

Annual Report of the Independent Monitoring Board at HMP Warren Hill

**For reporting year
1 June 2019 – 31 May 2020**

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Introductory sections 1 – 3

1. Statutory role of the IMB

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

Under the National Monitoring Framework agreed with ministers, the Board is required 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 authority has been delegated 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.

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.

The Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT) is an international human rights treaty designed to strengthen protection for people deprived of their liberty. The protocol recognises that such people are particularly vulnerable and aims to prevent their ill-treatment through establishing a system of visits or inspections to all places of detention. OPCAT requires that States designate a National Preventive Mechanism to carry out visits to places of detention, to monitor the treatment of and conditions for detainees and to make recommendations for the prevention of ill-treatment. The Independent Monitoring Board (IMB) is part of the United Kingdom's National Preventive Mechanism.

2. Description of the establishment

- 2.1 HMP Warren Hill is a category C adult male prison with a current operational capacity of 264, with a recommended maximum of 258. The population is drawn from all over the country and provides regimes for three separate cohorts of prisoners, as set out below.

Therapeutic Community (TC). This unit accommodates up to 40 prisoners and provides intensive group-based therapy under the guidance of psychologists and trained officers for prisoners who have been assessed as being able to benefit from such a regime, conducted partly among democratic lines. Importantly, the prisoners must agree to participate in the TC. The group decides how the community operates and is involved in decisions about whether prisoners join the community and whether they can remain if they breach the community ethos. When not engaged in therapy, the prisoners work around the prison and participate in education programmes.

Psychologically informed planned environment (PIPE). This unit has places for up to 20 prisoners, primarily to offer transitional support for prisoners who have completed therapy. Some of the prisoners transfer there from Warren Hill's TC and others apply from other prisons.

Progression regime. The regime was introduced in 2014 to enable prisoners who had failed in open conditions or who were otherwise categorised as unsuitable to be placed in open conditions to demonstrate to the parole board that their risk to the public had reduced. This model, which was piloted at Warren Hill, has now been adopted by three other prisons, which operate the progression regime on individual wings. Applicants come from all over the country and are mainly lifers or prisoners serving indeterminate sentences for public protection. Those on the progression regime are housed in three residential units, one of which is for older prisoners.

- 2.2 Healthcare services are provided by Care UK, education by PeoplePlus and support for substance abuse 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. Support for prisoners approaching release is provided by the local community rehabilitation company (CRC).

3. Executive summary

3.1 Background to the report

The COVID-19 outbreak has had a significant impact on the Board's ability to gather information and discuss the contents of this annual report. The Board has therefore tried to cover as much ground as it can in these difficult circumstances, but inevitably there is less detail and supporting evidence than usual. Ministers are aware of these constraints. Regular information is being collected specifically on the prison's response to the pandemic, and that is being collated nationally.

Her Majesty's Inspectorate of Prisons (HMIP) carried out an inspection in November 2019 and judged Warren Hill to be the safest prison in the country.

3.2 Main judgements:

How safe is the prison?

The Board concurs with the HMIP judgement that Warren Hill is a prison which feels safe, both for prisoners and staff. Incidents of aggression are extremely rare and are most commonly resolved by reconciliation meetings between the parties involved. The prison responds quickly and effectively to the rare instances of violence, and perpetrators are deselected from the regime (see paragraph 4.3.1).

How fairly and humanely are prisoners treated?

The Board finds that prisoners are treated with respect. The key worker system promotes dialogue between prison staff and prisoners, who are thereby able to talk through issues of concern and are helped to develop strategies for behaviour (see paragraph 5.3.1). The residents' council has shown itself to be a useful conduit for raising issues of concern, and managers have been responsive to issues raised (see paragraph 5.3.2).

How well are prisoners' health and wellbeing needs met?

Healthcare provision is of a similar standard to that provided in the community. Hospital referrals were frequent until the start of lockdown and have since continued on a restricted basis. The complaints system appears to function well, with most complaints being resolved through face-to-face meetings (see paragraph 6.1.3).

How well are prisoners progressed towards successful resettlement?

The provision of educational, vocational, and creative opportunities is extensive, given the small size of the prison (see section 6.6, and paragraphs 7.1 and 7.2). The further development of educational provision, as recommended by the HMIP inspection, is welcomed.

Success at parole hearings continues to be high (see paragraph 7.5.4) as prisoners are able to demonstrate reduction in their risk through 'enhanced behaviour monitoring' (EBM), a key element of the progression regime (see paragraph 7.3.1).

However, the number of recalls to custody is disappointingly high (see paragraph 7.5.5).

The introduction of release on temporary licence (ROTL) is welcomed (see paragraph 7.3.3), although at this stage the provision is very limited and work on the planned on-site approved premises has been frustratingly slow (see paragraph 7.5.6).

