



Independent Monitoring Board

HMP Highpoint

Annual Report

2012

For the reporting period: 1st January to 31st December 2012

1. Statutory Role of the IMB

The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison and IRC to be monitored by an independent Board appointed by the Home Secretary from members of the community in which the prison or centre is situated.

The Board is specifically charged to:

(1) 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.

(2) inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has.

(3) 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.

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3. HMP Highpoint

3.1 Role of the prison

HMP Highpoint (North and South) is a Category C training prison situated some 10 miles south east of Newmarket in Suffolk. The Certified Normal Accommodation is 1299 with an Operational Capacity of 1323. The prison is situated on a former Royal Air Force base and lies on either side of the A143.

It was opened as a prison in 1977 and has undergone a number of changes over the years. In November 1997 part of it (Highpoint North) was converted to hold women and in 2001 the North and South sites were formally separated. Highpoint North was renamed HMP Edmunds Hill and then in 2005 was once more returned to the male estate. The two establishments ran separately until 2010 when the process of re-uniting them began with the formal merger completed in April 2011.

The establishment is classified at level 3 in terms of performance. This means that it is meeting the majority of targets, experiencing no significant problems in doing so, and is delivering a reasonable and decent regime.

3.2 Accommodation and facilities

Accommodation at the prison varies considerably from the older, brick, residential units to the newly opened units which are bright and spacious with en suite toilet and shower facilities in each cell.

Most residential units have in-cell sanitation except for Vickers, and Halifax on the south and Lysander, Hawker and Dominie on the north which have 24-hour access to lavatory and shower recesses. In-cell television is available to all prisoners with the exception of those on basic regime. On the Induction wing on the south side, there are 24 double-occupancy cells. On the north side Lysander, Hawker and Dominie are mainly double cells. 12 triple occupancy cells reverted to double use during the year.

On the south side there are 10 residential Units.

The Tempest Units (A – D) are the oldest and can appear dark with narrow corridors and small association rooms. On-going painting and higher standards of cleaning continue to help brighten the units. A major replacement of windows was carried out during the year. The Board was pleased to see this work carried out as the old ill-fitting windows were resulting in a significant loss of heating. Drainage and ventilation are on-going problems in the communal shower recesses although the year did see the refurbishment of some of these. The Board raised concerns about the short working day of the subcontractors working on this refurbishment.

Units A and C of Tempest are the designated IDTS Units for the prison.

Javelin, Wellington and Handley Units are all two-storey buildings. They appear more bright and airy with a narrow gallery running around the wing at the level of the first storey cells. Wellington Unit houses the Induction Unit on one of its spurs. On this unit there are 24 doubled-up single cells. The lavatory is screened but with limited space there is little privacy, which the Board considers unacceptable.

In Handley Unit, the staff office is located behind windows and locked gates. It is the only unit where prisoners are unable to knock directly on the wing office door to speak to staff and the Board considers this is a barrier to good prisoner/staff relationships. This issue has been raised in previous reports. Though the Board has now been advised that alterations will not be made, it will still continue to press for this work to be done.

Vickers and Halifax Units accommodate “super enhanced” prisoners and are modular in construction, originally designed for oil-field workers. Rooms are larger and the regime is more relaxed. Prisoners have keys to their own cells and 24-hour access to the shower and lavatory recesses.

Blenheim Unit houses prisoners participating in interventions treatments. Each cell has en suite facilities. Association rooms are bright and large. Telephones are situated in soundproof facilities.

Vulcan Unit, completed in 2008, is bright and spacious with all cells having en suite facilities. Lancaster Unit is identical in construction and facilities to Vulcan Unit. It houses the Lifer Unit and various prison services, such as Psychology and Probation.

On the north side there are five residential units. Lysander, Hawker and Dominie are old brick buildings and their infrastructure is showing signs of wear and tear. There is no in-cell sanitation on these units but there is 24-hour access to toilet and shower recesses. As in similar units on the south side the showers have a high volume of use and are often in need of maintenance and repair. The Board pressed for the removal of twelve triple occupancy cells and is pleased to report that these reverted to double use during the year.

Gloster and Meteor unit are newer units with single en suite cells. Meteor Unit is the Interventions Unit for the north side. Work began during the year to replace the flooring on Gloster Unit; this is a major project, also embracing work on Meteor, costing c. £1 million. The Board will monitor progress.

Laundry facilities on all residential Units continue to cause the Board concern. With heavy daily usage, machines often break down and there is then a delay while awaiting repair or replacement. Only domestic machines are provided as it is understood the electrical supply to the units would not be adequate for larger, more powerful industrial machines.

The communal showers on all units also have a heavy daily use and many have either on-going or periodic problems with drainage and ventilation.

3.3 Healthcare

Care UK are responsible for the provision of healthcare services within the prison.

3.4 Agencies

Resettlement providers include NACRO.

In the first quarter of the year drugs services and programmes were provided by Phoenix Futures. When the service contract came up for renewal, RAPt became the new provider.

Ormiston provides services for prisoners' families and children.

4. Executive Summary

HMP Highpoint (North and South) with a population of over 1300 is one of the largest Category C training prisons in the country.

A new Governor was appointed in February and he has continued to take forward changes to the management and operational structure of the establishment. One of these changes has been to draw back his Senior Management Team running the prison to the south side.

On the 10 - 14 September, HM Chief Inspector of Prisons and his team made an announced inspection, the first of the merged establishment. It is understood that some positive changes as well as areas requiring more attention were noted. The full report will be published in the early part of 2013 and will include recommendations for further improvements.

4.1 Items requiring a response

4.1.1 From the Minister

4.1.1.1 Mental Health

5.3.2
5.5

The Board continues to have very grave concerns about the number of prisoners it continues to see with severe mental health problems. Regrettably it is often the Segregation Unit that becomes a place of safety while a transfer is sought to enable the appropriate treatment to be given. The Board is disturbed that there seems to be no real progress in identifying mental health issues early in sentence. .

4.1.1.2 Financial Investment

6.19

Future investment in prisons remains a major concern for the Board. The Board questions whether there may come a point when the Governor and his Senior Management Team will be unable to make further savings without prejudicing the running of a safe and decent, adequately staffed establishment, offering effective resettlement programmes.

4.1.1.3 Foreign National Prisoners

5.1.3

The Board again urges more timely decisions on the immigration status of Foreign National Prisoners and deplores that this delay leads to some being held over sentence.

4.1.2 From the Deputy Director of Custody

4.1.2.1 Current Transfer Policy

6.15

The situation remains as reported last year in that few transfers take place unless for operational reasons. Is any change envisaged? If not, will NOMS accept that the time has come to be more open about the problem and ensure that prisoners are advised of this early into sentence? The current system sets up unrealistic hopes and expectations.

