



Annual Report of the Independent Monitoring Board at HMP Warren Hill

**For reporting year
1 June 2020 – 31 May 2021**

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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 IMB is part of the United Kingdom's National Preventive Mechanism.

2. Description of the establishment

Warren Hill is a category C adult male prison with a current operational capacity of 262, and a recommended capacity of 258. The population is drawn from all parts of the country and provides three separate cohorts of prisoners, as set out below.

Progression regime

The progression regime was introduced in 2014 to enable prisoners who had failed in open conditions, or who were otherwise categorised as unsuitable for placement in open conditions, to demonstrate to the parole board that their risk to the public had reduced sufficiently to enable them to move to open conditions or to release on licence. This group of prisoners mainly comprises life-sentenced prisoners, and those serving indeterminate sentences for public protection (IPP) or extended determinate sentences (EDS). Prisoners on the progression regime are housed in three residential units, one of which is for older prisoners and those with a range of health conditions which require additional support. The progression regime can accommodate up to 200 prisoners. The progression regime model piloted at Warren Hill has now been adopted by three other prisons, which operate the regime on individual wings.

Therapeutic Community (TC)

This unit accommodates up to 40 prisoners and is designed to provide intensive group-based therapy for prisoners who have been assessed as being able to benefit from such a regime. The TC runs under the guidance of psychologists and trained officers and is conducted partly along democratic lines. Importantly, those who join the TC must agree to participate in the community. 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 accommodates up to 20 prisoners, primarily to offer transitional support for those who have completed therapy. Some of the prisoners transfer to the PIPE from Warren Hill TC and others apply from other prisons.

Health care services are provided by Practice Plus (formerly known as Care UK), education by PeoplePlus and support for substance abuse by Phoenix Futures. An advice and guidance service is provided by the Forward Trust. Other agencies contracted to work with the prison included Snape Maltings, Ormiston Trust, Shannon Trust, Shaw Trust, Samaritans, Fine Cell and Red Rose Chain.

3. Executive summary

3.1 Background to the report

The Covid-19 outbreak has again had a significant impact on the Board's ability to gather information and discuss the contents of this annual report. The Board has 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.

3.2 Main judgements

How safe is the prison?

The Board considers that Warren Hill is a prison that feels safe for both prisoners and staff. While there are occasional incidents of low-level bullying, the prison makes good use of challenge, support and intervention plans (CSIPs) and prisoners are encouraged to engage in mediation where appropriate. There was one death in custody last year and the IMB has noted that the prison has responded rapidly to identified learning points (see paragraph 4.3.1).

How fairly and humanely are prisoners treated?

The Board finds that prisoners are treated with respect. While the pandemic impacted on the operation of the key worker system, officers and managers continued to engage with the men and to explain the reasons for restrictions. The Board notes that the residents' council was very much involved in this process and where face-to-face contact was not always possible, prisoners were encouraged to voice their concerns and make suggestions in writing (see section 5.3).

A major concern through the year has been the provision and quality of the food provided by the HMP Hollesley Bay kitchen. Staff shortages resulting from the pandemic along with food that has often been prepared too early and sometimes cold, and evidence of inadequate hygiene practices has led to a breakdown in trust. The IMB considers that this situation can only be resolved in the long term by investment in a kitchen at Warren Hill (section 5.1).

How well are prisoners' health and wellbeing needs met?

The healthcare provision is generally good and of a standard similar to that in the community. It could indeed be argued that at the height of the pandemic the availability of healthcare in the prison was better than outside. When concerns have been raised about treatment or service, the IMB has found the healthcare manager to be responsive and changes have been made. The Board hopes to see the reactivation of the healthcare forum in the coming year (see section 6).

The Board considers that prisoner wellbeing has been well supported in difficult and unprecedented circumstances. Staff have completed regular welfare checks with all individuals and have distributed distraction packs, DVDs and other additional items.

These were provided when prisoners were confined for prolonged periods (see sections 4.3.2, 6.1.4).

How well are prisoners progressed towards successful resettlement?

The Board recognises that many aspects of the progression regime have been severely curtailed by the pandemic. It has not been possible for PeoplePlus to run education classes for almost the whole of the year to the end of May 2021 and key elements of the progression regime have similarly not functioned (see sections 4.6.1, 5.6.1, 7.1.1). The TC and PIPE have not been able to run group therapy sessions because of the need for social distancing (see section 7.3.3).

3.3 Main areas for development

TO THE MINISTER

While this prison has received fewer complaints about the movement of property in the year to the end of May 2021, it remains a matter of concern that the long-awaited review of the handling of prisoners' property has still not been published. This Board appreciates that delays in circulating a draft policy framework on property have occurred as a result of the pandemic but hopes that as restrictions ease, a comprehensive policy framework will be published in the near future (section 5.8).