3.3 Main areas for development:

TO THE MINISTER

The Board has been advised in ministerial replies over several years that a national review of the handling of the transfer of prisoners' property has been under way (see section 5.8). The Board deplores the apparent failure to deal with this issue, which causes a great deal of frustration and distress to individual prisoners at Warren Hill and, as IMBs report, elsewhere.

TO THE PRISON SERVICE

Telephony and data lines at Warren Hill are not up to the required standard for today's modern telephony and information technology (IT) services, which has meant that both visits and parole hearings during lockdown have been affected. The Board understands that planned work to correct this has been delayed but hopes that the work will be completed as soon as possible (see paragraph 7.4.3). Prisoner rehabilitation is often linked to the maintenance of family contact and this is inhibited by the high cost of calls – a cost much higher than in the outside community. The Board reiterates its hope that Warren Hill will soon be included in the development of in-cell telephony (see paragraph 7.4.4).

Despite the fact that the majority of prisoners are working towards release, Warren Hill is still not funded as a resettlement prison (see paragraph 7.5.1). The Board asks that consideration be given to this issue.

The Board trusts that the creative experiences which provide developmental opportunities for prisoners will continue to be funded, at a time when such funding is in crisis as a result of the COVID-19 emergency (see paragraph 6.6.3).

TO THE GOVERNOR

The Board urges the Governor to expand the ROTL scheme as soon as circumstances permit (see paragraph 7.3.3).

The Board asks the Governor to build on the action plan agreed with Her Majesty's Inspectorate of Prisons to expand the range and quality of purposeful activity available to prisoners (see paragraph 7.1.1).

3.4 Progress since the last report

Last year, the Board commented on the need to do more to prepare prisoners for release. Small steps have been made with the introduction of limited ROTL, with the use of CRCs to provide preparation for release and the appointment of a careers adviser to support prisoners approaching their parole hearings. Many of the steps that have been taken in the current year have had to be put on hold because of

COVID-19 but the Board looks forward to further progress being made when the lockdown eases.

The Governor is to be commended on the work he has been able to do in his first full year at Warren Hill. Progress has been made on the development of the on-site approved premises, despite budgetary constraints, and there are hopes that at last a building which has lain waiting and wastefully idle for over three years can be brought into use. He has focused attention on equality issues during this year and has been working with PeoplePlus to extend and enhance the educational provision.

The Board congratulates the Governor and his staff on maintaining and further developing the positive culture of Warren Hill. This has been recognised by the achievement of whole prison accreditation as an 'enabling environment' under a national scheme which encourages personal development in a wide range of settings.

The Board has been impressed by the efforts of the Governor and his staff to maintain the positive ethos of Warren Hill during lockdown and to mitigate the isolation of prisoners at a time when restrictions add to the difficulties experienced by those in prison (see paragraph 5.3.4).

Evidence sections 4 – 7

4. Safety

4.1 Reception and induction

4.1.1 Reception processes are well organised and carefully planned. Prisoners apply to Warren Hill and they are carefully screened for their suitability for the regime. Board members have attended multidisciplinary case reviews where particular concerns are highlighted before a prisoner's arrival. The Board has observed that reception staff are professional and courteous, and property is checked and signed for on arrival.

4.1.2 Induction is organised and supported by peer mentors. Each new arrival has a checklist of people to see, and areas are checked off. Board members regularly attend induction sessions with new arrivals, which are usually shared with the chaplaincy. They have also observed education induction sessions, where peer mentors are involved in explaining the range of courses on offer.

4.2 Suicide and self-harm, deaths in custody

There have been no deaths in custody in the year under review. A number of prisoners have threatened to self-harm and a few have done so. Such action is frequently in response to stress caused by family problems, and sometimes as a result of changes to medication. Warren Hill makes good use of the assessment, care in custody and teamwork (ACCT) process, and in the year under review 54 ACCTs were opened. Some of these related to the same prisoner. When Board members have reviewed the ACCT documents, they have noted good-quality observations by staff.

4.3 Violence and violence reduction, self-isolation

4.3.1 Violent incidents are very rare, and perpetrators of violence are generally deselected from the progression regime (seven prisoners were deselected in the year under review). When there are fights or altercations, mediation is normally agreed within the adjudication process. There are occasional allegations of bullying, but these are often hard to prove as prisoners are unwilling to name those they fear. On one occasion in the last year, a Board member was present when a prisoner became angry and threatening towards an officer. The response from other staff was very rapid, but no physical intervention was needed because the situation was de-escalated by the two staff who were on the scene.

