



ANNUAL REPORT
of the
INDEPENDENT MONITORING BOARD
at
HMP & YOI Warren Hill

1 June 2003 – 31 May 2004

STATEMENT OF PURPOSE

In all its activities the Board will uphold the principles of fairness and humanity in the treatment of prisoners while giving full weight to the maintenance of discipline and the interests and concerns of staff

The principal duties of the Board are to:

- (a) Satisfy themselves as to the treatment of prisoners, the state of the prison premises, and the administration of the prison
- (b) Direct attention of the Governor to any matter which calls for his attention; and
- (c) Report to the Secretary of State any matter which they consider it expedient to report.

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Introduction

This is the first annual report of the newly-formed Independent Monitoring Board [IMB] of HMP and YOI Warren Hill which divided from HMP and YOI Hollesley Bay in January 2003. The prison is located, some 16 miles east of Ipswich in rural Suffolk, on two isolated sites each a mile apart. It comprises Warren Hill, whose certified normal accommodation [CNA] is 192, which houses juvenile prisoners subject to a Detention and Training Order [DTO] and Young Offender inmates and Carlford unit, with a CNA of 30, for Section 53 and 91 juvenile prisoners. Both establishments still share some services.

This reporting year has seen the opening of a Remand wing of 30 places and the introduction of PSO 1700, the IMB no longer authorising the segregation of prisoners. In addition, Warren Hill is back under the auspices of the Eastern Area whose manager has responsibility for 11 other prisons in East Anglia; the previous area manager had specialised responsibility for juvenile establishments only.

1 Overview

1. This reporting year has seen the inception of many far-reaching organisational changes at Warren Hill. Firstly, a First Night and Support, Intervention and Separation unit known as Butley has been developed. This entirely replaces the existing reception and segregation units. Adjustments to inmate segregation, as contained in PSO 1700, have also been made.
The Anti-Bullying, Child protection and Self-harm committees have come together under the management of a single safe-guarding governor. Race Relations is shortly to be added to this committee.
A Head of Learning and Skills has been appointed who is charged with the transition of education at the prison to that of a "secure training college". A remand wing, comprising 30 places for unconvicted inmates, was opened last September; these prisoners have integrated well with the convicted trainees in the residential accommodation. A Substance Misuse Committee has been formed which works to the YJB national specifications. As such, the role of the CARAT and Turning Point workers is due to change. Part of this shift requires that Mandatory Drug Testing to become the new responsibility of the Security committee. In April, there was a transfer of responsibilities from the Suffolk Probation Service to the Youth Offending Team in order to increase integration of services to trainees. Lastly, the prison has been selected as a "first wave trailblazer" as part of the transfer to full NHS commissioning of health services for prisoners due in April 2005.
2. Both managers and staff have responded well, and many individuals with enthusiasm, to these changes in working practices. The draft transfers from Onley were all absorbed quietly into the prison. Visitors to the prison comment on the positive attitudes demonstrated by the staff.
3. There still remains some outstanding work to be done to enable Carlford unit's recovery of its previously high reputation.
4. The sudden national closure of facilities, such as the workshops without any real plans for replacement activities has taxed the staff's ingenuity and it is to their credit that the levels of purposeful activity have been largely maintained.
5. The IMB recognises that Warren Hill is a stable, well-run and safe environment for the trainees.
6. The Board wishes to express its sincere thanks to the Governor, his secretary for her willing assistance, the administration typist for her patience and all the members of his staff for their co-operation and goodwill that allow it to fulfil its statutory duties.

2 Matters of Concern

(Numbers refer to the paragraph in the main body of the report)

- 6.4 The serveries on Deben, Gipping and Butley unit require urgent refurbishment.
- 8.8 The decision to implement Project REX, with its changes to conditions of employment, forced the closure of three thriving workshops last summer without any planned replacement of training. The Board was dismayed by this decision with its inevitable consequences to the practical preparation of trainees for work after release. The IMB was then further concerned to learn about the subsequent abandonment of Project REX last February. To date, only one workshop remains functional.

