



**ANNUAL REPORT**

**of the**

**INDEPENDENT MONITORING BOARD**

**at**

**HMP & YOI Warren Hill**

**1 June 2004 - 31 May 2005**

## **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:

- (a) 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.
- (b) to inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has.
- (c) to report annually to the Secretary of State on how well the prison has met the standards and requirements placed on and what impact these have on those in custody.

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## **Introduction**

This is the second annual report of the 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] Section 92 sentence or remand and Carlford unit, with a CNA of 30, for Section 92 juvenile prisoners. Both establishments still share some services.

## **1 Overview**

1. This reporting year has seen the consolidation of previous years' re-organisation within the prison. Although the building work to convert the existing buildings and to remove the asbestos has proved disruptive, the staff accepted its inevitable dislocation to their work with good grace. As a result, much needed office accommodation, a boardroom and an IMB office have been provided. A substance misuse office building has been erected and work on converting the bicycle workshop into a radio station is nearing completion.
2. The IMB is pleased to report on the re-opening of three vocational workshops: motor mechanics, carpentry and bricklaying. The painting and decorating workshop is due to re-open shortly.
3. The membership is also pleased to report on the introduction of a free bus to transport visitors to and from Ipswich railway station.
4. The Youth Justice Board [YJB] training course, Juvenile Awareness Staff Programme [JASP] which lasts three days, is being gradually undertaken by all staff.
5. The security department, previously a shared service with HMP and YOI Hollesley Bay, is operating independently and more efficiently.
6. The Phoenix financial management system has been introduced. The subsequent reduction in the numbers of administrative staff has been managed sensitively.
7. The IMB recognises that Warren Hill is a stable, well-run and safe environment for the trainees.
8. The Board wishes to express its sincere thanks to the Governor, his secretary for her willing assistance 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)*

- 10.1 The late arrivals of trainees from the courts to Warren Hill and their lengthy journeys have been of continual grave concern to the Board. The IMB considers these practices to be dangerous and has asked, through representations to the YJB and NOMS, for an urgent review of the prisoner escort services.
- 6.3 The Board repeats last year's recommendation that the food serveries on Deben, Gipping and Butley unit should be urgently refurbished as in the view of the Board they represent a Health and Safety risk.
- 13.2 The IMB membership is again disappointed by the lack of any progress in the refurbishment of the health centre during this reporting year; especially as the proposal to include health care facilities in the new substance misuse building

was abandoned for cost-cutting reasons. Last year's recommendation is repeated.

24.2 As stated in last year's report, 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.

21.3 The IMB, as mentioned last year, would welcome the introduction of communal eating of meals at Warren Hill.

### **3 Advocacy**

1. The National Youth and Advocacy Service [NYAS] is running well and working relationships with wing staff and management are reported as harmonious. However, the Youth Justice Board [YJB] minimum requirements cannot be fulfilled, at present, as only two of the four independent visitors are in post.

### **4 Anti-Bullying, Child Protection, Self-Harm**

1. The staff have continued to build on the strategic reduction of bullying and self-harm incidents this year. The Board commends the staff for their prompt actions in the prevention of life-threatening incidents, the recent self-harm audit was rated as "Good". 139 Self-Harm forms have been opened and 29 Self-Harm incidents have occurred during the year.

2. The monthly bullying review meetings also incorporate the current self-harm reviews and multi-disciplinary staff attendance is mandatory. These provide a very useful exchange of information, which will be further enhanced once the Watson system, with its explicit links, is set up. Officers involved with challenging and preventing bullying behaviour programmes, in conjunction with Kidscape, have received national recognition.

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. All staff are, gradually, undertaking the JASP course as their duties permit.

4. Access to a dedicated Samaritan telephone link is provided, the Samaritan team visit weekly and the PIN phone system also alerts the trainees individually to the availability of Samaritans.

### **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 92 and Her Majesty's pleasure.

2. Staff changes have led to new practices. The Board is pleased to note that uniformed staff and the trainees eat lunch together and that a recent trial of optional fruit at meal times has led to its provision during the open air breaks. The boys are outside twice daily. The Principal Officer won the "Officer of the Year" award. Periods of turbulence in the unit have been managed without delay.