4.1.2.2 Property

6.12

The Board requests that a national 'in possession' list becomes obligatory for all Category C training prisons. The present system highlights the inequalities between establishments.

IMB Boards across the country spend considerable time trying to ensure that property catches up with prisoners. The Board asks what contractual responsibilities transport providers have for ensuring that property is shipped with a prisoner? .

4.1.2.3 Alcohol Related Violence Course

6.4

The Board regrets this programme has been cancelled and questions whether sufficient time was allowed for evaluation. Given the danger that alcohol-

related violence poses, is it possible a similar programme will be reintroduced in the future?

4.1.2.4 Counselling Service

5.3.3

Considering the high percentage of prisoners with psychological disorders, the Board is surprised that counselling is not perceived as a treatment priority either by the Prison Service or the Health Service.

Given that it is recommended as a first line intervention in the community, the Board asks why the provision of a counselling service is not a priority in the prison.

4.1.3 From the Governor

6.12

4.1.3.1 Property

The Board still considers the recording and management of prisoner property is ineffective and again requests that more robust controls be introduced.

4.1.3.2 Personal Officer Scheme

6.9

The Board acknowledges the good work that is being done but finds it still varies from unit to unit. Whenever officers work away from their usual unit, as they not infrequently do, lack of continuity appears to be a problem.

4.1.3.3 Complaints and Applications Procedure

6.3

The Board still perceives an on-going lack of confidence in the procedure. It has concerns about timely responses, and questions whether replies are as clear and unambiguous as should be expected.

4.1.3.4 IDTS

6.4

As RAPt programmes are abstinence-based, IDTS clients are excluded. Although useful support and harm-minimisation sessions are offered, the Board regrets that clients lack any in-depth course addressing their behaviour. The Board asks whether this need will be addressed in the future.

4.1.3.5 Breaking the Cycle through Effective Partnership Working

5.2.3.2

The Board is pleased that the Governor has continued to support this project and commends the Head of Reducing Re-offending and his staff for continuing to drive forward new initiatives.

The Senior Management Team has acknowledged the need to increase employment and vocational opportunities for prisoners. The Board asks whether responding to this need will remain a high priority in the coming year.

4.1.3.6 Deep-Cleaning of Induction Unit

6.6

The Board acknowledges the high turnover of prisoners on this unit and asks whether it would be possible for shower recesses and in-cell lavatories to be

deep-cleaned on a regular basis.

4.1.3.7 Handley Unit 3.2

In a response to their 2011 report, the Board was advised no work would be done to improve access to the unit office. It asks that this decision is re-considered. The Board's view remains unchanged: that the present office construction presents a barrier to good prisoner/staff relationships.

4.1.3.8 Triple & Doubled-Up Single Cells 3.2

The Board welcomes the loss of the triple cells on the north side. It hopes that this may herald the end of the doubled-up single cells on the Induction Unit, a practice long deplored by the Board.

6.6

4.1.3.9 Lack of in-cell education within the SAU 5.5

The Board continues to have concerns about the lack of in-cell education within the SAU and urges that this facility should be sought from the education provider A4E.

4.1.3.10 Safer Custody Training 5.3

The Board has concerns that officers are not receiving ACCT training because of their redeployment to other duties. The Board asks for the governor's assurance that officer training in Safer custody becomes a priority.

4.2 Items not requiring a response

4.2.1 Blenheim Unit 6.4?

The Board welcomes the future re-rolling of Blenheim Unit as a drug free and drug recovery unit for the establishment, and looks forward to progress on this in the coming year.

4.2.2 IDTS Unit 6.4

The Board is pleased that the IDTS Unit is up and running. It acknowledges the good work done so far and will continue to monitor further developments as the unit beds in.

4.3. Overall Judgement

A safe and decent establishment is dependent upon the commitment of staff at all levels. The Board acknowledges and commends the commitment of staff at Highpoint.

Much good work is at present being done within the prison to prepare offenders for release, and the Board's hope is that this will continue to be taken forward.

Last year the Board acknowledged the need for the fine balancing of staffing levels when judging the number of staff essential for maintaining a safe and decent

establishment, and for responding to any emergency. In the light of the constant need to make savings, the Board is concerned for the future of the day-to-day regime. It questions whether Highpoint faces a future with prisoners locked up for longer periods, fearing that this will have a very unsettling and negative impact upon the establishment.

5. Required Reporting

5.1. Diversity

Diversity continues to have a high profile at HMP Highpoint. The Diversity team has an active agenda with contributions coming from most departments within the Highpoint Community.

Diversity is interpreted in the widest sense with a broad spectrum of issues being discussed and, in most cases, resolved.

Examples of the wide range of subjects dealt with are:

The appointment of a Sexual Orientation Orderly

The setting up of a special day with a visiting speaker for members of the Rastafarian movement

5.1.1. Engagement with Outside Organisations

The contribution of the staff member from the Ipswich and Suffolk Council for Racial Equality (ISCRE) continues to be highly appreciated, both Staff and Prisoners benefit from his input.

Black History month was celebrated again in October. A number of outside organisations and speakers attended giving a wide view of Historic and Diversity themes.

Music in Prisons visited again and was very successful.

The Sports organisation, *Kick It Out*, visited again with former professional footballers and was very well received. The emphasis this time was about dealing with racism, anti-Semitism and homophobia in sport, particularly football.

Holocaust Memorial Day was commemorated with the Anne Frank Trust. This event was attended by local people including the local Mayor.

International Older Persons Day was marked by a drop-in exhibition for Prisoners aged 45+. Outside organisations such as Age UK, NACRO, Healthcare, ISCRE, Highpoint Gym Staff and staff from the Re-settlement and Diversity Departments attended. The aim was to promote discussion and give information about what was available to Older Prisoners on release.

5.1.2 Ethnic Monitoring

No great change in the ethnic balance at Highpoint this year with approx. 46% of the population being white British and the remaining 54% being a mixture of ethnicities

The number of Black Minority Ethnic (BME) Prisoners on enhanced status continues to improve.

Prisoner representatives from different Ethnic groups are encouraged to attend all relevant meetings so that these groups can be kept up to date with developments and their points of view noted.

Elderly and Disabled Prisoners are well represented and a regular Older Prisoners Forum is held.

5.1.3 Foreign Nationals

Latest figures indicate that there are 182 Foreign National Prisoners of whom 24 were being held post release date. This is an improvement on previous figures.

The UKBA now visits both sides of the Prison monthly, which has led to better communication, but prisoners are still frustrated by the length of time it takes to receive accurate information about their immigration status. This causes great anxiety.

A new Foreign National Committee was formed in August at the request of the Governing Governor. This committee meets monthly and Foreign National Representatives from each Unit are invited to attend.

The committee discusses Foreign National Prisoner issues and aims to provide support and ensure effective communication addressing the specific needs and problems of the Foreign National population.