4.3.2 Self-isolation does not occur very often, but officers, the mental health team and the care team have shown alertness to the possibility and have been paying particular attention during the period of lockdown, which can cause additional stress for some individuals.

4.3.3 The prison also makes use of the challenge, support and intervention plans, which enable information to be recorded on computer about prisoners whose behaviour is a cause of concern. The Board has witnessed the process as being helpful as the situation and progress of individuals are kept under regular review.

4.3.4 In the year under review, there was one occasion when the command suite was activated after a prisoner climbed onto an elevated area and threatened to jump. A Board member was present in the prison when this happened, and was able to observe the actions taken in the command suite. The incident was rapidly resolved.

4.4 Vulnerable prisoners, safeguarding

There are Samaritans-trained Listeners on all units. The safeguarding and wellbeing group meets monthly and is well attended both by staff and prisoners. The Board has attended this meeting and has been impressed by the detailed knowledge and concern shown by prisoners and staff alike.

4.5 Use of force

4.5.1 Force has been used on 16 occasions in the past year. Generally, the use of de-escalation techniques has proved effective. Board members have attended the quarterly meetings of the segregation, monitoring and review Group (SMARG), where incidents of violence are reviewed and analysed. Body-worn camera footage has proved helpful in identifying learning points for staff who only rarely make use of physical force. Warren Hill staff have undertaken Spontaneous Protection Enabling Accelerated Response (SPEAR) training – an approach to personal safety and protection – and although the lockdown in March has prevented more staff completing the training, this approach is available should incidents arise.

4.5.2 Through the year, there has been evidence of small but noticeable increases of substance misuse at various times, usually associated with new arrivals from other establishments. Where a prisoner presents as being under the influence, he is placed in his room for his own safety. Body-worn camera footage has been used at subsequent adjudications, to enable prisoners to see how their behaviour has been affected.

4.5.3 Staff are encouraged to wear body-worn cameras, although there have been some difficulties with the technology over the year.

5. Fair and humane treatment

5.1 Accommodation, clothing, food

5.1.1 The accommodation at Warren Hill is all in single rooms. The TC and PIPE are housed in a building completed about 10 years ago, where the communal areas open on to gardens which are well maintained by the prisoners themselves. The rooms in these units all have showers ensuite. This improves decency while also reducing opportunities for bullying. The other three units, although not as modern, are of an acceptable standard. The public areas are bright and freshly painted, and decorated with posters and artworks produced by prisoners. Board members commented that some information boards and notices were cluttered and above head height. The prison quickly responded to these observations and improvements were made.

5.1.2 Although there are wing cleaners, all prisoners are expected to participate in the cleaning of public areas, and to keep their own rooms clean. Daily decency checks are made, to ensure that rooms and public areas are clean, tidy and properly equipped, and adjustments are made where necessary.

5.1.3 Warren Hill gardens are maintained to a high standard, with imaginative planting as well as productive fruit and vegetable gardens. Many of the prisoners involved in the gardens express a real sense of fulfilment in their work. The award of fifth place in the 2019 national competition for the Windlesham Trophy reflected the amount of work that goes into the creation of a stimulating and attractive environment, and the Board congratulates prisoners and staff alike.

5.1.4 Food is prepared by the kitchens at HMP Hollesley Bay and is sent up in heated trolleys. New trolleys were purchased but there have been occasions in the last year when old ones were used by the kitchens in error and prisoners complained that food was cold. Prisoners complain to Board members about food quality but when challenged about whether they have put their complaints in writing in the books on the servery, they usually respond by saying that this is not worth doing as nothing improves. The catering forum meets regularly and is attended by the catering manager, although the Board has noted that these meetings have sometimes been changed at short notice because of the non-availability of the catering manager. The Board has raised concerns that these meetings are not always supported by the appropriate governor, and as a result the meetings have descended into a rather unproductive litany of complaint. The prison has acknowledged this, and the management of meetings has improved.

5.1.5 In recent annual reports, the Board has commented on the sometimes poor quality of the food provided at the establishment. We therefore welcome the prison management having improved the cooking facilities on the wings, with many prisoners cooking for themselves. The improvement adds to the decency of the prison and provides opportunities for prisoners to take responsibility, show initiative and to cooperate with others. Prisoners on stage 3 of the progression regime have the opportunity to opt out of the evening meal and make use of the £24 per month allowance to purchase and cook their own food. While this would not be sufficient to provide all meals, the prisoners have shown themselves to be resourceful in cooking in groups, so that resources can be pooled.

5.1.6 A number of prisoners suffer from health conditions which require special diets. These continue to be problematic. At the beginning of 2020, the delivery of pilchards, beans and other items which had hitherto been provided in large tins was stopped for security reasons, and instead these items were sent up from the Hollesley Bay kitchen in tinfoil packs with paper lids. These tend to leak in transit, and prisoners complained that they could not be safely stored in the refrigerator for a whole week.

