



Annual Report of the Independent Monitoring Board at HMP Warren Hill

**For reporting year
1 June 2024 to 31 May 2025**

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Introductory sections 1 – 3

1. Statutory role of the IMB

The Prison Act 1952 requires every prison to be monitored by an independent board appointed by the Secretary of State from members of the community in which the prison is situated.

Under the National Monitoring Framework agreed with ministers, the Board is required to:

- satisfy itself as to the humane and just treatment of those held in custody within its prison and the range and adequacy of the programmes preparing them for release
- inform promptly the Secretary of State, or any official to whom authority has been delegated as it judges appropriate, any concern it has
- report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody.

To enable the Board to carry out these duties effectively, its members have right of access to every prisoner and every part of the prison and also to the prison's records.

The Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT) is an international human rights treaty designed to strengthen protection for people deprived of their liberty. The protocol recognises that such people are particularly vulnerable and aims to prevent their ill-treatment through establishing a system of visits or inspections to all places of detention. OPCAT requires that states designate a National Preventive Mechanism to carry out visits to places of detention, to monitor the treatment of and conditions for detainees and to make recommendations for the prevention of ill-treatment. The IMB is part of the United Kingdom's National Preventive Mechanism.

2. Description of the establishment

2.1 Warren Hill became a category C (a training and resettlement prison that holds those whose escape risk is considered low but who cannot be trusted in open conditions) prison for adult men in 2014. Before this, it was a joint service with the nearby Hollesley Bay prison, operating as youth custody centres.

2.2 It delivers a progression regime for prisoners who received a life sentence or an indeterminate (with no fixed end date) sentence for imprisonment for public protection (IPP).

2.3 The prison accepts prisoners serving these sentences who are excluded from open conditions and those who have been recalled.

2.4 It is an integrated site, with prisoners convicted of a wide range of offences. There is a culture of acceptance and tolerance: 'don't ask, don't say.'

Residential units

2.5 There are six residential units of varying sizes. These are:

Name	Type	Number of places
Elm	Therapeutic community (TC)	40
Maple	Psychologically informed planned environment (PIPE)	20
Oak	Progressive regime unit for general population and incentivised substance free living (ISFL)	94
Alder	Progressive regime unit for general population	89
Sycamore	Progressive regime unit for older prisoners and for those with social care needs	20
Willow	Independent living unit mirroring approved premises provision in the community	4

2.6 In total, the operational capacity (the maximum number of prisoners that can be held without serious risk to safety, security, good order and the proper running of the planned regime) of Warren Hill is 267¹ places.

Governance review

2.7 A governance review of the two neighbouring prisons, Warren Hill and Hollesley Bay, was undertaken in the latter part of the year, which this annual report covers.

¹ Figures included in this report are local management information. They reflect the prison's position at the time of reporting but may be subject to change following further validation and therefore may not always tally with Official Statistics later published by the Ministry of Justice.

Resulting from this, there has been the appointment of one Governor for the two sites and the senior management team has been re-shaped.

2.8 At the time of writing, April 2025, there is a staffing review being undertaken and undoubtedly changes will be made to increase the effectiveness and efficiency at both sites.

2.9 From the IMB's perspective there is a working group established to review the best way forward to ensure that effective monitoring takes place across both sites. This group has the remit to make recommendations to both current Boards on the future IMB arrangements for the 'new' prison.

3. Key points

3.1 Main findings

3.1.1 From the Board's observations, HMP Warren Hill continues to be a well-run prison that is generally safe and secure for the prisoners. There appear to be good relations between the staff and most prisoners where 'helpfulness' seems to be the dominant theme, on both sides.

3.1.2 The Board observes that the residential units are clean and prisoners are encouraged to look after their own rooms and the communal areas to high standards. The grounds are well maintained and the prison is always tidy during the Board's observations. There are some aspects of the prison where capital investment is required; for example, the ill-fitting windows in the residential units.

3.1.3 From the Board's observations, the healthcare facilities are good, although the Board has expressed some concerns that these facilities will need to be expanded as the number of prisoners increases.

3.1.4 The work opportunities for the prisoners are variable and where they are good, they are excellent. The IMB welcomes the newly forged relationship between the prison and local employers (via the work of the employment advisory board) and the recent contractual agreement drawn up between a local transport company and the prison, since this truly represents the 'world of work' and life outside of prison.

3.1.5 Educational opportunities and the wider curriculum focus on the skills that prisoners will require once they leave the secure surroundings of Warren Hill, notably interpersonal skills, social and employability skills etc. Nevertheless, the IMB would welcome a greater emphasis place on ICT and modern ways of living.

3.1.6 The IMB welcomes the attention placed on understanding neurodiversity and the roll-out of courses to staff thereby improving their understanding of prisoners' behaviours and attitudes is welcomed by the IMB.

3.1.7 The development of the Willow Unit in preparation for release by living both communally and independently is again most welcome, but the Board questions whether four spaces/beds/rooms is sufficient.

3.1.8 The governance review and the closer working relations because of single management afford the 'new' prison the opportunity to examine closer working across both sites.

3.1.9 Work has begun on tracking prisoners once they have left to establish why the recall rate remains so stubbornly high, at approximately 50%. The IMB would welcome the continuation and development of this work.