3. The Juvenile Enhanced Thinking Skills [JETS] course is yet to start but the Life and Social Skills course, lasting 10 weeks, runs continually. Inmates take responsibility for a number of captive reptiles. The well-equipped gym, with its climbing wall, is in use in poor weather. Vulnerable trainees have separate sessions in the gym. Outdoor recreational courses attract AQA accreditation. A community radio initiative has been popular, along with Aldeburgh Foundation music-making, with the trainees.
4. The Education programme has been revised to encompass the needs of most of the trainees at four levels, including GCSE/AS subjects. Teaching accommodation is, however, cramped.

## **6 Catering and Food**

1. This is not prepared on-site, but in the Hollesley Bay kitchen, about one mile distant, from where it is transported to the units in "hot boxes". In spite of this, the food remains good. A recent food survey, from those who responded, indicated broad satisfaction with the meals and a concern for "healthy eating".
2. The kitchen caters for all dietary requirements and religious festivals.
3. The Board considers, as stated in last year's report, that some unit serveries still require urgent refurbishment. The Environmental Health Inspector from Suffolk Coastal District Council, too, has strongly recommended their repair. Written representation has been made to the Area Manager.

## **7 Chaplaincy**

1. In addition to the customary religious services, the "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 continues to be popular. Chapel volunteers help with a trainees' group on weekday evenings and church groups provide birthday cards and cakes for each Carlford trainee.
2. A weekly Muslim education session led by the Imam is well-attended.
3. All faith leaders are present and a world-faith room is available in both Warren Hill and Carlford unit.

## **8. Complaints**

1. The internal complaints system is well used by trainees and responses are given within the required timescale. Subjects of complaint are monitored by the Board monthly.
2. An increase in complaints against staff this year has been properly dealt with by the establishment.

## **9. Education**

1. A new Head of Learning and Skills is about to join the department, to complete the transition towards a "secure training college". She will need to be integrated into the work of the Senior Management Team.

2. The recent [December 2004] Follow-Up Ofsted and Adult Learning Inspectorate findings were positive.
3. Unfortunately, the education contract compliance has not improved during the reporting year. Education staffing shortages, poor trainee punctuality and attendance limit the educational experience. Recruitment remains a continual problem due, in part, to the location of the establishment and to the considerable delay experienced in the security checks on newly-appointed teachers and Learning Support Assistants [LSAs]. These checks can take up to five months to complete for those domiciled in Suffolk.
4. The newly-appointed Special Educational Needs Co-ordinator [SENCO] is reviewing the rôles of the LSAs [who are accredited]. The recruitment of additional LSAs has contributed to the achievement of the KPT targets: Entry level have been 123.9%, level 1-79.3% and level 2-95%, however, there is little opportunity to study beyond level 2. Twenty-eight trainees achieved a CLAIT qualification. A new AQA 12-unit programme "Samba on the Hill", which appeared to be an innovative way of engaging with the trainees was abandoned due to lack of suitable accommodation. However, 278 trainees completed AQA unit awards. A named guidance worker, who serves as a link, is appointed to every unit.
5. The Foundation Training Company [FTC] complex closed last year and has been replaced by the Trainee Learning Centre [TLC] which provides the support, in a very good environment, with the literacy and numeracy skills required by trainees undertaking vocational courses.
6. The Board is pleased to report that the vocational workshops, closed last year, have been, at last, re-instated. At present, Motor Mechanics, Carpentry and Bricklaying are very popular with the trainees and offer very real opportunities for achievement as well as providing skills for post-release employment. A Painting and Decorating instructor has just been appointed. Work on the media course and the radio station is nearing completion.
7. The Board is perplexed by the YJB requirement of 30 hours weekly of education and training for each trainee whilst the establishment is contracted and funded to deliver only 25 hours each week.

## **10 First Night Support, Intervention and Separation: Butley unit**

1. The Board has been gravely concerned about the very late arrivals of trainees, some after 23.00 hours, from the courts and the excessively lengthy journeys, some of 10 hours or more, the trainees endure to reach Warren Hill prison; see Appendix 1. Written representation, in December 2004, has been made about these dangerous practices and it is fair to state that the late arrival times did marginally improve until recently. However, the lengthy journeys continue and accordingly, written representation of the membership's continuing concern has again been made to the YJB and NOMS.
2. The Board commends the First Night Support staff's professionalism demonstrated in assessing these weary charges admitted to their care.
3. The membership considers that the trainees are exposed to unacceptable risks in these long journeys and has requested an urgent review of the

prisoner escort service. The IMB does not accept that either Warren Hill's geographical location or its wide committal area are justifiable reasons for taking the risks that these long journeys entail.