5.1.7 Such complaints pale into insignificance in the current lockdown. Prisoners are no longer able to prepare their own food and are reliant on the menus served from Hollesley Bay. Food temperatures have been closely monitored by staff following complaints that it was not sufficiently hot, and on occasions food has been returned to the kitchen. Food provision from Hollesley Bay during Ramadan proved to be a challenge, but two Muslim prisoners undertook the cooking of evening meals for other prisoners, making use of the barista in the Virtual Village. The Governor has had a number of conversations with the Hollesley Bay catering manager, and it appears that the food in lockdown has improved, and the manager has been coming up to Warren Hill to check that standards are acceptable.

5.2 Segregation, special accommodation

As a result of a management decision in July 2017, there is no segregation unit at Warren Hill. There have been rare occasions through the year when adjudication has resulted in prisoners segregated for short periods. The two main units have a room set aside for this purpose.

5.3 Staff/prisoner relationships, key workers

5.3.1 Relationships between staff and prisoners are generally particularly good. While prisoners, all of whom have experienced life in several other prisons, have occasionally mentioned that they do not get on with a member of staff or that they have been treated unfairly, these issues are generally quickly resolved. The Board has observed, and prisoners have frequently confirmed, that the balance between discipline and friendliness is professionally maintained. Key workers meet regularly with prisoners in their charge, although occasionally new arrivals have commented that this has sometimes taken time to establish. Key working has continued during lockdown, with conversations taking place while observing social distancing.

5.3.2 Over the last year, the Board has observed a number of meetings of the residents' council. The council meets regularly, with prisoner representatives, staff and managers in attendance. The council is chaired by a prisoner. The quality of these meetings is impressive, and managers reply carefully and constructively to issues of concern and proposals from prisoners, explaining when they are unable to respond to requests.

5.3.3 During the lockdown, the residents' council has become an important channel of communication and consultation, meeting weekly with the Governor and airing issues of concern. Subsequent bulletins have kept the prisoners and staff well informed.

5.3.4 The Board had concerns that the positive and productive ethos of Warren Hill would be diminished during lockdown, and has been impressed by the efforts to mitigate the isolation and restrictions which considerably add to difficulties experienced by those in prison.

5.4 Equality and diversity

5.4.1 A snapshot analysis of prisoners In October 2019 showed that, of 237 prisoners, 58 were from black, Asian and minority ethnic groups, 77 were over 50 years of age and seven self-identified as lesbian, gay, bisexual or transgender. Prisoners have occasionally raised concerns with the Board about discrimination. They have been advised to use discrimination incident report forms (DIRFs) where they have not already done so. Between May and November 2019, two DIRFs were submitted.

5.4.2 The Board is pleased to note that the prison has been paying increased attention to equality issues. In August 2019, the Governor decided that the quarterly equalities action team meetings should meet monthly, and that the involvement of staff and prisoners alike should be increased.

5.4.3 The Board attended an equalities action team meeting in December, which was well attended by staff and prisoners. The community diversity officer reported that one DIRF application had been received in the previous month; although no discrimination was found, he commented that the process was helpful to the prisoner. A prisoner commented to the Board that he found the meeting especially useful as by discussing issues, prisoners and staff alike gained a greater understanding of others in the community.

5.4.4 All wings have equalities forums, where prisoners can raise issues relating to the protected characteristics. The prison promotes activities to recognise its minorities, with a different group being celebrated each month.

5.5 Faith and pastoral support

5.5.1 Since the appointment of a managing chaplain last year, the chaplaincy has spread its reach and visibility. The chaplaincy has continued to attend the prison during lockdown and although no religious services are being held at this time, prisoners have been able to talk to chaplains.

5.5.2 In celebration of Eid al-Fitr, a meal was prepared for staff by the imam and the prisoners who had cooked during Ramadan.

5.6 Incentives and earned privileges (IEP)

Although the Prison Service's IEP system is part of the TC and PIPE wings at Warren Hill, it is of less importance than the EBM process, which is an integral part of the progression regime. A new arrival starts at stage 1 and, with the support of his key worker, will have the opportunity to progress to stages 2 and 3 by providing evidence to an EBM board that he has addressed his risk factors and found ways to work on his behaviour within the community. At stage 2, prisoners can make use of the shop in the Virtual Village, and at stage 3 they can apply to have all-day family visits, where they can cook for family members and spend quality time with loved ones in an environment with light-touch supervision. They are also encouraged to make use of computers in the business hub to order canteen items. The Board

considers that the EBM process and resulting privileges help prisoners to prepare for release.