A Foreign National representative has been appointed in each Unit and a Foreign National information pack is being prepared for each representative so that they will be able to answer many of the questions most commonly asked.

5.2. Reducing Re-offending

The Manager for Reducing Re-offending at HMP Highpoint continues to work in partnership with the Head of Education, A4e, the education provider and the Prisoner Learning and Skills Service. There is an ongoing need to increase employment and vocational opportunities for prisoners.

5.2.1 Learning and Skills

By the end of 2012 both education facilities were headed by one Manager, assisted by two deputy managers on each side. This has been a positive step as there is a more cohesive team working on both sides – meaning courses are offered that are appropriate to the population and decisions can be made at induction as to where is the best location for a particular prisoner.

5.2.1.1 Assessments

All prisoners are initially assessed as part of the induction process by NCS (National Careers Service) where they are advised on the courses that would suit them. Prisoners with disabilities or learning difficulties will be identified and put in touch with the ALS (Additional Learning Service) who can support them to achieve their learning aims.

5.2.1.2 Range of Curriculum Opportunities

There are six main curriculum areas: EEM (English, ESOL and maths), business and employability, PSD (Personal, Social Development), Vocational, IT and Art & Design (including graphics). From the wide range of courses available students can progress to other areas and/or higher levels. Level 3 courses are offered in IT and Art.

Distance learning is available and several students are working on OU courses, or others. There is a distance learning co-ordinator on both the North & South, and they have access to computers through both education & library.

5.2.1.3 Prisoners engaged in Education and training

As of 29/01/13 136 prisoners engaged in education/training on the North side out of 319 prisoners (43%).

234 prisoners engaged on the south side out of 915 prisoners (26%)

Making a total of 370 prisoners engaging in education/training over both sides out of 1,234 prisoners (30%)

5.2.1.4 Waiting Lists and Provision of need

Most courses have waiting lists, particularly the vocational ones; if a course has spaces after filling from the waiting lists these will be advertised, so prisoners are aware of what is on offer.

Prisoners' views are sought to make sure the provision meets the needs and any changes will be responded to – such as a current influx of ESOL learners.

5.2.1.5 Peer Support and learning reps

ELAs (Education learning Assistants) within education, LSAs (Learning Support Assistants) for vocational courses are employed to help other learners under the supervision of the teacher enabling them to work towards an accredited qualification for peer support. The Learning & Skills function aim to employ Activities Peer Support Worker on both sides to be a bridge between Activities, Allocations, Education, Units & prisoners.

5.2.1.6 Prisoners Views

These are sought in various ways including focus groups, SPOCs (Student Perception of Course) – which are completed by any student finishing a course. In 2012 there was a Learner Needs Analysis project undertaken by an independent consultant employed by the prison to gain prisoners views.

5.2.1.7 Pay and wages policy

Wages are determined by the prison policy which is decided by the Learning & Skills Manager. Within Education students are paid piece work and are rewarded for positive behaviour/work and deducted for negative.

5.2.1.8 Virtual Campus

Virtual Campus is now fully functional on both sides, with dedicated suites on both sides – on the south it is on Unit 9 which and also runs Personal, Social development courses, and supports distance learning. In the north apart from the dedicated suite VC is also available in all classrooms due to it being a hybrid version (able to run both VC and Education network.)

5.2.1.9 Toe to Toe

There are two Toe to Toe orderlies available on each site and mentors on all units. On the South Education employ a dedicated Toe to Toe co-ordinator, on the North this is undertaken by one of the instructional officers. The Curriculum Manager has also developed an accredited course for mentors to undertake to hone their skills.

5.2.1.10 In- cell Education in Segregation Unit

The Board regrets that there is still no provision for learning for segregated prisoners and asks that further consideration be given to this.

5.2.1.11 Sentence Plans

Education liaises with OMU to help prisoners who may be asked to achieve certain course within their sentence plans. Discussions are on-going with education and OMU as to the suitability of courses on offer and how these can fit into prisoners' sentence plans.

5.2.1.12 New Courses on offer

Plans are underway to offer a web design course and also further vocational courses like bricklaying.

5.2.1.13 Concerns

Still problems with students being moved between sites in middle of their courses which means they may not be able to complete, or may have to start from the beginning of the course again.

5.2.2. Gymnasium

Physical education is a popular activity for many on both the north and south sides of the prison. There are good indoor facilities and equipment on both sides but so far only the south side has an all weather pitch.

Amongst the wide range of programmes delivered there is good induction for new prisoners, sessions for older prisoners and good remedial support for any men referred from healthcare. Gym orderlies are trained well by staff to offer support to their fellow prisoners.

The PE Department offers programmes which lead to awards in:

- Basic Health and Fitness
- Active Healthy Living
- Certificate in Fitness Instructing
- Circuit Instructor
- Personal Trainer
- First Aid at work

5.2.3 Industries

The Head of Reducing Re-offending continues to develop purposeful activities but at present there are insufficient work places available for the existing population. Added to this when a company pulls out of industries, it results in loss of places until a new unit can be set up. It is acknowledged by senior management that increasing employment is an essential priority. There are plans to make changes in the coming year, switching facilities between the north and south sites, and the Board hopes that this will generate more work opportunities. Instructors work closely with the prisoners employed in their workshops and the Board acknowledges the good working relationships they establish with the men.

5.2.3.1 Working Prisons Project

The year saw the introduction of the *Work in Prisons* Project. Co-operation from the Instructors in Industry has been essential in taking this forward. Selected prisoners are now having a working day more in line with that of the outside world. Instead of returning to their cells at lunchtime they remain in industries for their lunch break before starting their afternoon shift. It is hoped that the establishment of this essential work ethos will stand the prisoners in good stead when they are released. The Board will continue to monitor the project.

5.2.3.2 Breaking the Cycle through effective Partnership Working

The Board is pleased that the new Governor has been supportive of this project and, whenever possible, has met with forum delegates from local/national businesses and companies, charities and voluntary organisations.

Three Forums were held during they year and continued to attract new delegates. The first meeting of the year was hosted by UK Power Networks at their Bury St Edmunds site and the remaining two by HMP Highpoint. The June meeting was attended by the local MP who is currently Parliamentary Under Secretary of State for Skills. There is an understanding that the meetings should not become just a talking shop. Their focus is employability and establishing meaningful initiatives for current and ex-prisoners. Valuable new contacts have been made and it is hoped these may lead to more ROTL opportunities for prisoners and job opportunities on release.

During the last meeting of the year there were opportunities for the delegates to meet and talk with small groups of prisoners and hear first hand their hopes and concerns about future employment. Their message was clear: they were not asking for preferential treatment, just a fair chance.

A local company *Marketme TV* has produced a very good DVD showing prisoners, instructors and some of the work presently undertaken within Highpoint. Discussions are underway to see how best this may be used.