- 8.7 The decision to close the FTC, with its focus on pre-release preparation, was a concern for the IMB. The Board would like to be re-assured that the Working Skills for Life modules will be a substitute for the FTC's work.
- 11.4 The IMB considers that the health centre is in urgent need of complete refurbishment, extra office space is also needed. None of the present facilities, apart from the Dental Room, bears any resemblance to a modern GP premises.
- 21.2 The visitors' centre needs to be developed from an unstaffed waiting area to a staffed facility, including volunteers, providing services for visitors in order to help maintain family ties.
- 18.5 The IMB would like to see the introduction of communal eating of meals at Warren Hill.
- 21.3 Transport for visitors to and from Ipswich railway station is needed.

3 Advocacy

1. The National Youth and Advocacy Service was introduced in February, the prison being a "pilot site". It is a little early to assess its impact, but the introduction has been a smooth one with the staff's full co-operation. However, numbers of applications to the Board have reduced lately.

4 Anti-Bullying, Child Protection, Self-Harm

1. Since the last Annual report, the staff have made significant strides in the strategic reduction of bullying and self-harm incidents. The Board wishes to commend the staff for their prompt actions in the prevention of life-threatening incidents, the recent self-harm audit was rated as "Good".
2. A safe-guarding governor and a safe-guarding manager have been appointed to encompass the three headings. Race relations will be included in the new safe-guarding committee, soon to be in place. The monthly bullying review meetings will also incorporate the current [quarterly] self-harm reviews; these combined meetings should also help to improve unit staff attendance. It will be very beneficial to have one policy, under both a functional governor and a manager with overall responsibilities, to integrate these very sensitive areas. All officers, it is felt by the Board, are very pro-active in wishing to achieve and maintain a zero-tolerance to bullying in the prison.
3. An updated child protection policy exists which is used in conjunction with Suffolk social services' own policy, twice-yearly meetings are convened in the establishment.
4. Access to a dedicated Samaritan telephone link is provided, the Samaritan team visit weekly and the new PIN phone system also alerts the trainees individually to the availability of Samaritans. 133 self-harm forms have been opened.

5 Carlford Unit

1. An isolated, self-contained secure unit housing up to 30 trainees, aged between 15-18 years, who are subject to Section 53 and 91 sentences. The unit has been cited for its “good practice” and excellence in the past. However, its distance, of a mile, from Warren Hill can make line management a little problematic
2. A change of leadership has been a positive move which, it is hoped, will restore the unit’s previous reputation. The principal officer has been successful in bidding for funds to underwrite some exciting developments which will complement the existing activities.
3. A Juvenile Enhanced Thinking Skills [JETS] course is to start. The boys are outside in the fresh air more frequently. Inmates take responsibility for a number of captive reptiles. The well-equipped gym is in use in poor weather. A community radio initiative has been popular, along with Aldeburgh Foundation music-making, with the youngsters.
4. There is an increasing need for special needs education support; the programme needs to be revised to incorporate provision for the more able student.

6 Catering and Food

1. The kitchen, situated in Hollesley Bay prison, recently a shared service and about to come under its sole governance, provides meals, for some 500 prisoners in all, to a good standard. However, the 40-minute transfer in a “hot box” up to the residential wings at Warren Hill and Carlford Unit cannot improve either flavour or texture: food is a common cause of complaint. A recent catering survey, to which only about one third of boys responded, indicated that most were satisfied with the meals.
2. The prison would benefit from its own on-site kitchen.
3. The Board is pleased that the breakfast pack contents have recently been augmented. The daily cereal helping has been doubled [now 4ozs.] and a week each of extra daily [85 mls.] UHT orange juice, [200mls] UHT milk or [125g] fruit yoghurt in rotation have been added.
4. Deben, Gipping and Butley unit serveries require urgent refurbishment.

7 Chaplaincy

1. In addition to the customary religious services, a “Time Out” group is run for eight at a time of the more vulnerable juveniles, who are reluctant to join normal association, over a minimum of four weeks. This proves to be very successful. Chapel volunteers help with a trainees’ group on weekday evenings.
2. The Imam visits on a weekly basis.
3. A world-faith room is available in both Warren Hill and Carlford unit.

8 Education

1. A Head of Learning and Skills is in post, who is charged with the transition towards a “secure training college”. He is part of the Senior Management Team.