5.7 Complaints

Complaints are handled by the complaints clerk in the business hub. Board members received two applications about the handling of complaints, but these were found to have been dealt with satisfactorily.

5.8 Property

5.8.1 The handling of property continues to be the subject of the greatest number of applications to the Board. Only one concerned property within Warren Hill; this related to property which was not allowed to be held in-cell and the prisoner was informed about this. The loss of property between establishments causes stress to prisoners who arrive without some or all of their belongings, and this has an impact on their ability to settle in the prison, especially as the missing items are often of emotional significance and it takes a very long time for issues to be resolved, if at all. On a few occasions, the Governor has taken the decision to pay compensation to the prisoner, rather than wait for another prison to accept the responsibility.

5.8.2 The Board has raised the issue of property in annual reports for several years. We query whether, at all levels and in all prisons, enough attention is being given to what is clearly a national problem.

6. Health and wellbeing

6.1 Physical healthcare

6.1.1 Healthcare services are provided by Care UK in spacious, purpose-built accommodation. A new healthcare manager was appointed in 2019 and the Board has found that where problems arise, the response is good. Doctors attend daily during the week, and team of nurses is on site from Monday to Friday. The GP contract with the Alderton Medical Practice ended in December 2019 and a locum service was negotiated, which will continue until the new contract starts in September 2020.

6.1.2 Healthcare forums are held monthly, and are attended by prisoner representatives and chaired by the wellbeing practitioner. A Board member who attended one of these meetings commented on how good humoured and positive the meeting was. Prisoners have said that the healthcare provision is better than in many other prisons and, as one prisoner commented, 'better than in the community outside'. Where there were problems, the prisoners understood the reasons – for example, there was a problem with cancelled dental appointments because the dentist's chair needed repair – and staff were generally responsive and flexible.

6.1.3 The Board has kept the healthcare complaints procedure under review following concerns identified in last year's annual report. While prisoners occasionally comment that responses take a long time to come and do not always address the issue, generally the system appears to work. The healthcare receptionist keeps a record of complaints received and responded to. Most are resolved by face-to-face conversations.

6.1.4 Issues relating to medication give rise to the majority of complaints, with some prisoners resisting alterations to prescriptions. Such situations are difficult to resolve, and Board members have sat in on ACCT reviews which have attempted to reach agreements, not always with success. Other complaints relate to dietary requirements.

6.1.5 Healthcare complaint forms are normally held in the healthcare unit. Since the start of the lockdown, attendance at the healthcare unit has been restricted to emergencies, so complaint forms have been located on the residential units, and prisoners can use the envelopes provided to send complaints confidentially by way of the unit complaints boxes.

6.1.6 Until the onset of the COVID-19 crisis, a range of services, including dentistry, podiatry, physiotherapy and optical services, were provided on an appointment basis. Arrangements were made for prisoners to attend hospital appointments, which meant that at least one prisoner was going out every weekday. Since lockdown, there have been very few hospital appointments.

6.2 Mental healthcare

6.2.1 Many prisoners have complex emotional and psychological problems. They are supported by a mental health nurse, a mental disability nurse and a psychiatrist, who attends by appointment. The Listeners and the prison's care team also support prisoners.

6.2.2 The well-established mental health nurse left early in the year under review, and some prisoners were anxious about this, but the transition to a new staff member seems to have been made without problems. Additional support for prisoners was introduced just after the start of lockdown through improving access to psychological therapies (IAPT), which offers low-level mental health interventions.

6.3 Social care

The prison has established good relationships with social services, and social care packages have been requested where appropriate; one prisoner was in receipt of a package in the year under review. The Board noted with some concern the length of time it took for a ramp to be built and installed on Sycamore unit, which was commented on in our last report. A prisoner with a wheelchair had to go in and out of the unit by the servery entrance until the ramp was finally installed.

6.4 Exercise, time out of cell, gym

6.4.1 Warren Hill has a well-equipped fitness suite, as well as playing fields and a fitness trail. All prisoners have the opportunity to participate in the weekly Saturday morning 'parkrun', organised with the assistance of prisoner volunteers. Walking, jogging or running, participants complete four circuits of the prison grounds, covering five kilometres. There are a good number of regular attendees, some of whom have completed over 50 runs. Warren Hill's parkrun has had one of the best regular attendances across the prison estate.

6.4.2 Until the start of lockdown, prisoners could expect to be out of their rooms for up to 12 hours a day. This is a hugely different regime from what they have experienced in most other prisons around the country, and something to which they sometimes find it hard to adjust.

6.4.3 The onset of COVID-19 has meant a radical adjustment to this situation. The prisoners now have a total of 90 minutes out of their rooms to take exercise, to shower and to undertake domestic tasks. They also go out to collect food from the servery, as they can no longer do their own cooking.