Sue Ryder is now offering a much needed ROTL placement in their local charity shop in Haverhill. By sharing this experience with forum delegates it is hoped that other organisations will be encouraged to make similar offers. A working party of four prisoners were also given ROTL to help complete a conservation project at Red Lodge near to Newmarket. This was arranged in partnership with May Guerny, Suffolk County Council and the Suffolk Constabulary. The project received favourable press coverage.

Highpoint is now represented on the local Chamber of Commerce and the establishment hopes to host a breakfast meeting for the Suffolk Chamber in the coming year.

The Board again commends the team working upon this initiative. It is appreciated there is still much to be done but the team shows passion and energy to drive the project forward and respond to any new initiatives presented.

5.2.4 Interventions

For details and comments on the intervention programmes and treatments delivered, please see Sections 5.2.5 (Psychology), 6.4 (IDTS), 5.3.3 (Mental Health) and 6.4 (Drugs and Alcohol).

5.2.5 Psychology

The department has continued to run successful in-depth programmes which include:

- TSP -Thinking Skills Programme
- CALM - Controlling Anger and Learning to Manage it
- HRP - Healthy Relationships Programme
- CSB - Cognitive Skills Booster

The Board understands that there may be changes to the type of programmes delivered in 2013 and awaits further details. Some programmes currently delivered require residence on Blenheim (Interventions) Unit. This is likely to come to an end if the Unit becomes the Drug Free Unit for the prison next year.

5.3. Healthcare and Mental Health

5.3.1 General

Care UK took over the contract for provision of Healthcare in Highpoint in September of 2011. From the beginning, Care UK undertook a major redesign, restructure and staff consultation which took some time to complete. Now the new procedures are embedded into the daily routine.

The prisoners are now asked to take ownership of their own health issues and be proactive in seeking advice, keeping appointments and collecting medication in a timely manner. A Healthcare Orderly has been appointed this year and one of his duties is to deliver to the cells all healthcare appointment slips which helped reduce the unattended appointments.

The waiting time to see a G.P from putting in an application on the wing is 4 days; an emergency is seen on the day. Nurse-led clinics are run regularly for Asthma, Blood borne viruses, Blood pressure, Diabetes, Smoking cessation, Chlamydia and Pre-release clinic. A well man clinic is run by the Gym staff. A Physiotherapist from NHS comes into the prison when required and Specsavers the Opticians come in to on a monthly basis seeing all who require to be seen.

There are regular Healthcare Forums held with prisoner's representatives to raise any issues and sort out any problems; these meetings have been well received on both sides. At the last few meetings towards the end of the year only good feedback was given. This was not altogether reflected by IMB applications where healthcare issues were raised on nearly 11% of forms submitted.

A programme of regular Clinical Governance Meetings and Service Improvement Meetings has been held quarterly this year, which the IMB have attended. The Board has been very disappointed with the declining attendance at this very important meeting.

After a very strained beginning Care UK aims to provide a Healthcare service which mirrors that in the outside community. The Board will continue to monitor closely to see that it achieves this aim.

5.3.2 Staffing

The Regional Manager of Care UK is based at Highpoint which has proved useful.

Healthcare staff have been very helpful to the Board in providing information and updates on the overall state of services. Board members have also sought their help when following up concerns on behalf of individual prisoners.

Although Healthcare is on two sites there is now one overall manager, who runs the service as one establishment.

Staff morale has improved; however they are still under pressure particularly with the low level of staff especially at weekend. The Board questions whether weekend staffing levels are adequate. There seems very little scope to cover emergencies in addition to normal essential duties.

5.3.3. Mental Health

The Board has highlighted elsewhere concerns for segregated prisoners with mental health issues, see 5.5. *Segregation & Assessment Unit*. The In-reach team and segregation staff do a good job in difficult circumstances. .

The Board has serious concerns about the lack of a counselling service for prisoners with psychological disorders. Care UK is not contracted to provide this service. The Board asks whether this omission is likely to be rectified so that prisoners can receive the same support that is available and offered within the community.

5.3.4 IDTS

Please refer to 6.4 Drugs and Alcohol.

5.3.5 Pharmacy

A new fully-dispensing pharmacy has been opened on site with a pharmacist and an assistant, which is open from Monday to Friday. All prescriptions are now made-up and ready for collection by the prisoners by the following day. At the weekend the nursing staff have access to basic stock of medication held under their control. Prisoners still, though, report delays and problems with the service and the Board will continue to monitor.

5.3.6 Dentistry

The dentistry provision has improved with the Dentist now providing clinics twice a week on the South and once a week on North. At the end of 2012 the waiting list was only 15 people across the site with an average wait of 6 days. Waiting lists have been a concern for the Board over recent years and it trusts that delays will continue to be kept to the minimum.

5.3.7 Podiatry

Podiatry has been very inconsistent this year; however towards the end of the year the Regional Manager has procured the services of a podiatrist who has a clinic in the prison every few months. The Board hopes that there will be improvements in this service in the coming year, particularly for diabetic patients.

5.3.8 PALS.

PALS forms are available on all units and approximately 12 a month are submitted. This is now the usual route for healthcare complaints. The Board notes that prisoners are not always satisfied with the response received.

5.4. Safer Custody

The IMB continue to monitor the safer custody of prisoners through attendance at the monthly meetings, liaison with the Safer Custody Officer and weekly contact with all prisoners on ACCT documents. The Board is kept updated regularly of important issues raised at the Safer Custody meetings.

The Board notes that there have been three Safer Custody Governor changes throughout the year. Despite this, the staff within the Safer Custody department remain committed and continue to provide an excellent, proactive and professional service.

Staff training has been a major issue throughout the year, with staff being withdrawn from training for operational reasons. This has been reflected in the quality of some reporting and procedures around the ACCT process. Version 5 of the ACCT document was introduced during the year, yet there remained a majority of staff untrained in its use. During the year 168 people were actually trained against a plan for 450. The Board urges the Governor to make staff training in this important area a priority in 2013.

The Board commends the complex case procedure, set up to manage prisoners with issues requiring intervention from multiple agencies including safer custody, mental health, psychology and others. Appropriate prisoners are quickly identified as candidates for complex case reviews and are well managed through the process.

Samaritans continue to be proactive in training, inducting and supporting Listeners.

Listener and Violence Reduction representatives attend the monthly Safer Custody meetings and have direct access to the Safer Custody Governor to report any concerns.

5.5. Segregation and Assessment Unit (SAU)

The SAU on the north side remained closed throughout the year with prisoners being transferred across to the south when the need arose. The SAU is often full to capacity.

During regular visits to the unit Board members have witnessed first-hand the commendable patience shown by staff looking after prisoners with very challenging behaviour. The skill with which difficult situations have been defused has been noted. Whilst many prisoners are relocated to the SAU because of incidents or disruptive behaviour, others may be quite troubled individuals, who are there for their own protection.