TO THE PRISON SERVICE

The Board is pleased that the long-awaited upgrade in telephone and information technology data lines have been undertaken and that plans are well advanced for the installation of in-cell telephony at Warren Hill. However, the Board notes with regret that the opportunity was not being taken to install in-cell laptops at the same time (see section 7.4.3).

The Board has noted with much concern the ongoing difficulties with the provision of food from the Hollesley Bay kitchens and asks the Prison Service to examine the provision of a kitchen on the Warren Hill site (see section 5.1).

TO THE GOVERNOR

The Board fully acknowledges that the Governor has been unable to proceed with plans to extend purposeful activity and to extend the release on temporary licence (ROTL) scheme because of the pandemic. However, as restrictions ease the IMB would like to see these plans revived.

The Board also recognises that the prolonged lockdown has provided an opportunity to look at the regime at Warren Hill and hopes that the Governor will use this to implement positive changes.

3.4 Progress since the last report

This last year has not provided many opportunities for progress. Nevertheless, the IMB notes that at long last the plan for an on-site approved premises is nearing completion, as is a cell which can accommodate a disabled prisoner.

The Board has been impressed by the continuing efforts of managers and staff at Warren Hill to maintain relationships with and between prisoners at a time when so many restrictions have been in place.

Evidence sections 4 – 7

4. Safety

4.1 Reception and induction

4.1.1 Prisoners have continued to arrive from other prisons throughout the pandemic. Because of the pandemic the practice has been to arrange for new arrivals to arrive in groups. On arrival, prisoners are housed in a self-contained unit (reverse cohort unit) for a period which has ranged from 10 to 14 days to ensure that infection does not spread into the wider prison. The IMB has not had the opportunity to attend the multi-disciplinary case reviews, where applicants for the Warren Hill regime are scrutinised and concerns are highlighted before their arrival. This includes identification of prisoners with specific vulnerabilities, for example prisoners who have committed sexual offences, and staff are made aware of potential challenges.

4.1.2 IMB members have observed the reception of prisoners and have commented on the friendly and courteous approach of reception staff when dealing with new arrivals, though on one occasion concerns were raised about sensitive questions being asked in a public environment with other staff able to hear.

4.1.3 Induction arrangements have of necessity, been severely constrained because of quarantine arrangements. Induction packs have however been provided to newly arrived prisoners and induction orderlies have made contact with them. IMB members have also attempted to meet new arrivals through closed doors but this has not been particularly satisfactory, and arrangements are now being made to meet prisoners once they have been transferred to residential units.

4.2 Suicide and self-harm, deaths in custody

4.2.1 In the period under review there was one death in custody. The IMB was contacted but did not attend. The prisoner was found in his cell at unlock though there was some delay in establishing that he was dead. The IMB is pleased to note that additional guidance has been issued, setting out procedures to ensure that a positive response is elicited from prisoners at unlock. These procedures will be reinforced at regular intervals.

4.2.2 Incidents of self-harm have been rare. Warren Hill makes good use of the assessment, care in custody and teamwork process (ACCT) to support residents who express a wish to harm themselves. One interesting development which has arisen as a result of the pandemic is that family members have, where appropriate, been able to participate in case reviews by conference call. This has proved to be very helpful in supporting prisoners and the IMB is pleased that this is embedded in the new ACCT process. The IMB was only able to attend one ACCT review during

the reporting period. The IMB member commented on the care and sensitivity shown by staff. Healthcare staff attend ACCT reviews.

4.2.3 The new ACCT process will be introduced in early July 2021, and staff training is being undertaken across the whole prison before this happens.

4.3 Violence and violence reduction, self-isolation

4.3.1 Warren Hill continues to be a prison where violence is extremely uncommon. The prison has a zero-tolerance policy on this issue and any prisoner who is found guilty of violent behaviour is transferred following adjudication. Despite the frustrations of prisoners having less to do and increasing time spent in rooms, there have been no prisoner-on-prisoner assaults in the last year. IMB members have heard occasional reports of low-level aggression and bullying between prisoners but these have not translated into violent behaviour. There have also been no incidents of prisoner-on-staff violence. CSIPs are used appropriately and prisoners are encouraged to engage in mediation where appropriate.

4.3.2 Self-isolation has not been an issue in the prison. During the pandemic, prison staff undertook regular welfare checks with the aim of ensuring that this did not occur and where it has been possible safer custody representatives and Listeners have engaged with other prisoners experiencing difficulties.