6.4.4 Some gym equipment has now been put out on the sports field, so that prisoners can do fitness exercises as well as walking and running.

6.4.5 Sycamore unit has been set up for those prisoners who need to be shielded because of age or underlying health conditions. They do not go off the unit at all, but they have access to some outside space and now have a total of three hours out of cell each day.

6.5 Drug rehabilitation

Prisoners selected to come to Warren Hill are expected to be drug free, but many struggle with a history of addiction and are supported by Phoenix Futures. Prisoners have reported to the Board the helpfulness of this support. The organisation runs one-to-one interventions and groupwork sessions, and supports work through Narcotics Anonymous and Alcoholics Anonymous. There are trained peer supporters on each unit.

6.6 Soft skills

6.6.1 An enthusiastic arts coordinator, working alongside the writer in residence at the prison, has fostered the engagement of Warren Hill prisoners in many creative activities. The Fine Cell charity works with prisoners to produce impressive sewn projects which are sold for charity, and art exhibitions testify to the range and quality of work produced by prisoners. In August 2019, Snape Maltings hosted the Koestler Trust exhibition of art works produced by prisoners across the East of England. Many of the exhibits were from Warren Hill prisoners, often reflecting on an aspect of their rehabilitation journey, and drew much praise from visitors to the Snape Proms.

6.6.2 Snape Maltings has continued to work with prisoners, helping them to create and perform their own music, which was presented to visitors, including the families of prisoners.

6.6.3 These creative experiences have provided many developmental opportunities for prisoners, and the Board trusts that this will be recognised by those with authority at a time when arts funding is in crisis as a result of the COVID-19 emergency.

6.6.4 Family members also had the opportunity to attend a play written and performed by prisoners with the support of the Red Rose Theatre Company. One of the Board members who attended the performance noted that prisoners took the opportunity to remember the life of Jack Merritt (see paragraph 7.1.2). 'He believed we could change our lives. We thank him for believing in us. He gave us hope'.

6.6.5 The TC and PIPE had previously been accredited as an enabling environment, but in October Warren Hill became the first prison in the country to gain whole prison accreditation. This accreditation, which covers leadership, safety, empowerment, boundaries, development, openness, involvement, communication, structure and belonging, has challenged staff and prisoners alike to think about all aspects of their community. The Board congratulates the Governor on this achievement.

6.6.6 In its last report, the Board expressed concern that prisoners on Sycamore unit, which is primarily for those over 55, were under-occupied and did not engage in meaningful activity. The Governor has worked to increase the number of activities, and has moved staff onto the unit who are interested in working with an older population. They have started to develop activities. In January, a Board member sat in on an over-50s evening held off the unit in the large visits hall, where about 25 prisoners were playing chess and snooker, and socialising over coffee and cakes. A group of musicians were rehearsing for a planned concert. Such initiatives are to be commended.

7. Progression and resettlement

7.1 Education, library

7.1.1 Education is provided by PeoplePlus. Education provision runs over three and a half days a week. The HMIP inspection report recommends that this should be increased to four and a half days, and the prison has agreed an action plan to bring this about. In addition to vocational education in catering, multiskills (DIY) and barista training, PeoplePlus offers basic IT training and a diploma in progress, which over 13 weeks impressively develops knowledge, skills and personal confidence in prisoners preparing for release. Basic skills, which until this year were offered as a discrete course, are now delivered in the workplace, and this appears to be working well. The library, which is now funded through PeoplePlus, is stocked with books and DVDs, and the librarian has arranged for authors to come into the prison to talk about their books. A book club involves staff and prisoners alike, and they participated in the Five-Book Challenge. The range of resources and activities has improved through the year.

7.1.2 The Butler Law course continued to work in the early part of the year, with its partnership between Warren Hill and Cambridge University, but this was cut short in November, when Jack Merritt, who had been a prime mover in the programme, was killed in the London Bridge attack. Many prisoners were affected by the murder of Jack and his colleague Saskia Jones; they had a powerful influence for good and the Board adds its sympathy to his family and friends.

7.2 Vocational training, work

7.2.1 Last year, the decision was made to stop training in motor mechanics and to extend the woodwork shop. After considerable delays, the workshop finally opened in October 2019. In addition to a range of wood machining, the workshop now has a furniture assembly area and can also offer forklift training, which is provided by a prisoner qualified to give this training. Both workshops produce goods to a high standard under contract for prison industries, as does the welding workshop. Both workshops offer qualifications for those working there. The Board continues to note that prisoners in the woodwork shop frequently pack up very early, although it is recognised that there is a need to check that all tools are secure and correct before prisoners return to their accommodation units. It has also been noted from Board rota reports on a number of occasions that prisoners do not always wear some protective equipment.

