40