The Board continues to have grave concerns about prisoners with severe mental health problems being segregated for lengthy periods of time. This is usually while a transfer or specialised treatment is sought. The provision of specialised treatment falls to the appropriate Healthcare Authority to arrange, and can be a lengthy basis while a secure hospital bed and funding is sought. The officers in the SAU show considerable care in keeping these prisoners safe, but the Board considers this situation intolerable.

The Board still has concerns about the lack of in-cell education within the SAU and again suggests that this facility that should be sought from the education provider A4E.

Segregation Monitoring And Review Group Meetings (SMARG) have been attended by an IMB member on a regular basis. The Board has concerns that this meeting has usually been poorly attended throughout the year, with the IMB member usually the only person present not directly involved with the day to day running and management. Reviewing the work of the unit is important and the Board hopes that the profile of the meeting will be raised and wider attendance sought.

6. Other Areas

6.1 Catering and Kitchens

Highpoint Prison has two kitchens serving a population of approximately 1300 prisoners. The population is diverse and staff produce meals that meet cultural, nutritional and diversity needs. Throughout the year the IMB sample food and observe its preparation and delivery. Regular monitoring of food storage and levels of hygiene throughout the kitchens and serveries are made.

Prisoners have three meals a day and choose from a multi-choice, pre-selected menu system which covers a minimum of 4 weeks. Portion control is achieved through using foil containers although this does not apply to potatoes and rice. These items may shortly be delivered in individual containers if space can be found.

The Board has, this year, noted a considerable increase in food complaints. The nature of the complaints varies but usually is about food portions being small and the quality of meat. All food is served in line with the requirements of the Prison Catering Service as set out in the Prison Service Instructions (PSI). However, with such a mobile population, prisoners are able to compare food portions provided at different prisons, and report that portions at Highpoint are usually smaller.

Whenever IMB visit kitchens they receive reports of equipment failing and awaiting repair. It is a real concern of the IMB that breakdowns occur so frequently, and that it can take an unacceptable time for repairs to be sanctioned and implemented.

The requirement for catering managers to use just one supplier, whose prices change frequently, in turn leads to last-minute changes in menus to keep within budget. The combination of increasing prices and reduction in cost per head has made it difficult for staff to comply with the requirements of the PSI. In addition the kitchens are required to meet the catering needs of various religious festivals, which, though much appreciated by prisoners, also lead to increased costs, and the potential for a reduction in the quality and quantity of the food provided.

6.2 Chaplaincy

The Board acknowledges the valuable contribution the Chaplaincy team plays in the day to day life of the prison. All new prisoners meet with a member of the team as part of the induction process. Prisoners of all faiths or none are well provided for. Chaplaincy members are a familiar and welcome presence around the prison. They provide very good support to those in need particularly at those times when absence from family and friends is most keenly felt, e.g. family bereavements.

6.3 Complaints and Applications Procedure

The Board's perception is that many prisoners still lack confidence in the Complaints and Applications Procedure. Lack of a response or one outside the time limit is still being cited. The Board is aware that managers have reminded staff of the importance to adhere to the guidelines.

Applications to see the Board often follow on from an application or complaint first being raised through the prison system. There have been concerns that at times the response to a prisoner has not been as clear as it should be and the Board has been

asked to clarify what is being said. Clear, unambiguous and timely replies should be expected at all times.

6.4 Drugs and Alcohol

In April RAPt took over the contact for delivery of drug and alcohol programmes. After staff training, the programme delivery soon got under way. RAPt arrived at Highpoint with proven experience in other establishments. The Board however has some concerns that CBT- based courses are no longer run, RAPt programmes being based on the 12-step path. It is acknowledged that course graduates have been very enthusiastic but the Board fears that limiting programmes to the 12-step path may fail to attract the widest spectrum of prisoners.

The Bridge and the Alcohol Dependence Treatment Programmes are both abstinence-based which means there is no longer an in-depth programme available to IDTS clients. They do, though, receive good support from RAPt workers and can attend harm minimisation sessions in drugs or alcohol.

Last year the Board reported how well the Alcohol & Related Violence course was bedding in. The Board considered there was a need for this course and is disappointed it has now been dropped. The Board wonders if it was given sufficient time to prove its value?

The Board regrets that during the year the regular Drug Strategy meeting was cancelled. It was however pleased to learn that it is to be re-introduced in 2013 and that an initial action plan has already been drawn up.

The establishment's Drug Strategy benefited during the year from collaborative work between Highpoint and the Suffolk Drug Action Team. Funding was secured to pay for additional netting of units resulting in a reduction of drugs thrown over.

During the year an IDTS unit was established on A and C Wings on Tempest Unit. A pharmacy was opened on the unit which means that prescriptions can now be dispensed in situ. At the end of 2012 there were 107 prisoners on the IDTS programme, 100 on methadone and 7 on Subutex. All prisoners on the programme have to be resident on the unit. Initially there was some resistance from prisoners on the north side moving across but the issues were discussed and resolved. The unit seems to be settling down and the Board has noted the calm and orderly manner in which prescriptions are now dispensed. A prisoner forum for IDTS clients has been established so they are able to raise and share concerns.

There are plans to open a drug-free unit within the prison – on Blenheim Unit. This is where RAPt programme participants currently reside. The Board looks forward to developments in 2013.

AA and NA have both run group sessions during the year and these have been well received by prisoners. Sessions are run by an external group facilitator. Unfortunately, some AA sessions have been cancelled by the facilitator but the Board hopes that these will soon get on a firm footing again.

6.5 Incentives and Earned Privileges

A review of the IEP process was carried out during the year and a revised protocol published.

Prisoners still continue to seek the Board's assistance to challenge an IEP warning or a downgrading they consider unfair. Usually the Board member is able to report that the correct procedure has been followed.

Some prisoners however remain confused when they receive both an adjudication ruling and an IEP downgrading. Their perception is that they are being punished twice for the same offence, an issue also raised in last year's report. While the Board is able to confirm that there is no 'double jeopardy' in these cases, it considers that more time spent explaining the process would help avoid these situations.

6.6 Induction and First Night

The Induction Unit is sited on Wellington Unit. With new prisoners arriving on an almost daily basis it can be extremely busy at times. There is more pressure when people arrive late in the day, leaving very limited time to go through the essential first night protocol, including offering a telephone call and shower. 'Insiders' on the unit help new arrivals to settle in.

The Board commented last year that Insiders are expected to include areas which are not strictly their concern in their formal induction talks, and this practice has continued.

The unit includes 24 doubled-up single cells. Two prisoners should not eat, sleep or be confined in such in a restricted area with an inadequately screened lavatory.

In common with other units there is often a problem with blockages in the shower recesses, and they must look less than welcoming to a new arrival. This unit has a high turnover of prisoners and cleaning and checking a cell before the next prisoner arrives should be a priority, particularly the lavatories.