7.2.2 The gardens continue to offer work in grounds maintenance and horticulture. The polytunnels are productive, and the ornamental beds and planters add greatly to

the environment around the prison. Prisoners working in the gardens can work towards a vocational qualification in horticulture.

7.2.3 The Board has had concerns through the year in regard to the CES, where prisoners working on laundry have been somewhat underemployed and have often been seen doing crosswords or reading the newspaper. It must be said, however, that this is not the case during the current lockdown. CES is employing twice the number of prisoners and they are fully occupied doing washing for the whole prison.

7.2.4 The raptor project continues to expand, with additional birds and a successful breeding programme. It is a pleasure to see those prisoners employed on the raptor project taking a real interest in the various breeds of raptors held in the raptor facilities. Prisoners can be routinely seen working to ensure the welfare of the raptors and carrying out training around the grounds.

7.3 Offender management, progression

7.3.1 Warren Hill pioneered the key worker programme, and this is now an integral part of offender management nationally. The offender management unit (OMU) is proactive in its approach and works closely with key workers, probation staff and others to ensure progression. The EBM system (see section 5.6) works smoothly, although prisoners sometimes complain that there are delays in the process, and since the start of lockdown the EBM system has had to be suspended.

7.3.2 The prison is introducing the Offender Management in Custody (OMiC) model in stages, and this appears to be working well.

7.3.3 The Board is delighted to note that, in September 2019, the first stage 3 prisoners engaged in ROTL. In the first instance, this involved visiting a café (Shelby's), located outside the prison gate, in the company of an officer, followed by further visits into Ipswich, going to the train station and opening a bank account. For prisoners who have spent many years in prison, it is important to become familiar with things that have changed significantly in recent years. Prisoners who apply for ROTL must set out within their application what they hope to achieve and what activities they wish to undertake. The application is rigorously assessed by a ROTL board prior to approval. Since September 2019, nine prisoners have been granted ROTL, resulting in four expeditions out of the prison being organised for them. This activity has stalled with the onset of the lockdown.

7.3.4 As the vast majority of Warren Hill prisoners are on life or other indeterminate sentences, the parole board must determine whether their risk is sufficiently reduced to allow them to be released on licence or be moved to a category D prison. The progression regime within the prison is designed to provide opportunities for prisoners to practise and demonstrate behaviour showing reduced risk. The TC and PIPE are also aiming to do the same thing, by supporting prisoners as they review their past dangerous actions and painful experiences, and build a new set of constructs for living.

7.3.5 The parole board has visited Warren Hill regularly through the year, and the OMU has the responsibility of pulling together all the evidence that the parole board requires. The IMB is, from time to time, contacted by prisoners who are anxious about aspects of their progression. Usually, there has been a failure of communication which can be put right. The IMB was concerned that the parole board hearing for one prisoner was delayed by several months because a psychological

report had not been written. It appears that this happened because the task was contracted out by the regional psychology service, and when a psychologist went off sick, no one else was found to complete the work. Failures of this sort can result in a delay in a prisoner's eventual release.

7.3.6 Parole hearings have continued through the lockdown by telephone or video link, although the telephone link has proved to be more reliable.

7.4 Family contact

7.4.1 As noted in previous reports, Warren Hill draws its population from all parts of the country. This means that, for many families, the distance and cost of visiting are considerable. Prisoners can apply to spend time at a prison nearer their home for a period of accumulated visits, but this is not always possible.

7.4.2 The prison makes every attempt to encourage visits by families, not only through weekly visits days, but also with family days and invitations for family members to come to concerts, exhibitions, theatrical performances and end-of-course award ceremonies, where they can see achievement being recognised. Parents and partners have told the Board how much they have valued these opportunities.

7.4.3 Warren Hill had hoped to be part of a digital visits pilot scheme which was set up last summer but was told that it did not have the required technical infrastructure. The door was reopened with the onset of lockdown, when laptop computers were provided to use for digital visits and parole hearings. Unfortunately, they cannot be used, as the telephone lines are too old to support the technology. Indeed, as we reach the end of May 2020, the prison was without its main telephone lines for four days.

7.4.4 The Board has previously commented on the high cost of telephone calls to prisoners. Although, as a result of the lockdown, BT has reduced the cost of calls by 15%, and prisoners have additional money on their PIN accounts, they are still making calls in public areas with little privacy. In addition, since the start of lockdown, some prisoners who are unable to speak to their families during the day have had to make an application requesting permission to come out of their rooms in the evening to make telephone calls, thereby adding an extra element of stress to what is already a difficult situation. The Board urges early consideration of in-cell digital telephone technology.