2. The recent [December 2003] Follow-Up Ofsted and Adult Learning Inspectorate findings were very positive.
3. The Education Contract compliance has improved, absent teachers are being replaced and this is beginning to impact on recruitment and retention issues.
4. The Learning Support Assistants [who are accredited], the Special Educational Needs Co-ordinator [SENCO] and the literacy and numeracy co-ordinator have all contributed to the enhancement of the education provision. A named guidance worker, who serves as a link, is appointed to every unit.
5. Increased Level 3 study [I.T., Science, Maths, Citizenship and English] has been introduced and suitable accreditation is being sought. English for speakers of other languages [ESOL] teaching has started for 3 hours weekly, the Business Administration module is a popular option which forms part of the AQA [unit award scheme]. A new 12-AQA unit programme "Samba on the Hill", which appears to be an innovative way of engaging with the trainees, just needs suitable accommodation.
6. The Juvenile Activity Centre [JAC] continues with its imaginative work and has been cited as an area of "good practice". Theme teaching is very successful here. Outside speakers are invited to contribute to the enrichment of the curriculum [VSO, Fitness for Young People] and to support literacy and social skills. A drama, part of the Arts Council presentation, was also enacted during the year.
7. The Board was concerned at the decision to close the Foundation Training Company [FTC], it is hoped the Working Skills for Life course to be launched will, in some degree, replace that lost inmate pre-release preparation.
8. Project REX, with its conditions of employment changes, forced the closure of three thriving workshops last summer and these have not yet been replaced. Painting and Decorating has continued to run but the other expensively equipped workshops with their experienced instructors [Industrial Cleaning, Motor Mechanics and Bricklaying] have remained closed to the inmates who are still requesting this vocational training provision. The Board is dismayed by this situation, especially as we now know that Project REX has been abandoned. As a solution, a worthwhile bird- box construction project, with Minsmere Bird Reserve links, has been quickly set up in one of the redundant workshops to successfully occupy and train some boys instead. However; the Board doubts that these skills would lead to tangible employment on release.
9. The Bicycle repair workshop, with its Inside Out links, has not been operational for several months.

9 First Night and Support, Intervention and Separation: Butley unit

1. This is an amalgamation of reception, induction and segregation and their staff into one building which has been developing this year; extra prison officers, in addition to the night patrols are on duty at night to ease in late evening arrivals. The adjudications room has been completely refurbished in order to promote communication, boys do appear to feel more at ease.
2. The Board is pleased to note that adults [from Hollesley Bay] have not been located here since June 2003.

3. The quality of the meals for the admissions is improving. The Board is encouraged that there are proposals to install a washing machine for the laundry of the admissions' clothing before it is stored away until discharge.
4. Until very recently, trainees were being moved to their units quickly; however, one wing in Butley has had to become a "residential" one. Staff are making strenuous efforts to provide association, education and gym for these boys.
5. The new PSO 1700 segregation arrangements have taken a little while to implement, some uniformed staff are still becoming used to their new duties. Far fewer numbers of inmates are being held in segregation; this testifies to the positive relationships between trainees and officers on the wings. No trainee has been held in a special cell for over 24 hours, 10 have been held in total this year which is a reduction on last year's figures [17].
6. 72 inmates have been segregated on GOOD and 105 trainees on RFU during this reporting year.

10 Grounds

1. Outside areas continue to improve and are a credit to the Estates Manager and his team, trainees are keen to apply for gardening work.
2. An extension to the car park has been built this year.

11 Healthcare

1. There is 24-hour nursing provision, GPs attend five days a week and "on call" as required, a dentist, optician and chiropodist visit once a week. Other therapists attend when needed. There is a regular GUM consultant-led clinic and nurse-led asthma, diabetes, well man, immunisation, and smoking cessation clinics. The pharmacy service requires modernisation. Secondary care is provided at the local District General Hospital.
2. The prison has been selected as a "first-wave trailblazer" as part of the transfer to full Primary Care Trust [PCT] commissioning of health services for prisoners. However, for the first year, the Standards Audit Unit [SAU] will continue to audit against the Healthcare standard but the reports will be advisory only.
3. A Child and Adolescent Mental Health Specialist Nurse Manager and a Substance Misuse Nurse Specialist have just been appointed.
4. Originally built as a much smaller addition to the, then, main treatment room facilities at Hollesley Bay prison, the health care centre is too small, austere and in urgent need of complete refurbishment. The treatment room is also used as an office and for the storage of trainees' medical records. It is impossible to undertake confidential assessments as there is little privacy in this room. The medical consulting room has no hand washbasin and the waiting room is stark. The plan to build a new Substance Misuse treatment building with its own healthcare facilities and office space needs to be expedited urgently.
5. Some security issues need to be overcome so that healthcare staff may access the internet.