4. The Board has been pressing for laundry facilities to be made available to clean the clothing in which inmates arrive so that it does not have to be stored dirty. Inmates would then have clean clothes to wear upon their release.
5. Adjudications have been monitored closely and are considered to be fair. The Board has noted an upward trend; this increase in behavioural problems is a concern and is being monitored. The use of force has occurred on 194 occasions.
6. This year 66 [72 last year] inmates have been segregated on GOOD and 169 [105 last year] trainees held on RFU. In the main, the Board has been notified of segregated trainees within 24-hours; segregation review meetings are held at set times and the duty rota member is usually alerted. Health care staff have not always attended the reviews.
7. Three trainees have been held in unfurnished conditions, no-one for over five hours. This is a reduction on last year's figures [10].

## **11 Foreign National inmates**

1. Warren Hill holds, approximately, 35 Foreign National trainees at any one time who are fully integrated with UK-born trainees and, with the exception of language difficulties, the Board is able to report there are no specific establishment problems.
2. A "buddy" system operates for those trainees who encounter difficulties with English; he is paired with a fellow-trainee who is able to translate for him.
3. If necessary, translation services are used. At present, none of the staff members are Eastern European or Asian language speakers.
4. Problems can occasionally arise when staff instructions to trainees are not understood. However, generally these problems are overcome with patience on both sides. The provision of instructions, for general use, printed in a number of languages is being explored at present, the Board would like to see more notices and leaflets available in foreign languages.
5. Foreign national inmates are only very rarely held in custody after their release date.

## **12 Grounds**

1. The outside areas continue to be a credit to the Estates Manager and his team, despite the continual battle with litter. Trainees are keen to apply for gardening work.
2. A car park for Carlford unit has been built this year. Additionally, a water garden is under construction in the grounds.

### **13 Health and Safety**

1. The accident records demonstrate a considerable number of slips, falls and trips due to wet floors. Some working days have been lost to slips on wet floors. Training is available for unit staff but the take-up has been very low.
2. There is a lack of statutory basic fire training provided for newly- appointed members of staff.
3. The number of accidents during Control and Restraint procedures has risen: both during training and implementation but the KPT was reached.
4. The Board would like to see the whole prison become an entirely non-smoking zone.

### **14 Healthcare**

1. The transfer to full Primary Care Trust [PCT] commissioning of health services for inmates has been completed this year. There is 24-hour nursing provision, General Practitioners [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. Secondary care is provided at the local District General Hospital. At present, health care is still a shared service.
2. The Board remains concerned, as reported last year, about the health care centre. It is too small, austere and still 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 still has no hand washbasin and the waiting room is stark. The IMB is very disappointed that the opportunity to include health care facilities within the new substance misuse building was abandoned for cost-cutting reasons.
3. A newly-appointed, part-time Pharmacy Technician and prescription tracking supervised by a senior Community Pharmacist are contributing to robust Medicines Management.
4. Work is underway on Clinical Governance issues but the current shortage of nursing staff is undermining this initiative. In a bid to speed up health care response times, emergency calls from wing staff have been coded in order of severity.
5. The new General Medical Services contract has resulted in a loss of GP surgeries on Saturday mornings, however the newly-qualified Nurse Prescriber is able to provide necessary “first-contact” services. The Board would like to see more nurses undertaking this valuable qualification.
6. A 31% budget increase this year means that the existing efficient dental services are able to continue.
7. It is planned that computerised clinical systems, commonly used in GP practices, are to be installed. Healthcare managers are expecting to have access to PCT intranet and the internet in the near future.

8. In-house mental health services, in line with the National Service Framework on mental health, have started but require further recruitment.

## **15 Induction**

1. This has always been difficult to organise due to the numbers of assessments, and their accompanying documentation, which are required to be completed in a short time. The reduction to one week, however, has resulted in more time out of cell for the trainees.
2. The Board welcomes the improvement in addressing the needs of vulnerable or distressed trainees which is done in a sympathetic manner. The prison continues to adapt well to dealing with young people.
3. Unfortunately, the Board has not been able to talk to the newly-arrived trainees on a regular basis due to the timetable pressures. The IMB is pressing for a more formalised timetable to ensure that the IMB role is communicated to all new inmates.