6.7 Lifers

The Lifers Unit is situated on Lancaster Unit. Most of the residents appear to have a very balanced view of prison life and the unit is generally very stable providing them with a settled living environment.

There are good links to probation and psychology that are also located on the unit. Lifer-trained officers provide good support to the residents. Lifer forums and family days have continue to be held during the year.

The Board receives fewer applications from this unit than it does from others. Residents seem to find that queries and problems can usually be sorted by wing staff. During routine monitoring visits to the unit, the prisoners though are always happy to talk with Board members and update them with any on-going issues.

6.8 Prisoner Management Unit and OASys

A number of changes in this unit have taken place during the year. Up to now only Lifers, IPP and Tier 4 prisoners have had named Offender Supervisors. In future all prisoners serving 12 months or more will have them. Custody staff will work with Offender Supervisors to provide end-to-end management of cases. In addition Offender Supervisors will be responsible for ensuring that the sentence plan is implemented, and input from outside Offender Managers will be reduced. It is

anticipated that the caseload for each Offender Supervisor will rise to between 100 and 120. The Board has some concern about this number, but it welcomes the proposal that all prisoners will receive, as part of the induction process, a letter explaining how “Managing the Sentence” will work for them.

During the year the OASys backlog reduced, down to 99 in the summer compared to 182 the previous January. However by the end of the year the backlog was once again on the increase, possibly brought about by the many changes in the Unit as well as its relocation to another part of the prison.

6.9 Personal Officer Scheme

The Board continues to see and hear officers working well with prisoners and providing excellent support, care and encouragement. This is then backed up by meaningful entries in prisoner records. There has been a drop in applications to see the Board so this may indicate that prisoners are turning to officers in the first instance and are getting the information and advice they need.

The Board does, though, continue to have reservations about the consistency of the scheme across the whole establishment. It still finds quite a number of prisoners who claim not to know their Personal Officer. Re-deployment of officers will often mean that the designated officer is not available. Board members find that Officers working on an unfamiliar unit do not have in-depth knowledge of the on-going issues and problems of the prisoners on that unit.

6.10 Resettlement

During the year much effort has gone into ensuring that all the agencies involved in the preparation of release and resettlement of offenders work effectively together, reducing duplication where possible. In January, to focus on this area, a seminar entitled “The Offender Journey” was held, which was greatly appreciated by participants. By the end of the year a Prisoners’ Advice and Resettlement Centre had been opened in the prison, with input from relevant agencies.

The year also saw much effort put into making contact with outside organisations which might be able to offer accommodation and/or employment opportunities. In April a number of these organisations were invited to the prison to present their proposals. During the year a Cat D prisoner started work with the Sue Ryder charity. He successfully completed his assignment by the end of the year when he went to an open prison. Sue Ryder staff noted that he would be much missed. The Board applaud these and other initiatives designed to provide employment opportunities for prisoners completing or having served their sentence.

6.11 Prisoner Forums ...

Only three units now regularly hold forums, one of which is a new IDTS forum. During the course of the year three other units seem to have found it difficult to sustain forum meetings. The Board finds this situation disappointing.

The Board considers forums to be an excellent way for prisoners to actively express ‘ownership’ of their unit and have an input, albeit in a limited way, towards its running. Forums are chaired by the unit PO or SO, giving accountability and quick resolution of unit-related issues.

The IDTS forum is well attended, lively and effective. Healthcare and RAPt also attend the meetings, which are superbly chaired by the Unit SO.

A new initiative, Governor Apps has emerged from the forums. A prisoner can now apply to see a Unit Governor for help, if he considers that the reply to his standard Application is unsatisfactory.

6.12 Property and Post

Property remains an on-going concern for the Board. It continues to feature in many of the IMB applications and in conversations with prisoners.

The Board spends considerable time chasing up missing property either within Highpoint or other establishments. Colleagues from other Boards also often request enquiries to be made. Surely it cannot be considered acceptable that so many items go missing within a closed system, and prove so very difficult to trace once mislaid? Prisoners are entitled to claim compensation for items lost within the system, so surely it must be in the best interests of the Prison Service to get to grips with this once and for all? The Board again urges a review into the safe handling and management of prisoners' property.

Reception is where property cards and boxes are kept. The Board has found it difficult at times to seek information as Reception staff are so often busy dealing with prisoners transferring in and out. While acknowledging this commitment, members can find the situation frustrating as they try to judge the best time to phone or visit. If not successful in making contact, then this all adds to the time in dealing with property applications.

Often property is left behind when a prisoner transfers to/from another establishment – the reason given is that there is insufficient space on the van. Once left behind, tracing a bag can be very difficult and sometimes it never catches up with the prisoner. The Board wonders what contractual arrangements there are for property with the van service providers? What responsibility does the service provider accept for ensuring that all property reaches its ultimate destination?

Prior to the new facilities list being issued in September, a prisoner forum with representatives from all units was arranged by the Property principal and senior officers. Prisoners were taken through the proposed new list and it was agreed to be a fair improvement. The inclusion of DAB radios (UK stations only) for all, DVD player and 10 DVDs (no 18 certificates) for enhanced prisoners and lifers, plus an increase to seven T shirts on the list, were particularly welcomed.

But even so, prisoners transferring in are surprised and frustrated that an item they were allowed to hold in their cell at their prior establishment is not permitted at Highpoint. They question why the rules vary between establishments, as does the Board. The Board therefore requests that consideration be given to a common property allowance for all Category C prisons.

Internal post has been a periodic problem with the Board advised of delays or letters and forms apparently gone missing. It will continue to monitor and will bring the issue to the Governor's attention should the problem persist.

6.13 Reception

All prisoners arriving at Highpoint will pass through Reception. Unlike some establishments Highpoint has no cut-off time so inevitably there will be some late arrivals. This leaves limited time to go through the necessary reception procedures which include the vital cell-sharing risk assessment.

Any prisoner being discharged, for whatever reason, will also pass through the unit. This process also involves adherence to strict protocols.

First time prisoners can find the process very daunting and Reception staff will do all they can to put them at their ease. The Board is pleased to observe that this is always done in a courteous and friendly manner. Healthcare interviews are conducted privately.

Prisoner orderlies make an important contribution to the unit and provide valuable support and information. Their presence is particularly welcomed by first-timers.

6.14 Security

2012 again saw an overall increase in drug, mobile, 'hooch' and other finds. The Board commends staff for their diligence in the detection and recovery of the following items:-

	2011	2012
Mobile phones	60	260
Sim cards	29	78
Cannabis resin	627.2g	124g
Herbal cannabis	141.1g	1330.6g
Heroin	7.3g	8g +
Subutex	4.5g	1.5g
Burnt foil	4	5
Amphetamines	0.3	0.5g
Unidentified Wraps powder (white)	3	2
Other finds in year include: - steroids, syringes/needles, cans of nitrous oxide, tattoo equipment and home-made 'bongs', one old bullet.		
"Hooch"	243 litres	251 litres

Staff face a constant challenge in preventing parcels of drugs and phones getting to their intended source, and it is to their credit that so much has been stopped. However stopping one source has inevitably led to attempts to switch to an alternative route. Security staff are constantly trying to keep one step ahead. Good intelligence, netting of units and random and targeted searches of prisoners, visitors and staff have all been essential.

