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Chair, Independent Monitoring Board  
HMP Warren Hill  
Grove Road  
Holllesley, Nr Woodbridge  
Suffolk  
IP12 3BF

MoJ ref: SUB 084909

10 February 2021

Dear ██████████

**HMP WARREN HILL: INDEPENDENT MONITORING BOARD ANNUAL REPORT  
FOR 1 JUNE 2019 – 31 MAY 2020**

Thank you for your Board's report for the year ending 31 May 2020. I am grateful to you and your colleagues for your hard work in capturing these helpful observations, especially as you were short of Board members during the reporting year.

I fully understand the Board's repeated concerns about the handling of prisoners' property and recognise the frustration and distress this causes to prisoners, not only at HMP Warren Hill but across the prison estate. It is unfortunate that it has not yet been possible to publish the new Prisoners' Property policy framework. Having completed discovery work by visiting around 15 prisons HM Prison and Probation Service (HMPPS) has been working closely with stakeholders to consult on proposed changes to the policy. Discussions ahead of consultation with IMB members began with the IMB Secretariat in February 2020, who proposed meetings take place with Board members in April that year. In light of the pressures placed on Boards by Covid-19, HMPPS agreed with the IMB Secretariat to pause this consultation. A meeting with IMB representatives took place in August 2020 and the feedback received from those members is being considered alongside other contributions. There has been a slight delay in HMPPS being able to circulate a revised draft policy framework because of the need to ensure sufficient operational engagement. That work is now progressing well and we anticipate the draft framework will be circulated for wider consultation shortly.

Prisoner Escort and Custody Services (PECS) provide transportation for custodies and their property. The vehicle fleet is designed to carry the number of custodies it is intended for, together with their property in line with the volumetric limit which is governed by Prison Service Instruction 12/2011. The new PECS contract which commenced in August 2020 includes a new vehicle fleet which have an increased capacity to facilitate an additional half bag of property for consumables to the limit of 7.5kg. PECS has not received any complaints regarding property involving HMP Warren Hill in the last 12 months.


Locally at HMP Warren Hill documented checks have recently been implemented to follow up on cases of missing property. Checks are carried out by the Reception Manager at day 5, day 10 and day 20 until the case is resolved. If a logged complaint has not been resolved within a reasonable timeframe, HMP Warren Hill will settle the complaint locally so that the prisoner is not adversely impacted.

It was encouraging to receive your comments that HMP Warren Hill is a safe prison where prisoners are treated with respect. I am grateful to the Board for recognising the achievements of the Governor and his staff, in particular for developing the positive culture at the prison, for the progress that has been made on the development of the on-site Approved Premises, the focus on equality issues and the work undertaken to extend and enhance the educational provision.

I note you have raised some local issues of concern in your report which the Governor will continue to keep you aware of as work continues. HMPPS comments in response to other issues raised in your report are set out in the attached annex.

The Justice Secretary and I appreciate the valuable role played by members of Independent Monitoring Boards throughout the estate and we are very grateful for your continued hard work on behalf of HMP Warren Hill.

Yours sincerely

A handwritten signature in black ink that reads "Lucy Frazer". The signature is written in a cursive, flowing style.

**LUCY FRAZER QC MP**

## HMP WARREN HILL: INDEPENDENT MONITORING BOARD ANNUAL REPORT FOR 1 JUNE 2019 – 31 MAY 2020

### HMPPS comments on matters raised in the report

#### **Communications**

##### *Video calling*

Following the introduction of restricted regimes due to Covid-19, HMPPS has brought in new technology to introduce secure video calling to prisons. The roll-out started in May 2020 and secure video calling is now available in all public sector prisons, including all female prisons and Young Offender Institutions. Video calls are enabling prisoners to have much wanted face-to-face contact with family and friends at a time when physical visits are restricted.

HMPPS is committed to continually improving the video calls service to make sure it meets everyone's needs. We have been capturing data during rollout, including feedback from staff, prisoners and families to enable this. We continue to learn lessons from the roll out of video calls service and will use this to inform both the current service and longer-term planning in line with the recommendations of Lord Farmer's reviews for maintaining family ties.

##### *In-cell Telephony*

It is recognised the importance of having In-Cell Telephony across the estate as it allows easier access to family/friends and support frameworks. The In-Cell Telephony project has now completed over 60% of the estate. Installing infrastructure into the prison environment is complex and can be time consuming due to local restrictions and security implications that must be adhered to. It can take up to 12 months to install In-Cell Telephony into each prison. HMPPS determines the priority order of deployment and unfortunately HMP Warren Hill is not currently in scope to receive In-Cell Telephony. The establishments currently in scope are financially covered under an investment fund, meaning only a certain amount of sites can be completed due to limited funds available at this time. Additional establishments will be added to the scope for In-Cell Telephony if further funding becomes available.

##### *National Contract Provision*

Voice (telephony) as a service is reaching the end of its current contract. The Ministry of Justice is reviewing the current landscape and gathering requirements with a view to inform a new strategy and provide new services. This will include interrogating current prices and researching the market to ensure we have comparative services and costs. It should be noted that the PIN phone system is not directly comparable to any other public payphone service, as it requires investment in security and monitoring which is essential to the specific requirements of HMPPS. This is reflected in the cost of calls.

#### **Resettlement**

The Reconfiguration Project is not changing the function of HMP/YOI Warren Hill. The majority of the prison's function is as a progression regime, which is designed to test category C Indeterminate Sentenced Prisoners' responsibility and allow them to show reduction of risk. The Reconfiguration team is working closely with Probation Reform as they plan for unification in June 2021, making them aware of the future function of all prisons as part of Reconfiguration so they can ensure that appropriate resettlement services are in place where required.

HMPPS has implemented an Enhanced Through The Gate (TTG) service for prisoners, to improve the provision of resettlement in all prisons. This new specification includes the requirement that all Community Rehabilitation Companies (CRCs) complete specific, tailored tasks to help prisoners to gain employment,

as well as secure and maintain settled accommodation and manage debt and their financial affairs. To support this, the National Probation Service has improved commissioning rates and set minimum levels of funding for their commissioning of TTG service from CRCs for those people leaving non-resettlement prisons. At the present time, an Exceptional Delivery Model for TTG is in place to take into account reduced access to prison and prisoners and revised safe systems of work during the Covid-19 pandemic.

### **Soft Skills**

From April 2019, prison governors took control of their education budget and decided what educational and other training/development/skills provision they wanted delivered in their prisons. The extra curriculum activities at HMP Warren Hill allow prisoners to be creative in all form of the Arts. It is recognised that these opportunities help to compliment the men's wellbeing and purpose. This activity is heavily supported by a team of volunteers and the community. The prison has continued to fund activities throughout this period and plans to continue working with its creative partners, such as Red Rose and Snape who are publishing the prison's Vision 2020 arts gallery.