## **16 Libraries**

1. It is hoped that the problems experienced with library opening hours, in both Warren Hill and Carlford, will ease as a result of a recent professional librarian appointment.
2. A much wider range of reading and other learning materials to cater for all abilities is required. Many of the books are locked away and therefore unavailable and some of those on offer considered unsuitable reading by the IMB. More books are needed to support courses.
3. Carlford Library is, at present, installed at the back of the more roomy visits area.

## **17 Physical Education [PE]**

1. The appointment of a Senior Officer leading seven staff has significantly improved the physical education services, in spite of a poor self-audit score. Two of the staff are still in training to become PE instructors. All staff are first-aid trained and some are qualified YMCA gym instructors. It has been recommended that the services should be independent from HMP and YOI Hollesley Bay. This would help to focus on the needs of juvenile trainees.
2. At present, weight-training and football are well provided for but other programmes with accreditation are being developed in basketball and volleyball. A BAWLA basic course focusing on key and basic skills is run. An access course is provided for vulnerable trainees in conjunction with the psychology department, and an evening and two weekend sessions are also on offer. Numerous sessions are run in Carlford unit.
3. A significant number of trainees refuse PE. The showers should have individual cubicles; at present, they are in an open area in sight of the office and entrance to the Gym and the trainees have to shower in shorts. There is no doubt that some of the trainees feel quite intimidated. The main sports hall

floor needs to be repaired or replaced and staff facilities, too, could be improved upon.

4. The Board considers that the PE department provides a professional service in a dedicated manner, staff relate well to the trainees. It meets its increasing targets.

## **18 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 separately, from the safeguarding meeting, every two months. An average of two trainees attended the meetings.
2. Access to work and activities is evenly represented. Few racist incident forms have been submitted. One application in this area has been received by the IMB.
3. Minority ethnic representation in the prison is 33% on average and the minority ethnic workforce KPT has been reached during this reporting year.

## **19 Remands**

1. Warren Hill has 30 remand places contracted with the YJB and it was reported last year that use of these places was slow at first. However, numbers have increased during this reporting year and it is not unusual for the unit to house 35 unconvicted young people.
2. This increase in remanded boys can cause pressure on accommodation resulting in them being, occasionally, held on normal locations. Although this is not an ideal situation, the Board accepts that it may be necessary for security reasons or practical ones, when the establishment is full.
3. Staff on the unit continue to cope well with the attitudes and demands of un-sentenced boys. Admissions are dealt with sympathetically by the wing staff.
4. Remanded boys integrate well with the sentenced trainees, prison clothing is worn and they attend education and activities.
5. Additional family and legal visits do not cause problems and reception staff deal effectively with the extra unconvicted trainee movements.

## **20 Resettlement and Throughcare**

1. Independent of the Suffolk Probation Service for some fifteen months, the Youth Offending Team [YOT] is responsible for sentence management and planning. The offender case management system is designed to provide effective communication and integrated work between the prison, the YOT and other relevant organisations. A supervisor leads the team which consists of four workers based respectively in Carlford, Deben and Gipping, Orwell and Alde and remands and is supported by two administrative staff
2. The IMB is disappointed that no Motivating Offenders to Rethink Everything [MORE] course had run for the past twelve months. In addition, no Anger Management courses have been staged in Warren Hill during this year

although they continue on Carlford unit. Discussions are underway with the provider for this course to be offered again.

3. There have been 427 trainees on normal release (mainly short-term DTOs ineligible for early release),  
162 Remand Boards,  
657 Sentence Planning Review Boards and  
Release On Temporary Licence [ROTL] has scored 100%.

## **21 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). Warren Hill has experienced little overcrowding this year unlike the rest of the juvenile estate. There has been no “doubling” in cells this year.
2. On the whole, association has been rarely cancelled but there are not always sufficient activities provided for all. Trainees have experienced periods of boredom during the “educational breaks”. Purposeful Activity and Time Unlocked KPTs have been realised.
3. The Board would like the trainees at Warren Hill to eat communally, as they do on Carlford unit, instead of alone in their cells.
4. All units, including Carlford, would benefit from interior decoration.

