



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

21 November 2022

Dear Chair,

**HMP WARREN HILL: INDEPENDENT MONITORING BOARD ANNUAL REPORT  
FOR 1 JUNE 2021 – 31 MAY 2022**

Thank you for your Board's report for the year ending 31 May 2022. I am very much aware of the amount of effort that goes into producing annual reports and thank you for providing a comprehensive picture of HMP Warren Hill over the reporting year, especially as you continued to operate with a reduced complement of members.

I was saddened to hear there were two deaths in custody during the reporting year. As you are aware the Prisons and Probation Ombudsman (PPO) carry out independent investigations into deaths in custody and I would like to assure the Board my officials take recommendations from the PPO very seriously.

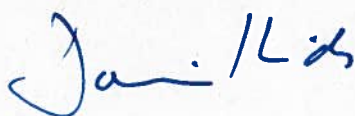
I appreciate the Board's concerns around Release on Temporary Licence (ROTL) policy and thank you for drawing this to my attention. For the most serious offenders, access to ROTL into the community is generally limited to those who have progressed to open conditions and been tested there. Allowing access for those who have not completed this step successfully is something that needs careful consideration and the ROTL pilot at HMP Warren Hill has been paused to allow for a review of progress, outcomes and learning to date. The review is currently underway and should be completed in early 2023.

The reporting year was once again disrupted by the pandemic and it was therefore encouraging to receive your comments that the prison continues to feel safe for both prisoners and staff where violence is extremely rare. I was further encouraged to note the on-site Approved Premises is working well, that there is regular monthly training for staff, and that staff and prisoner representatives work together to mark events each month to raise awareness of one of the protected characteristics. I was also pleased to note the return of Britten-Pears Arts charity to help prisoners with soft skills together with the continued accreditation from the Royal College of Psychiatrists recognising HMP Warren Hill's commitment to provide a safe space where everyone can contribute to the environment in which people live and work.

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

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

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Damian Hinds'.

**Damian Hinds**  
**Minister for Prisons and Probation**

## HMP WARREN HILL: INDEPENDENT MONITORING BOARD ANNUAL REPORT FOR 1 JUNE 2021 – 31 MAY 2022

### HMPPS comments on matters raised in the report

#### **Prisoners' Property**

The new Prisoners' Property Policy Framework was published on 1 August 2022 with an implementation date of 5 September. The Framework is the result of extensive consultation, including with the IMB. It has been designed with procedural justice at its core and aims to ensure consistency and fairness and enhance prisoners' satisfaction with processes and outcomes. Given the nature of property, and the movement of prisoners between establishments, the Framework looks to provide greater direction and standardisation on a national basis. It strengthens processes in relation to the main problem areas identified by IMBs and staff including the handling of valuable property, managing cell clearances, compliance with volumetric control, and forwarding on excess property following a prisoner's transfer. HMP Warren Hill has also introduced a policy to reimburse prisoners whose property from other prisons is lost after a reasonable time being investigated. The new Property framework now gives prisons the ability to utilise courier services where property is still at the sending establishment waiting to be forwarded on.

#### **In-Cell Telephony**

HMPPS were required to introduce a Pre-Call Announcement (PCA) advising all recipients of social prisoner PIN phone calls (not legal or privileged calls as these are not monitored), that the call would be subject to monitoring and recording and to only proceed with the call if they were content with this. The PCA was rolled out in late April 2022 across the whole prison estate and included all PIN phones, both landing-based and in-cell.

Reports of prisoners possibly incurring the 10p minimum charge for some calls that were not connected began to be received from prisons and the provider (BT) was asked to investigate. It was found that the PCA runtime was longer than some Voicemail messages and some calls had automatically terminated before the prisoner was put through, resulting in the 10p charge having already been applied. Additionally, many prisoners were not aware of the PCA's introduction and hung up during the announcement being played although this incurred no charge.

In May 2022 a shorter PCA was tested and rolled out and a caller-PCA introduced so prisoners were aware of why it was taking a little longer to get put through. In-cell telephones had a beep tone added when a call was connected to further remove any uncertainty; this feature will be included in all landing PIN phones once the technology has been updated. The number of complaints from prisons reduced dramatically and of those still received prisons were advised to listen to the call recording to confirm if a conversation took place, and if not, to check a charge was made for the call and report to the provider helpdesk. A final upgrade was added in June where the service provider added a 3-second grace period to all calls and prisoners were advised to hang up promptly on any call where there was no one to talk to when connected.

#### **Food Provision**

The prison is working with the regional catering-lead to conduct a feasibility study to provide an on-site finishing kitchen, including location and costing. The feasibility report is expected to be completed and submitted to the Prison Group Director in the new year. In the meantime, six new server trolleys have been purchased to ensure food temperatures are maintained whilst meals are being transported. Additionally, power sockets are being installed in the transport vehicles to further ensure food temperatures are maintained during transit.