12 Health and Safety

1. Monitoring has begun to improve with the appointment of a Health and Safety Support Officer who is checking accident report forms and accident books and reading observation books and F213 logs.
2. Increased unit staff attendance is needed at statutory health and safety, and fire safety [one hour] training sessions.
3. There is a lack of trained first-aiders, many officers hold out of date certificates.
4. As no one is allowed or trained to use the SBDA equipment, the Fire Officer and Inspectorate recommend its removal.
5. Some fire doors are neither in correct working order nor will close as required. This situation needs attention.
6. Four staff are trained in PAT testing equipment, the software is not yet installed.
7. Most areas of the prison adhere to the non-smoking policy.

13 Libraries

1. There have been problems with library opening hours in both Warren Hill and Carlford as there is no professional librarian; the OSG assigned to library duties is often required to provide cover for other officers.
2. Provision of a wider range of reading and other materials is required.
3. Unfortunately Carlford Library also doubles as an office imposing further restrictions on its use.

14 Physical Education [PE]

1. This department should consist of a PE manager, a senior officer and 9 PE officers. It has been short staffed due to resignations and injuries for much of the year. As PE forms such an essential part of rehabilitation process; its department's aim is to implement the policies and strategies of the establishment as identified in the business objectives. These objectives are monitored by the Youth Justice Board and the PE provision must also reflect the national curriculum standards for under-eighteens.
2. Shared services remain in spite of the split of the two prisons: these have caused some significant problems with continuity. Physical education is also provided in Carlford unit, catering for more serious Section 53 and 91 offenders, which is nearly one mile from Warren Hill. The department has had to deliver services to three sites, with a depleted PE team and has worked very hard to provide these. PE delivery, therefore, has been reduced due to these circumstances.
3. It has been hard to deliver constructive programmes with the constant curtailment of the gym regime. There has also been a high expectation from senior management to occupy trainees out of their rooms. Consequently, the department has experienced high numbers of boys through the gymnasium and this has reduced the opportunity to deliver accredited courses. The department has concentrated on recreational-type activities which accommodate and contribute to time unlocked.

4. New profiles allowed the department to concentrate on certain areas and the balance and delivery of PE has presented a better opportunity for all. It was recognised that new staff are required in order to provide an effective and efficient department.
5. The programme in Warren Hill is now formulated, staff hope to maintain consistency and continuity. Objectives and tasks have been set for the future.
6. Recently, two new buildings have been added to the gymnasium: a temporary office for the PE manager plus a classroom. The department is short of four members of staff and these positions are being advertised at present. Discipline officers have covered some of the staff shortages.
7. Considering the various problems, the PE department has carried out much good work, the joint running of the effective Access course has been maintained and the department is to be commended.

15 Race Relations

1. The multi-ethnic Race Relations Management team, consisting of representatives from the Commission for Racial Equality, establishment link officers and trainees, meets quarterly. An average of two trainees attended the meetings.
2. Access to work and activities is monitored, trainees are encouraged to submit racist incident report forms and these have resulted in an increase in submissions which have reached satisfactory resolutions. No applications in this area have been received by the IMB, see Appendix 2. The audit score was good.
3. Minority ethnic representation in the prison is about 33% at present.
4. Increasing numbers of grooming items are available for purchase in the canteen.