In spite of the drug finds, the year still saw a sharp increase in prisoners testing positive for drug use, indicating the need for on-going vigilance. The stopping of parcels is thought at times to have been linked to incidents of bullying for prescribed medication and assaults because of debt.

The Board reported concerns last year that drug dogs were not always available when visits to prisoners were taking place, because of the last-minute redeployment of their handlers. This does still happen and the Board will continue to press for regular attendance by the team. Their presence is seen as an essential deterrent.

Measures taken at Christmas to detect signs of brewing appeared to be successful with a decrease in hooch detected. Alcohol can lead to violent and disruptive behaviour so these preventative measures are welcomed by the Board.

The main security hub has been switched back to the south side and operationally this seems to be more efficient. The monthly meetings were also moved back and the Board is pleased to report that there has been an increase in the numbers of staff attending.

The Board is concerned that there has been a steep rise in the number of reportable incidents in the year, almost double the previous year. These cover all manner of incidents from self-harm, through to damage and assaults. The number of barricades, for example, increasing from 15 to 27; assaults from 160 to 200 and damage from 43 to 91. The Board hopes that this worrying trend will not continue into 2013. It does illustrate the need for staff to be constantly on the alert for signs of any build-up of tension and frustration. It also highlights the need for an appropriate level of staff able to respond to any incident or problem at any hour of the day or night - the prison never sleeps. The Board has witnessed the prompt and professional response to staff to incidents and hopes that any future staff reductions will not have an adverse effect.

In a meeting with Board representatives HMIP Inspectors raised prisoner concerns about gang-related issues not identified by staff. The Board has no evidence of this but will of course remain alert for any signs.

At the end of January there was an assisted escape when a Highpoint prisoner was taken to the local hospital following an injury. Outside the hospital officers were held at gun-point. Although the gun was later found to be a replica weapon, this was a traumatic experience for the officers and those who witnessed the incident. The prisoner and his alleged accomplice were later arrested and await trial. A full investigation was carried out and the Board was advised that all procedures, including a security vetting, had been carried out correctly and that the incident could not have been anticipated or prevented.

In September a member of staff was sentenced to 28 months imprisonment after pleading guilty to attempting to smuggle heroin and cannabis into Highpoint. The drugs were discovered when he had arrived for a night duty in May. In his defence he claimed that he had been threatened by a prisoner. The case highlights the need

for staff (and volunteers) to be always mindful of the dangers of being manipulated and always to report any threats or concerns.

6.15 Transfers

As reported last year, Highpoint's rural location and lack of public transport means that many prisoner families find the journey difficult or impossible to make. This results in many transfer requests from prisoners to move closer to home.

Transfers remain a matter of great concern to the Board. It seems that at the moment the Prison Service is merely paying lip service to its commitment to the importance of maintaining family ties.

Whatever the reason, very few prisoners are successful with their requests, even on compassionate grounds. The majority of moves appear to take place for operational reasons and there is little the local transfer clerk can do to facilitate requests. Prison population pressures and difficulties in obtaining inter-prison transport have all resulted in a lack of movement throughout the year.

Category D transfers have also been slow to come through for those prisoners reaching that stage on their sentence.

While this situation continues, the Board suggests that it would be helpful if prisoners were advised of the current state of play far earlier on in their sentence. At the moment many prisoners are arriving at Highpoint with the expectation that it will be just a stepping stone to getting nearer home. Advising them sooner of the current difficulties might prevent setting expectations that are unlikely to be fulfilled.

Some prisoners build up *accumulated visits* with the hope they will be able to apply for a temporary transfer to another establishment to enable them to receive a visit from their families. When the Board became aware that no such transfers were taking place, it asked that prisoners be advised that there was little chance that their request could be facilitated. The Board's request was turned down but it would ask that further consideration be given to avoid building up false hopes.

6.16 Visitors and Visitor Centre

6.16.1 Operations

In general the visits are well conducted and the officers show sensitivity to the cultures and religions of ethnic visitors. The management of visiting children is very good.

From about the middle of March 2013, all visitors, both north and south, will be required to check in for their visit on the south side. The Visitors' Centre is now going to be under contract to a charity called 'Children's Links' which is based in Lincolnshire. Visitors will have the opportunity when checking in to book further appointments. The bus bringing visitors from London will be required to wait whilst 'checking-in' takes place and then it will take visitors to the north side.

This system raises two major concerns: firstly: will there be sufficient parking facilities on the south side; secondly: what arrangements will be made for those coming by taxi? The Board has been advised that the prison is considering arranging some additional transport.

The cleaning on the north side is still unsatisfactory. The shelter for the prisoners waiting for visits on the north side has now been on order in excess of 18 months.

6.16.2 Refreshments

The current vending machine company's contract has now ended, and the staff of Liberty Lounge (Officers' Mess) will be taking on this contract. In addition they will be providing hot and cold refreshments in the Visitors Centre and then in the visits hall on the south side only. The work of the Liberty Lounge is up and running at the moment in the visits hall and is proving to be popular. The amount visitors are allowed to bring in has now been raised to £10 so that they can make good use of the new facilities.

6.17. Gardens

The work of the gardens department has a very positive impact upon the day-to-day environment for prisoners and staff. The splash of colour from the flower beds and containers can be very uplifting, particularly on a dull day.

For those prisoners satisfying the necessary security requirements, the inner and outer gardens and grass areas provide popular work opportunities. The prisoners fortunate enough to work in these areas show great pride and enjoyment in their work. Many comment that they are pleased to have an opportunity to be outside in the fresh air for most of the day.

Careful security vetting is essential because of the access to the grounds that the prisoners enjoy. Sometimes they can be put under pressure to bring in parcels secreted in the outer gardens. This pressure can increase as other sources are blocked. The working parties are subject to searches and any contraband discovered leads to a speedy removal from this work and an appropriate loss of privileges.

Ice and snow resulted in additional work for the department as it has a responsibility for keeping car parks and paths across the prison open and safe.

6.18. Works Department

The Department has responsibility for maintenance and repairs across an extensive estate of some 26 hectares. Residential units, the SAU, office and ancillary buildings are spread widely across the two sites. The ageing infrastructure not surprisingly at times struggles to cope with the needs of some 1300 prisoners plus staff. Drainage from shower recesses is an on-going problem requiring frequent attention.