## **22 Security**

1. Security is managed in a firm but fair manner throughout the establishment. The audit score was “Acceptable”.
2. Good use is made of the drug dogs resulting in successful finds followed, in some cases, by prosecutions.
3. Cell searches have met their annual targets.
4. There have been no serious incidents this year. One escape has occurred, the trainee was at large, for just over 15 minutes, and subsequently re-captured due to the prompt actions of an off-duty prison officer.
5. The introduction of the “5x5” computerised intelligence information, and the Watson linkage systems have greatly improved the provision of intelligence to the department.

## **23 Substance Misuse**

1. The Substance Misuse Manager is responsible for the implementation of the YJB National Specification for Substance Misuse for Juveniles in Custody which 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.

As such, the Manager serves on the national steering committee and leads the monthly Warren Hill multi-disciplinary [ this includes Carlford, Psychology, Chaplaincy, VDT, Healthcare, unit staff] strategy meeting and element 5).

2. The current Turning Point programme has been suspended and all services are currently provided by Prison Service employees. Recruitment has been problematic, two national campaigns for new staff have taken place which have also included the appointment of two prison officers. Progress has been frustrated by the cumbersome process of transferring services to directly-employed staff [TUPE]. In addition, there have been delays to the provision of temporary accommodation for the team and continual budget constraints affecting the design of the new Substance Misuse Centre.
3. The majority of the intervention work, Tiers1 and 2, is run on an individual basis, however, the group-work undertaken at Warren Hill is based on a Carlford unit course. A new Tier 3 programme is being re-developed and full accreditation will be sought.
4. Carlford unit continues to stage ten-week drug and alcohol awareness course within their programmes.
5. Both mandatory and voluntary drug testing are on target.
6. The Board recognises the substantial changes taking place in this area and the determination and expertise exhibited by the Substance Misuse Manager, in his difficult task this year, to lead his team. It is expected that this will be area of best practice once all the proposed changes are achieved.

## **24 Visits**

1. Visitors report that it is easy to contact the Booking Clerk by telephone and comment on the helpful service provided. Only seven closed visits have been necessary this year. Several family days, barbecues and Christmas parties have taken place during the reporting year. Official notices, and other information, in Visits need to be available both in English and other languages.
2. The Board is disappointed that there have still been no improvements to the Visitors' Centre which remains bleak. It needs to be opened earlier, to be more welcoming and to provide much needed information both in English and other languages.
3. The Board is pleased to report that free bus transport for visitors to and from Ipswich railway station started last October. This service needs to be advertised, so that full advantage may be taken of it by families in need.

## **25 The Work of the Board**

1. The Board has experienced three resignations during the year; additional members are being actively recruited. For training details, see Appendix 2.
2. The 12 monthly meetings have been well attended. The membership has attended 121 meetings and undertaken 183 rota visits.

3. The number of applications, both formal and informal, made to the Board this year has continued to fall: there have been only 24 in total. The majority of these were disagreements about disciplinary matters, transfers and property. One application was received over a racial issue, the outcome of which is awaited.
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. Substance Misuse,
  - j. Trainee liaison meetings,
  - k. Workshop Instructors.
5. HMP and YOI Huntercombe IMB and the National Council Eastern Area representative have visited the prison.
6. The Board would like to record its grateful thanks to the Clerk to the IMB for her contribution to its work.

Marian Lanyon,  
Chairman.

12 August 2005.

### **IMB Training**

#### **Training provided by the Secretariat**

One person attended the Independent Interviewer course.

#### **Conferences**

Three people were at the IMB national conference, one person attended a Race Relations conference.

#### **Establishment**

Two members undertook Juvenile Awareness Staff Programme [JASP] training.

#### **Individual IMB visits**

Two members went to HMP Dovegate, one member toured HMP The Mount.

#### **Board meeting speakers**

The Strategic Development Manager for Suffolk Coastal PCT, the Eastern Area NAC member and the Head of Works Services have addressed the membership, the Board has also learned about "Skills for Life" education and the rôle of the Prison Officer Dog Handler .

HMP/YOI Warren Hill  
Scatter Chart of Arrival Times (excludes arrivals pre-6pm)