16 Remands

1. On 1 September 2003, 30 places were identified for remanded trainees sentenced from the courts from within an approximate radius of 80 miles of the prison. In spite of visits to Warren Hill by magistrates, only a few unconvicted young men [6-16] took up the places until recently.
2. Two landings on Orwell unit, have been designated for remanded boys and unit staff have adapted very well to their needs. A specialist YOT remand worker has been employed.
3. The full integration of both remanded and sentenced prisoners, during shared activities and the wearing of prison issue clothing, has worked very well. Admissions are dealt with sympathetically by the wing staff.
4. The additional workload on reception staff caused by the increased movements has been absorbed, extra visits and legal visits are well managed by security. The robust protocol devised for remanded inmates is working well.
5. Recently, numbers have reached a total of 28 boys. In addition, remanded inmates have had to stay longer than usual on Butley unit [admissions] due to recent overcrowding pressures within the juvenile estate. The Board feels that this should be avoided whenever possible.

6. It is a sad fact that, on arrival, many of the remanded trainees find themselves back on familiar ground.

17 Resettlement and Throughcare

1. The Youth Offending Team [YOT] is responsible for sentence management and planning. This is the offender case management system through which throughcare is delivered. Its priorities are to prepare trainees for safe release and to make best use of the trainee's time. The system is designed to provide a means of effective communication and integrated work between the prison, the YOT and other relevant organisations.
2. The Suffolk Probation Service passed these responsibilities over to the YOT in April this year when an official contract was signed. A practice manager was appointed and has been in post for a month. The YOT also has two probation officers, one social worker, one remand worker along with two administrative staff.
3. The Motivating Offenders to Rethink Everything course [MORE] is, at present, less frequently run.
4. Unfortunately, the Anger Management course has been closed pending procurement procedures being used to replace it.
5. May 2003 –April 2004:

128 trainees released on DTO Early Release Scheme or Home Detention Curfew

240 trainees on normal release (mainly short-term DTOs ineligible for early release)

40 trainees did not qualify for "tagging"- nature of sentence

ROTL [temporary release] has scored 100%.

62 Remand Boards

336 Sentence Planning Review Boards-January-March 04

18 Residential units

1. These accommodate Detention and Training Order[DTO] 15-18 year old boys, there are also a few young juvenile offenders (Section 91s).
2. Refurbishment of showers has taken place this year, in-cell TV is provided at £1 a week and new wooden furniture has replaced the old furniture.
3. Warren Hill has experienced little overcrowding this year unlike the rest of the juvenile estate. Good rapport exists on the wings between staff and boys, transfer drafts from HMP and YOI Onley were absorbed smoothly.
4. On the whole, association has been rarely cancelled but purposeful activity targets have not been wholly realised.
5. The Board would like the trainees at Warren Hill to eat communally, as they do on Carlford unit, instead of alone in their cells.

19 Security

1. Chaired by the deputy Governor, the meeting meets monthly and follows the Prison Service agenda. Concerns are discussed, closely analysed for trends and monitored.
2. Security is managed in a firm but fair manner. Key performance indicators [KPI] are being met and the audit was "Acceptable". The senior management team and the security team were pleased with the result on the whole. The failure to achieve a "Good" audit result lay in the fact that, security staff considered a strip search of a vulnerable youth to be inappropriate in particular circumstances.
3. Good use is made of the drug dog especially during visits.
4. Both cell searches and drugs testing have met their annual targets.
5. There have been no escapes or serious incidents
6. It is relevant to note that "sensitive" areas of security are not a source of applications to the IMB.

20 Substance Misuse

1. The drug strategy committee has been replaced by the substance misuse committee, Mandatory Drug Testing [MDT] and the management of the "drug dogs" have moved to security responsibility. The Substance Misuse Manager, appointed in February 2004, is responsible for the implementation of the YJB National Specification for Substance Misuse for Juveniles in Custody. This encompasses five elements:
 - 1) Identification and assessment,
 - 2) Detoxification and clinical management,
 - 3) Support and programmes,
 - 4) Throughcare and resettlement and
 - 5) Education and prevention.
2. As such, the manager serves on the national steering committee and leads on staff training and element 5). A successful staff workshop has recently been staged to identify the required changes to practice. The proposed changes mean that every child will automatically receive an assessment on arrival and universal education at level 1.
3. Counselling, Assessment, Referral, Advice and Throughcare [CARAT] which no longer operates under that heading since April 2004, feels that there has been a trend towards more compacts being opened and has been recently well above target after a slight downturn. Turning Point staff, who are contributing to group work in their new role, have met their targets this year.
4. Both mandatory and voluntary drug testing achieved their required target this year.