4.4 Prisoners with specific vulnerabilities

There are Samaritan-trained Listeners on all units. The safer custody group has met every month when possible, though this has not always been feasible in the year under review because of restrictions imposed by the pandemic. IMB members have attended this meeting and have observed that safer custody representatives are encouraged to give feedback on behalf of those they represent. Sycamore unit houses older prisoners and those with health problems and they have been shielded from the rest of the prison for most of the reporting year.

4.5 Use of force

There have been no incidents of use of force in the past year. Staff have been trained in the use of incapacitant spray and restraint techniques but have not been required to use them in the past year.

4.6 Substance misuse

4.6.1 Phoenix Futures works in both Hollesley Bay and Warren Hill to support prisoners who are struggling with substance misuse. During the pandemic, drug tests were conducted only if a prisoner was under suspicion of misusing drugs: during the reporting year there were 21 drug tests. Of these the majority were negative or dismissed and a few were consistent with prescribed medication. Mandatory drug tests were suspended for much of the reporting year but have now been reintroduced and are able to test for gabapentin and pregabalin. These drugs are available on prescription but there is a need to check that they are not being traded within the prison.

4.6.2 Sniffer dogs are deployed around the site every day and are used to check mail and also family members now they have returned to prison visiting. No drugs have been found to have been smuggled in, thrown over or found in packages.

5. Fair and humane treatment

5.1 Accommodation, clothing, food

5.1.1 The accommodation at Warren Hill is all in single rooms and although the three main residential units are elderly they are of an acceptable standard. An ongoing concern is that some doors do not have an adequate aperture to allow hoses to be inserted in case of fire. The Governor had hoped that this work would be completed in the last financial year, but it has not yet happened. There are flush toilets in each room, but prisoners make use of communal showers. During the pandemic, when prisoners have had far less time out of rooms, unit rotas have ensured that everyone had daily access to showers. The accommodation in the TC and the PIPE is more modern and prisoners have en-suite showers.

5.1.2 During the hot weather in 2020, there were complaints from prisoners in the TC about rooms being too hot when they were locked up, and in response electric fans were provided. During the lockdown in January 2021, which coincided with a period of cold weather, there were ongoing complaints from both the TC and PIPE that rooms were either too hot or too cold. The prison service maintenance staff took some time to correct these faults. In the older parts of the prison, the windows are ill-fitting, and the funding which was made available to fit replacements has been withdrawn.

5.1.3 Problems with heating were exacerbated by the fact that prisoners were confined to their rooms for much longer periods than is normal at Warren Hill, where prisoners can expect to be out of their rooms for up to 12 hours a day. From February 2020 prisoners were allowed just 3 hours a day out of their rooms, though this was increased to 8 hours just after the end of the reporting period in June 2020.

5.1.4 It is also evident that this increased time locked up resulted in increased wear and tear on mattresses. The IMB received both comments and applications about requests for new mattresses which have continued to the end of the reporting period.

5.1.5 During the Covid-19 restrictions the number of cleaners employed increased by 50% and more time was made available for cleaning duties within the daily regime in order to make sure that areas were properly cleaned and sanitised. Cleaners are paid a bonus for undertaking deep cleaning duties in areas judged to be high risk for harbouring the virus.

5.1.6 For most of the reporting period prisoners have not been able to do their own laundry and the clothing exchange service (CES) has continued to undertake this work.

5.1.7 Food for Warren Hill is prepared by the kitchens at HMP Hollesley Bay about a mile away and is delivered in heated trolleys. There have been occasions during the year when menus have been restricted and sometimes changed because of the pandemic. During Covid outbreaks at Hollesley Bay there were staff absences and prisoners were not always able to work in the kitchens. On the whole these changes were accepted by the men at Warren Hill. However, a major problem occurred in November 2020 when the remains of a dead mouse were found burned on to the

elements of a heated trolley. This incident caused a breakdown in trust in the provision of food, particularly on one residential unit, and a number of prisoners continue to refuse to eat off the servery. Staff at Warren Hill monitor closely those prisoners who are refusing to eat off the servery to ensure that they have adequate food, either by buying food or cooking for themselves.

5.1.8 The unit community kitchens have been out of use during the pandemic and many prisoners who would normally cook for themselves and others have been unable to do so.

5.1.9 The kitchen at Hollesley Bay is undergoing a major refurbishment and a field kitchen has been set up which is both modern and fit for purpose. New trolleys have been purchased following complaints about the temperature of the food though Sycamore unit is unable to use the new heated trolleys because they are too large to access the small servery point.