7.5 Resettlement planning

7.5.1 Although the whole ethos of Warren Hill is focused on preparation for release, it is not designated as a resettlement prison. Over the last year, the Governor has made creative use of the local CRC. A meeting attended by a member of the Board identified ways in which prisoners approaching parole could be supported, making use of the CRC's charity partners to offer finance, accommodation and employment advice.

7.5.2 A careers adviser works with both Warren Hill and Hollesley Bay. He sees all Warren Hill prisoners on induction, and again after they have been at the establishment for three months. He organised a careers fair in November, which was well received by prisoners.

7.5.3 The Vestey project provides mentors for a small group of prisoners as they make the transition from prison to life outside. The mentors recruited from around Suffolk work with prisoners before their release and then keep in contact with them for six months afterwards. The aim is to provide friendly support and a listening ear.

7.5.4 Between June 2019 and May 2020, there have been 97 parole hearings. Fifty prisoners have been granted release on licence, almost all to approved premises in the first instance, and 34 have moved to open conditions.

7.5.5 Recall rates remain high and are a matter of concern; 47 prisoners on parole from Warren Hill have been recalled to prison during the year. Of these, 11 had committed further offences and another 13 failed to reside in their allocated approved premises as required. Prisoners who have been in prison for many years often find it very hard to make the transition to life outside. As parole hearings approach, prisoners sometimes describe feelings of anxiety about the prospect of release. Some of those who have been returned have described to Board members the difficulties they have encountered when returning to a local area where they fall in with old friends and bad habits. Others have talked about the temptations of alcohol and drugs, and, indeed, 16 prisoners were recalled because of substance misuse.

7.5.6 Staff at Warren Hill are conscious of the need to balance support with challenge, and of the importance of standing back and allowing prisoners to make mistakes and learn from them. The Board notes with regret that the planned on-site approved premises are still unfinished, despite creative efforts by the Governor to identify and spend money on the required refurbishment of a building that has remained empty and unused for several years. The prison continues to help prisoners with the immediate transition, including staff sometimes driving prisoners to their approved premises. The Board's concern is about the apparent level of support that prisoners receive subsequently.

8. The work of the IMB

8.1 Between June and March, Board members visited the prison on a rota basis two or three times a week, including evening and weekend visits. They attended adjudications and reviews for prisoners at risk of self-harm. Members also observed management meetings and attended some training sessions aimed at staff.

8.2 Members have attended meetings of the residents council and the catering Forum, and other meetings involving staff and prisoners

8.3 Meetings of Board area Chairs have been attended by the Chair of the Warren Hill Board. Several members belong to the Association of Members of Independent Monitoring Boards (AMIMB), which brings monitors together to discuss issues without any government involvement. The Warren Hill Board visited HMP Wayland in March 2020.

8.4 One member resigned during the year, and a second indicated that she would be moving out of the area (although has so far been unable to do so because of lockdown), while a third completes tenure at the end of December 2020. Another member went on sabbatical in December 2019.

8.5 The Board complement was increased to 11, as part of the review of Board allocations. This increase was due to take effect at the beginning of April and a recruitment campaign was launched with a closing date of 5 April 2020. This campaign was suspended as a result of the pandemic.

8.6 The Board has been well supported by the Governor and other members of the prison's management team, receiving clear and detailed responses to any issues raised either in rota reports or at Board meetings. Prison staff have also been helpful to Board members and have facilitated contact with prisoners. The clerking arrangements have been resolved, and the support of the clerk and others in the business hub is much appreciated.

Board statistics

Recommended complement of Board members	11
Number of Board members at the start of the reporting period	10
Number of Board members at the end of the reporting period	9
Total number of visits to the establishment	163
Total number of segregation reviews attended	Not applicable

Applications to the IMB

Code	Subject	Previous reporting year	Current reporting year
A	Accommodation, including laundry, clothing, ablutions	0	0
B	Discipline, including adjudications, IEP, sanctions	3	3
C	Equality	0	2*
D	Purposeful activity, including education, work, training, library, regime, time out of cell	1	1
E1	Letters, visits, telephones, public protection restrictions	5	4
E2	Finance, including pay, private monies, spends	1	2
F	Food and kitchens	1	4
G	Health, including physical, mental, social care	4	4
H1	Property within this establishment	0	1
H2	Property during transfer or in another establishment or location	9	8
H3	Canteen, facility list, catalogue(s)	1	0
I	Sentence management, including home detention curfew, ROTL, parole, release dates, recategorisation	8	4
J	Staff/prisoner concerns, including bullying	1	2
K	Transfers	6	0
L	Miscellaneous, including complaints system		2*
	Total number of applications	40	36*

*One application referred to two subjects



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