21 Visits

1. Visitors report that it is easy to contact the Booking Clerk and the ensuing arrangements are efficient. The refurbished Visits Room has not posed a security threat. Only a couple of closed visits have been necessary and several family days and Christmas parties have taken place during the reporting year.
2. The Visitors Centre, although refurbished, remains bleak. It needs to be opened earlier, to be more welcoming and to provide much needed information.
3. Transport to and from Ipswich station for visitors is urgently needed.

22 The Work of the Board

1. The Board comprises a full complement of 10 members, there has been one resignation and one new appointment during the year. For training details, see Appendix 1
2. The 12 monthly meetings have been very well attended. Since November 2003, the membership has attended 75 meetings and undertaken 98 rota visits.
3. There has been a significant reduction in the number of applications, both formal and informal, made to the Board this year especially in recent months. The fall, in numbers of applications, is being investigated by the Board: the reason could lie in the introduction of the advocacy service. The majority of applications related to procedures: disagreement with gold/silver/bronze awards or adjudication awards. Almost always, missing property applications were as a result of transfers from one establishment to another. There have been no applications received on racial matters See Appendix 2
4. Board members monitor the following meetings:
 - a. Advocacy,
 - b. Anti-Bullying,
 - c. Child Protection,
 - d. Education,
 - e. Health and Safety,
 - f. Race Relations,
 - g. Security,
 - h. Self-harm,
 - i. Senior Management Team,
 - j. Substance Misuse
 - k. Workshop Instructors.
5. HMP and YOI Bullwood Hall IMB, the NAC Eastern Area representative and the JP Chairman of Ipswich Youth Panel have all visited the prison.
6. The Board would like to record its grateful thanks to the Clerk to the IMB for the efficient and enthusiastic way in which she has undertaken this function.

Marian Lanyon,
Chairman.

29 July 2004.

IMB Training

Training provided by the Secretariat

Three newly-appointed members have attended the mandatory initial course, one member has been on the experienced members' course.

Conferences

Two people were at the IMB national conference, one person attended a Howard League conference "Education for Children in Prison" and another a Juveniles seminar organised by the Chief Inspector.

Establishment

Four members undertook a night visit of the prison.

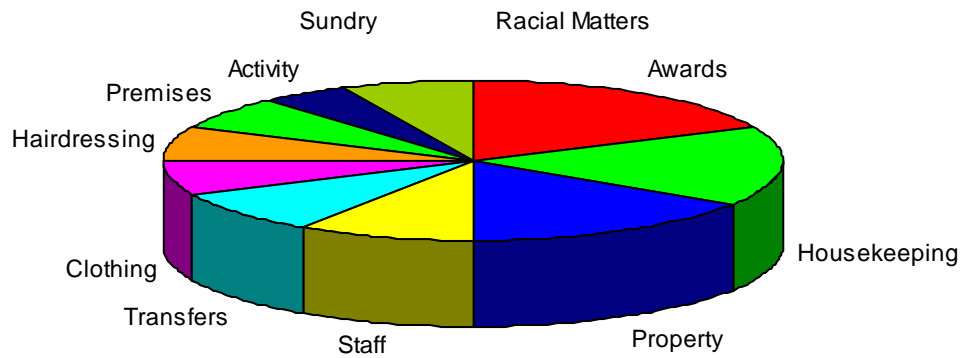
Collective IMB visits

Nine of the membership went to HMP and YOI Feltham and four visited HMP and YOI Bullwood Hall.

Board meeting speakers

The Prisons and Probation Ombudsman and the Head of the Secretariat have addressed the membership, the Board has also learned about Anti-Bullying strategies, PSO 1700, the Chaplaincy and the role of the Head of Learning and Skills.

**An Analysis of the 44 applications to the IMB:
January 2003 – April 2004**



Awards	Housekeeping	Property	Staff
Transfers	Clothing	Hairdressing	Premises
Activity	Sundry	Racial Matters	