The Board reported last year that there were difficulties in recruiting tradesman. Vacancies were carried into 2012 and the Board was subsequently advised that the seven places would not be filled. The number of managers was also to be reduced. Inevitably this has put increasing pressure on the existing workforce as they cope with the high volume of daily repairs and maintenance tasks. It is understood that next year the Works Department may be one of the services that ceases to be provided in-house so the existing team may face an uncertain future. The Board will monitor developments.

The refurbishment of some shower recesses on Tempest Unit was of concern to the Board. Subsequent enquiries revealed the placing of the contract and negotiation of

terms was not though the responsibility of the local Works Manager. The Board was concerned at the length of time the project was taking and discovered that the sub-contractors were travelling some distance and then only working about four hours per day. It is appreciated there are security and safety considerations which restrict the working hours available on a unit, but just four hours seemed insufficient. The Board hopes that in future more realistic working hour targets will be set.

6.19. Staff

The Board acknowledges the on-going dedication and commitment of staff, operational and civilian, who contribute to the day to day running of Highpoint.

The Board notes that the high staff sickness rate continues to cause operational problems. It must though be acknowledged that there have been staff who have had to face serious illnesses during the year. Sadly two members of staff died during the year. Board extends condolences to their families friends and colleagues.

Any absence has put pressure on the detail. Officers have been switched to cover essential duties. Working away from their usual post, they have not had the same day to day knowledge of prisoners for whom they have responsibility. A Senior Officer 'working down' on another unit has had the additional effect of leaving officers on their usual unit without their first line of management and support.

The Board has concerns about staff morale as they continue to face a period of change and uncertainty. The coming year will see the introduction of 'Fair and Sustainable', reduction in staffing levels, benchmarking and continuing financial restrictions.

The Board considers it likely that experienced officers may apply to leave should any early departure scheme be announced. The past few years have seen the appointment of enthusiastic and committed officers but the Board feels it essential that Highpoint still retains a solid core of experienced staff.

Staff have continued to remain focused on the running a safe and decent establishment. The Board commends this but remains concerned that continuing cuts in posts and investment may impact upon the current regime at Highpoint.

2011 saw the closure of the staff mess. The Board is pleased to report that during 2012 it was re-opened and is now being run by the owner of a nearby café.

7. The Work of the IMB

7.1 The Year in focus

The Board for Highpoint North and South, appointed in 2011, is now well established. Working practices have continued to be evaluated and members are presently considering whether they should make further changes to the Board's schedule of visits.

It has been a busy working year for the Board. Considerable time, for example, has been taken on dealing with Applications from prisoners. Although the number dropped in 2012, the time taken to deal with these has not. Multiple and complex issues, and endless chasing of replies mean few Applications are speedily resolved.

In April four new members were appointed bringing the Board complement to 19. Unfortunately this situation was short lived as five experienced members then resigned during the year because of increasing family responsibilities and change of personal circumstances. The new members have all settled in well and there is likely to be a further recruitment campaign in the coming year.

The Board had been fortunate to have had the same Clerk for over six years and his experience was much appreciated. During the year a new Clerk was appointed and the Board was again fortunate in that this was also someone with a depth of knowledge of the establishment. The Chair wishes to thank both Clerks for their invaluable support and assistance. It has been much appreciated by all Board members.

The Chair acknowledges the strong and committed Board Highpoint has in place. Members have been generous with their time and have been very willing to undertake extra visits whenever the need arose. The Chair thanks all members for their continuing support, their hard work and their professional approach to their role. The incoming Chair will inherit an enthusiastic and dedicated team.

7.2 Board Statistics

Recommended complement of Board Members	20
Number of Board Members at start of the reporting period	16
Number of Board Members at end of reporting period	16
Number of new Members joining within the reporting period	4
Number of Members leaving within the reporting period	4
Number of Members transferring out within the reporting period	0
Total number of Board meetings during the reporting period	11
Average number of attendances at Board meetings during the reporting period	13
Number of attendances at meetings other than Board Meetings	138
Total number of rota visits conducted	257
Total number of visits to the prison	825
Total number of Applications received	831
Total number of segregation reviews held	478
Total number of segregation reviews attended	450

7.3 Applications received by the Board

Code	Subject	2009	2010	2011	2012
A	Accommodation	8	2	9	26
B	Adjudications	12	12	19	9
C	Diversity related	3	7	0	16
D	Education/employment/training	65	91	98	53
E	Family/visits	68	58	70	35
F	Food kitchen related	12	13	9	11
G	Health related	79	74	88	89
H	Property	191	146	194	170
I	Sentence related	129	113	207	121
J	Staff/prisoner related	17	21	53	103
K	Transfers	132	73	81	90
L	Miscellaneous	168	139	188	185
Total number of subjects in Applications		884	749	1016	908
Total number of Applications		773	708	947	831

7.4 Activities and Development...

Four new members received internal training during the year and attended the National Training Foundation course.

The Board made a visit to Littlehey prison in Oct 2012.

The Board attended training sessions given by the following departments:

- Care UK Mental health team
- Diversity
- Custody and Immigration
- Anti-corruption training organised by Highpoint's Security Department.

The Board continued to invite speakers to address them prior to the Monthly Board meetings. The following topics were presented during the year:

- Updates on the progress of prison workshops
- RAPT
- Update on Offender Management

Members received training in Personal Safety Awareness

The Board held its Annual Team Performance and Review in October, where current practice and future development was discussed.

8. Glossary of Abbreviations and Acronyms used in this report

ACCT	Assessment Care in Custody and Teamwork
C&R	Control and Restraint
CALM	Controlling Anger and Learning to Manage it
CARATS	Counselling, Assessment, Referral, Advice and Through care
CBT	Cognitive Behaviour Therapy
DREAT	Diversity and Race Equality Action Team
ESOL	English for speakers of Other Languages
GTR	Gypsy, Traveller and Romany
HAB	Hospitality Awarding Body
HMCIP	Her Majesty's Chief Inspector of Prisons
HRP	Healthy Relationships Programme
IAPT	Improving Access to Psychological Therapies
IDTS	Integrated Drug Treatment Service
IEP	Incentive and Earned Privileges
ISCRE	Ipswich and Suffolk Commission for Race Equality
ISP	Indeterminate Sentenced Prisoner
KPT	Key Performance Target
NA	Narcotics Anonymous
NACRO	National Association for Care and Resettlement of Prisoners
NICE	National Institute for Clinical Excellence
NVQ	National Vocational Training
OASys	Offender Assessment System
OMU	Offender Management Unit
PALS	Patient Advice & Liaison Service
P-ASRO	Prison Addressing Substance Related Offending
PO	Principal Officer
PPCS	Public Protection casework section
RAPt	The Rehabilitation for Addicted Prisoners Trust
ROTL	Release on Temporary Licence
SAU	Segregation and Assessment Unit
SMT	Senior Management Team
UKBA	UK Border Agency