5.1.10 Nevertheless, the situation where food is prepared off site some hours before it is to be eaten is far from satisfactory. Prisoners, all of whom have been in numerous other prisons, say that the food at Warren Hill is of a poorer standard than elsewhere. In the past year complaints about food have been numerous. IMB has received six written applications (20% of the total) on this topic, more than on any other subject. It is a rare visit when prisoners do not raise the issue of food, and hardly ever in a positive way. The Board takes the view that a kitchen based at Warren Hill would solve many of the problems as well as providing additional work and training opportunities.

5.2 Segregation

Warren Hill continues to function without a segregation unit. As Hollesley Bay is also without a segregation unit, Warren Hill receives significant numbers of prisoners from Hollesley Bay and holds them on residential wings pending transfer.

5.3 Staff-prisoner relationships, key workers

5.3.1 Over the course of the year the need for staff to isolate because of the pandemic resulted in disruption of the key worker system and there was a resulting increase in the number of complaints from prisoners. It was also clear that staff were having to spend more time on locking and unlocking duties and this took away from time that could be spent on meaningful conversations with prisoners. The management team was aware that key working reports had largely become a box-ticking exercise. In order to address this, supervising officers (SOs) were taken off management duties and relocated to units to strengthen supervision and training. Refresher courses on key working were the first priority when lockdown conditions were eased in May 2021. In conversations with both staff and prisoners the IMB noted examples of good practice in terms of support for individuals and a high level of awareness of problems.

5.3.2 The residents' council has continued to meet through the year; IMB members attending these meetings have been impressed with the way prisoners have presented the views of their fellow prisoners and engaged in solving the many difficulties raised by the pandemic. Managers have been open with prisoners about

the restrictions and have been clear about both constraints and possibilities. A weekly bulletin was issued by the chair of the council, which communicated meeting outcomes and invited responses from prisoners.

5.4 Equality and diversity

5.4.1 IMB members have attended diversity and inclusion action team (DIAT) meetings regularly through the year. DIAT meetings are attended by equality representatives from all units in the prison and those with protected characteristics are well represented. In the year from May 2020, eight discrimination incident reporting forms (DIRFs) were submitted of which two were upheld. Six DIRFs related to race, one related to sexual orientation and in one case the protected characteristic was not specified. IMB members have wondered whether the process is sufficiently understood and have on occasion reminded prisoners of their right to raise concerns in this way. DIRFs are normally reviewed by the community diversity officer, but this system broke down somewhat because of the pandemic. One prisoner raised an application with the IMB concerning the treatment of his DIRF application and although his case had been handled correctly the fact that the community diversity officer was not in the prison meant that his concerns were not dealt with as quickly as the Board would have liked.

5.4.2 The prison has been addressing action points raised by the Lammy report and the IMB is pleased to note that by December all but one of the points had been actioned. The outstanding action relates to the establishment of an incentives forum, which was delayed by the pandemic. The Board feels that this will require ongoing monitoring to ensure that progress is maintained.

5.4.3 In the course of the year there was a racial incident involving staff. The Governor took immediate and vigorous action, writing to all staff to remind them of both the law and the values to which they should adhere. Two members of staff were suspended and following a disciplinary hearing one officer was dismissed and the other agreed to a mediation with the member of staff who had raised the complaint. Training is planned to address issues of when 'banter' can cause offence.

5.4.4 While the pandemic has meant that celebrations through the year of different groups have been muted, they have been marked with displays on units and information has been circulated to staff.

5.4.5 Warren Hill is built on a slope and many areas are approached by steps though there are of course longer vehicle routes which can be used by those who find steps difficult. Prisoners with mobility issues are accommodated in Sycamore unit, which has a ramp to enable wheelchair access. Two rooms in Sycamore are in the process of being converted to a wheelchair accessible room and wet room. Progress on this has been very slow and at the end of the reporting period is still some way from completion. The chairlift in education has been upgraded and can be used by prisoners to access the barista, the shop and the multi-faith room, though staff assistance is required.

5.5 Faith and pastoral support

5.5.1 There have been a number of changes in the chaplaincy team in the year under review. The managing chaplain left Warren Hill in September 2020 to take up a secondment which then became a permanent move. One of the Muslim chaplains has been performing the role of managing chaplain in an acting capacity, pending the appointment of a permanent replacement. The Roman Catholic chaplain died early in 2021 following a long illness. Her death was noted with sadness by both prisoners and staff. The Anglican chaplain contracted Covid-19 and resigned following a slow recuperation.

5.5.2 Because of lockdowns through the year the religious services were very intermittent and at the end of the reporting period have not yet restarted. However, two volunteer chaplains have continued to visit the prison twice a week to ensure prisoners receive support either in their rooms, or in the chaplaincy office. New arrivals have been given one-to-one time with these chaplains once they have completed their quarantine period. The volunteer chaplains have also been pivotal in the arrangements for any prisoner wishing to attend a funeral via video link: a chaplain must be in attendance during the funeral service and can then offer support afterwards. Given the challenges of the pandemic along with the staffing issues mentioned in 5.5.1 above, the IMB feels the faith and pastoral support for faith groups and individuals has been excellent during the reporting period.

5.6 Incentives schemes (IP)

5.6.1 Within the progression regime at Warren Hill a system of enhanced behaviour monitoring (EBM) largely replaces the Prison Service's incentives and earned privileges (IEP) scheme. A prisoner on the progression regime has the opportunity to progress through EBM stages 1 to 3 by providing evidence to an EBM board that his risk factors are being addressed and that he has found ways to work on any negative behaviour within the community with the support of his key worker. This has been particularly difficult during the past year when opportunities to engage with other prisoners have been severely restricted. For much of the year, it has not been possible to hold EBM boards. The rewards available at stages 2 and 3 have also been constrained, with access to the shop, barista and longer visits with family not having been available. Another element of the progression regime, the Warren Hill Activity Licence (WHAL), allowing free movement around the prison on presentation of the WHAL card, has been suspended as all movements have been escorted throughout the reporting year.

5.6.2 IEP remains part of the TC and PIPE regime, though it is not much used. Key working is a feature for both these groups, though the pandemic has meant that this work has been limited. The IMB is pleased to note that as the prison plans its route out of lockdown it is looking at ways of enabling access to elements of the EBM enhancements for TC and PIPE prisoners.

5.7 Complaints

In the year to the end of May, prisoners submitted 666 complaints. Unsurprisingly in a year when prisoners were unable to move around freely, the greatest number of complaints focussed on residential issues, including complaints about mattresses and heating to which reference is made in section 5. November 2020 saw a spike in complaints about food which coincided with the problems identified in paragraph 5.1.7. A snapshot of complaints in March showed 52 out of 62 were responded to within the correct timescale. Of those that were overdue seven related to complaints about issues in other prisons. This is an ongoing problem, but a system has been put in place whereby the complaints clerk sends out a holding reply to the complainant, explaining that the complaint has been sent out of the establishment. Three overdue complaints were internal and corrective action was taken.

5.8 Property

5.8.1 When prisoners arrive at the prison, IMB members have observed that their property is checked in their presence. Complaints and IMB applications continue to be submitted in relation to property which has been lost, but in most cases these relate to items lost at previous prisons. It is regrettable that once a prisoner has moved on from an establishment it is extremely difficult to get satisfactory responses to enquiries about property. The external complaints mentioned in paragraph 5.7 are mainly concerned with property.

5.8.2 As stated in the IMB report from 2020, the Governor at Warren Hill has taken the decision to settle complaints about property locally when issues are not resolved within a reasonable timescale. At the time of writing this report there is still no publication of the long-awaited report on movement of prisoners' property. The IMB has received two applications concerning property in the last year, both relating to losses in other establishments. In addition, there were two applications about financial losses in other prisons, where orders were placed for items which had not arrived when the prisoner moved and the goods were not received and no reimbursement was made.

6. Health and wellbeing

6.1 Healthcare general

6.1.1 Healthcare is provided by renamed Practice Plus and is located in modern, purpose-built accommodation. In July 2020 a health care manager was appointed at Hollesley Bay and the manager, who up to that point had worked at both Hollesley Bay and Warren Hill, took on the post as full-time manager at Warren Hill. The GP service is provided on a locum basis. Dentistry is provided by the community dental services under contract to NHS England. Opticians attend once a month. Prisoners requiring podiatry or physiotherapy can be referred for treatment.

6.1.2 There is a healthcare complaints system in operation which appears to be working satisfactorily. In the year to the end of May 2021, complaints average about four per month. Where in previous years issues around medication were the focus of complaints, these have reduced following the implementation of new systems and

there does not now appear to be any particular trend to the complaints. Because of the pressure on healthcare during the Covid-19 pandemic, complaints were not always dealt with within the correct timescale, but in such cases complainants were sent a holding letter. The IMB has received three applications concerned with health care. The monthly healthcare forum has not functioned over the last year.

6.1.3 Healthcare staff are in attendance from Monday to Friday from 8.30am to 4.30pm. Outside these hours the prison makes use of the NHS 111 service and where deemed necessary ambulances can be called. Referrals to hospital have continued throughout the year with an average of about 28 external appointments each month. Some of these have been handled through telephone calls with a consultant before a prisoner goes to hospital. The IMB has observed some increase in the number of prisoners refusing to attend hospital appointments because of a perceived risk of infection.

6.1.4 In the middle of January 2021, two arrivals at Warren Hill tested positive for Covid-19 and the prison was declared an outbreak site at the beginning of February after testing showed other prisoners on Alder Unit had tested positive. The IMB had concerns about the fact that it took five days for test results on the population of Alder unit to be returned. The whole of Alder unit (100 men) was placed in isolation. Testing was then undertaken across the whole prison but the outbreak was contained on Alder and the prison was declared Covid-free on 8 March. One prisoner went to hospital with breathing difficulties but was able to return after 4 days. While some prisoners were unwell, most were symptom-free and took their enforced isolation with a good grace. They had activity packs, extra DVDs and videos provided in cell.

6.1.5 The Covid-19 vaccination roll-out began in February 2021 and by the end of May 171 prisoners had received at least one dose. This was 71% of those eligible for the vaccination, with some men refusing the vaccination because of reports of blood clotting and others feeling they did not need to have the vaccination because they had already had the virus. Healthcare staff continue to mentor those prisoners who refuse either a first or second vaccination in order to reinforce the positive message of vaccine efficacy.

6.2 Physical healthcare

6.2.1 New arrivals at the prison complete a health questionnaire in reception, although on one occasion an IMB member had some concerns that this was not as confidential as one might wish, as she noted that there were members of staff present who were not part of reception. The information is passed to healthcare and early appointments are made where necessary. As lockdown eased in July 2020, prisoners were able to make appointments to attend healthcare and this has continued. Dentists have been able to take appointments, but treatments have been restricted. The majority of prisoners are issued with medication but about 20 are prescribed medication on a 'seen to take' basis.

6.2.2 Following medical advice on the benefits of vitamin D as an aid to combat Covid, 179 prisoners placed orders for free vitamin D supplements through the winter months.

6.3 Mental health

It is estimated that about 80% of Warren Hill prisoners have some form of personality disorder and some of these also have mental health issues. A small team of mental health clinicians treat prisoners on a case by case basis, and IAPT (improving access to psychological therapies) offers a service in the establishment though this has suffered from ongoing staffing problems.

6.4 Social care

At the beginning of June 2020 four prisoners were on an active social care plan, reducing to three during the year to the end of May 2021. The prison has a well-established team of peer supporters, and the IMB is impressed by the way in which prisoners look after each other. Sycamore unit is designated for older prisoners with additional health, mobility or support needs, but men will often choose to stay on a unit where they have established social networks.

6.5 Exercise, regime

6.5.1 The past year has seen severe curtailment in the regime at Warren Hill. During the periods of lockdown, movement has been restricted and prisoners who would normally spend up to 12 hours a day out of cell have had this reduced to as little as an hour and a half during which to take exercise, shower and undertake domestic duties.

6.5.2 The Governor has tried to keep the gym open whenever possible, arguing that this exercise was important for the mental health of prisoners, but this could not be maintained when gyms in the community were closed. There is a large recreation field where exercise equipment and lighting were installed so that prisoners could continue to do some physical training, but many confined themselves to walking or running round the field. During the cold and wet months at beginning of 2021 this was not always an attractive option and many chose not to go out. IMB members have been impressed by the resilience of prisoners who have accepted the restrictions with a generally good grace.

6.6 Drug and alcohol rehabilitation

6.6.1 Although prisoners selected for Warren Hill are expected to be drug and alcohol free, many have a history of addictions and Phoenix Futures works to support them. Approximately 34% (80-90 prisoners) have addiction issues, and while group work has not always been possible during the pandemic, Phoenix Futures has continued to work with prisoners, albeit on a somewhat restricted basis.

6.6.2 An IMB member who attended a drug strategy meeting was impressed by the way different departments work together, sharing information to ensure every resident is given the very best chance of dealing with their addiction issues once released from prison.

6.7 Soft skills

6.7.1 Many of the activities which characterise the ethos of Warren Hill have not taken place in the last year. Group involvement in music, theatre and art has not been possible and community activities such as book groups have been curtailed. The writer in residence retired towards the end of 2020 and his post has been split between an artist in residence, a writer in residence and an arts coordinator. Storybook Dads has been something of a stop-start activity. The arts coordinator has been ensuring that prisoners have access to materials and support to continue with craft work in their cells. The Forward Trust has been offering peer support training and Listeners have had some training from Samaritans when this has been possible.

6.7.2 Sycamore unit, which houses mainly prisoners aged over 55, has been the subject of some concern to the IMB because of the lack of meaningful activity for this unit. Because of the pandemic and the need to shield the prisoners resident on Sycamore, the unit was closed to visitors until February 2021 and the IMB was therefore unable to make direct contact with this group of prisoners. Our main concern was that they were not able to exercise on the field or in the gym. The unit has its own outside space, and when we were able to go on the unit, we could see that progress had been made on providing activities. A boules area and a mini-golf putting course were being set up. One prisoner on the unit has been particularly proactive in the development of the exercise facilities.

7. Progression and resettlement

7.1 Education, library

7.1.1 PeoplePlus, the education provider, has been unable to run classes during the last year. PeoplePlus staff have however been in the prison and have prepared in-cell packs. On the whole prisoners were grateful for the opportunity to continue with their learning, though initially the quality of the packs was mixed. Over time the packs have improved in both quality and visual appeal and tutors have been able to give written feedback and respond to questions and individual needs. As would be expected, in-cell learning does not appeal to everyone and some prisoners could not or would not return their packs. Staff were also involved in enrolling people for distance learning courses. When lockdown eased at the end of May, the multi-skills workshop started up and few classroom-based courses were open for prisoners who were part-way through, but staffing shortages in PeoplePlus and the need for social distancing in the classrooms means that provision is still limited.

7.1.2 The library has remained open throughout the year, with orders for books and DVDs being delivered to the units. All materials have had to be quarantined before being returned to stock, so there has been some restriction on availability. The library orderlies have been responsible for much of the work, with the support of the librarian. Funds were made available to purchase additional stock.

7.1.3 PeoplePlus has been involved in enrolling prisoners for distance learning courses: currently 16 are enrolled on Open University courses and three have signed up for distance learning with Prison Education Trust.

7.2 Vocational training, work

7.2.1 As with the rest of the activities of the prison, work has been affected by the pandemic. The woodworking and engineering workshops were closed for some months and when open have had numbers restricted and prisoners have worked part-time. The woodwork shop produces work for prison contracts and also produces high quality garden furniture. Prisoners in woodwork have access to vocational training, and a forklift truck course has also been run by a prisoner who is a qualified instructor. The welding workshop also produces work for other prisons and PeoplePlus has taken on the assessment of a City & Guilds qualification in engineering and welding.

7.2.2 The gardens have provided employment throughout the year, albeit on a minimal basis at some periods. Despite this Warren Hill has again reached the finals of the Windlesham Trophy for prisons in England, though hopes are not high after a difficult growing season.

7.2.3 Prisoners employed on the raptor project have also worked through the year, feeding, cleaning and exercising the birds. The breeding programme is well established and those who work with the raptors always impress with their knowledge and care for the birds.

7.2.4 The shop in the Virtual Village has operated an order delivery service, though stocks have been somewhat limited. The barista too has run a delivery service and has made use of the catering kitchen to make cakes, burgers, pizzas and other items ordered by staff and prisoners. At the end of the reporting period the barber's shop, planned since last year, was finally able to open and a sewing workshop will be able to alter clothes and do repairs.

7.2.5 The clothing exchange service (CES) employed additional prisoners to provide a laundry service at a time when prisoners were unable to do their own washing, but the staffing has now reverted to low numbers and relatively little work. CES is also the base for the handymen who are employed by GFSL (Government Facilities Services Ltd) to provide maintenance services around the prison. They have worked throughout the year, undertaking repairs, painting and constructing new offices.

7.3 Offender management, progression

7.3.1 The offender management unit (OMU) has worked efficiently through the year, making use of telephone and video conferencing for selecting admissions to the prison. Although the IMB has not attended any of the risk assessment meetings, it has received minutes and continues to be impressed by the care taken to ensure that the right applicants are selected for transfer to Warren Hill and that management of the risks they pose is properly planned.

7.3.2 Some key elements of the progression regime have been affected by the pandemic, with both key worker activity and enhanced behaviour monitoring (EBM) boards being suspended. The release on temporary licence (ROTL) pilot which started last year has not been able to operate in the reporting year.

7.3.3 The intensive group therapy in both small and large groups, which is a central feature of the TC, has not taken place during the pandemic even when lockdowns were eased. There were concerns that restarting and then stopping group work was potentially damaging for prisoners.

7.3.4 Parole boards have continued throughout via video link and prisoners have continued to be released, mainly to approved premises, or to category D open conditions

7.4 Family contact

7.4.1 Through the summer and early autumn of 2020 some social visits took place. Visitors were required to wear face coverings and were not allowed to visit if they were coming from an area of the country which was in lockdown. Social visits were discontinued in the autumn and only started again at the end of May. One prisoner told an IMB member of his joy at being able to hug his child during a visit.

7.4.2 Video (Purple) visits functioned poorly or not at all to begin with because of Warren Hill's old telephony systems and inadequate IT lines. Following upgrades to these systems in September 2020, the Purple Visits system began to function correctly and after a slow start has become more popular. Some prisoners have commented to the IMB that half an hour is insufficient and prefer to make use of the telephone. During the pandemic extra phone credit was made available to prisoners.

7.4.3 At the end of May 2021 there was still no decision that in-cell telephony should be installed at Warren Hill, though this has since been agreed. The cost of phone calls for prisoners using landlines to make phone calls has long been a source of concern to the IMB, particularly for those who have been in prison for a long time and for whom the maintenance of family contact is often problematic. While not directly linked to family contact, the IMB notes with regret that the planned upgrade of in-cell telephony will not include the provision of Notebook laptop technology which would allow prisoners to access canteen ordering, make applications and support learning.

7.5 Resettlement planning

7.5.1 A careers adviser employed by the Forward Trust works at Warren Hill and Hollesley Bay. Although opportunities to do work directly with prisoners have been limited, he has been doing so when possible, and he is assisted in his work by a resettlement officer. The focus of support is on those coming up to parole. A member of the IMB has sampled some documentation prepared by the careers adviser and has been impressed by the action plans and the follow up.

7.5.2 After lengthy delays the Portakabin which has been standing empty for a number of years has finally been refurbished and the activities hub has been relocated into the building. The space which previously housed the activities hub is in the process of being refurbished and should be available in the autumn of 2021 to house four prisoners in on-site approved premises accommodation in order to

enable prisoners due for release to live more independently and learn to abide by the rules associated with external approved premises. It is hoped that this will help to mitigate the recall rates which have been noted in previous years. The Board has not been able to monitor this issue during the reporting year.

8. The work of the IMB

8.1 At the start of the reporting year, IMB members were not visiting the prison because of the Covid lockdown. However, at the beginning of July restrictions were eased and one member of the Board began to make regular visits. Over the following months other members of the Board returned to work within the prison, although one member only returned as late as December because he was shielding following hospital treatment.

8.2 Board meetings were held via Zoom until face-to-face meetings started again in July 2020, with some members attending by telephone.

8.3 IMB attendance at meetings within the prison was restricted, but where possible members attended meetings of the residents' council which were held in the large multi-faith room. As the year progressed and the prison opened up, it has been possible to attend other meetings in the prison.

8.2 After a prolonged period of stability, the last year has seen significant losses of Board members. One longstanding Board member at last managed to move to another part of the country after many months of delay caused by the pandemic and another completed his 15-year tenure in December. A third member made the decision to resign during the pandemic as she needed to focus on her business. Following a long sabbatical a fourth member also resigned.

8.3 Three new members were recruited to the Board and started just before Christmas 2020. One resigned very quickly following a decision to move away from the area, and a second after about five months. Undoubtedly the limited access to support and training resulting from the circumstances of the pandemic contributed to that decision. The third new member is proving to be a valuable member of what is a somewhat depleted team.

8.4 Warren Hill IMB participated in the recruitment exercise organised by the Secretariat. This took place in May 2021 in a series of Zoom interviews. The Board awaits the clearance of two new members following this exercise.

Board statistics

Recommended complement of Board members	11
Number of Board members at the start of the reporting period	9
Number of Board members at the end of the reporting period	6
Total number of visits to the establishment	130
Total number of segregation reviews attended	0

Applications to the IMB

Code	Subject	Previous reporting year	Current reporting year
A	Accommodation, including laundry, clothing, ablutions	0	1
B	Discipline, including adjudications, IEP, sanctions	3	2
C	Equality	2*	1
D	Purposeful activity, including education, work, training, library, regime, time out of cell	1	0
E1	Letters, visits, telephones, public protection restrictions	4	4
E2	Finance, including pay, private monies, spends	2	0
F	Food and kitchens	4	6
G	Health, including physical, mental, social care	4	8**
H1	Property within this establishment	1	0
H2	Property during transfer or in another establishment or location	8	4
H3	Canteen, facility list, catalogue(s)	0	1
I	Sentence management, including HDC, release on temporary licence, parole, release dates, recategorisation	4	2
J	Staff/prisoner concerns, including bullying	2	0
K	Transfers	0	0
L	Miscellaneous, including complaints system	2*	2
	Total number of applications	36*	32

*One application referred to two subjects.

** 5 applications referred to issues around COVID: 3 were from the same prisoner all about wearing of face coverings.



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