3.2 Main areas for development

TO THE MINISTER

- As in last year's annual report, will the Minister urgently re-consider the cancellation of ROTL at HMP Warren Hill, as it is felt that its reintroduction would aid rehabilitation and resettlement of prisoners?

TO THE PRISON SERVICE

- In the last annual report, some concerns were expressed over the proposed expansion of the prison, with approximately 90 RDCs (rapid deployment cells) being added to the establishment. Will the ancillary provision be proportionally increased? This concern remains, although assurances have been given.
- In a similar vein, there remains some uncertainty about whether new kitchen facilities will be provided solely for the Warren Hill site. Will a new kitchen solely for the Warren Hill site be provided as part of the proposed expansion programme?
- The Board had received a warning during the reporting year that there would be reductions in the education budget for 2025-2026. However, some surprise and concerns were expressed over the proposal to reduce the education budgets in prisons by approximately 35% overall. How does HMPPS propose to mitigate this reduction to ensure educational outcomes for prisoners are maintained?
- Furthermore, it would be helpful to have a definite picture of the future building works, including the proposed kitchen provisions so that more detailed planning can be undertaken. The current kitchen and rapid deployment cell (RDC) projects have been very 'stop - start'; could a detailed project plan and funded project plan be presented to the prison to eliminate the current uncertainty?
- The IMB recognises that the age profile of the prisoner population is increasing. What is the Governor's/HMPPS's plan to accommodate elderly prisoners in a more purposeful way, including making physical adaptations to the prison to be age-friendly and ensuring appropriate care packages are in place for prisoners with social care needs?

TO THE GOVERNOR

- Will the opportunities offered by the Governance Review be fully exploited? For example, joint training and working and development opportunities across both sites along with improved opportunities for prisoners, again across both sites?
- Further follow-up work is developed so that the effectiveness of the Warren Hill regime can be assessed against the recall rates.
- The work of the EAB (employment advisory board) is further supported and enhanced so that prisoners have genuine work and industrial experience recognising the ROTL comments addressed to the Minister above.
- A variety of avenues are explored to enhance the use of IT in prison to equip and assist prisoners on their release.

3.3 Response to the last report

- Lord Timpson (Minister of State for Justice) replied to the 2023-2024 HMP Warren Hill IMB Board in November 2024.

- He was sympathetic to the review of the ROTL arrangements at the prison, recognising that ROTL is an invaluable tool to genuinely assess an individual prisoners' suitability for release.
- The issues related to the proposed kitchen and catering facilities were noted, along with the expectation that a 'series of bids' are made to secure the finance to overall improve the site.
- The importance of education and training was recognised.

Evidence sections 4 – 7

4. Safety

4.1 Reception and induction

4.1.1 HMP Warren Hill continues to receive a low number of new receptions, largely due to its specific entry criteria and the relatively stable nature of its population. As a result, the number of individuals undergoing induction at any given time is small. The IMB is routinely informed of all new arrivals, ensuring external oversight of the process and early engagement with newcomers.

4.1.2 Under the single governance model, a review of the induction programme is planned, with emphasis on the first night experience to ensure the safety and wellbeing of new arrivals. This will build on existing strengths aligned with the broader transition of responsibilities under the new head of operations, as reception moves from the safety team to operational oversight.

4.1.3 In contrast, HMP Hollesley Bay operates a dedicated induction unit, managed by a custodial manager, which provides a useful point of comparison for developing best practice at Warren Hill. In this regard, the IMB notes that the new governance model is creating opportunities to improve structures and processes that will benefit the prisoners from both sites. Feedback from Her Majesty's Inspectorate of Prisons (HMIP, 2025) highlighted several positive aspects of the reception and induction process at Warren Hill. Inspectors noted that the reception area was welcoming, with new arrivals greeted by a friendly orderly who also served as a trained 'Listener' (a prisoner trained by the Samaritans) offering confidential emotional support. In the HMIP survey, 95% of prisoners reported being treated well in reception, significantly more positive than responses from other category C establishments.

4.1.4 Reception staff conducted safety interviews in private, and new arrivals were supported in contacting their families once on the wing. Where telephone PINs or funds had not yet transferred from the sending establishment, prisoners were offered a free call or credit. The prison also demonstrated a robust process for pursuing property lost in transit, with 91% of prisoners reporting they received their property within the first few days.

4.1.5 The induction programme begins on the first working day after arrival and is delivered over a two-week period involving cross-departmental contributions outlining the progression pathway for prisoners. Peer workers play a key role in guiding new arrivals noting that prisoners interviewed by HMIP were generally positive about their induction experience, with 80% stating that it covered everything they needed to know about the prison.

4.1.6 In summary, while Warren Hill's induction numbers remain low due to its unique population profile, the Board has observed that from the feedback received from 'new' prisoners, the current processes are well-regarded by prisoners and will continue to evolve. The planned review under single governance aims to ensure that the prison builds on existing good practice, prioritising the safety, dignity, and informed integration of all new arrivals.

4.2 Suicide and self-harm, deaths in custody

4.2.1 The HMIP inspection awarded Warren Hill a score of 4 (the highest rating) for safety, reflecting the establishment's continued commitment to maintaining a safe and stable environment. Incidents of self-harm and suicide remain very low, underscoring the effectiveness of current safety practices.

4.2.2 For the reporting period, the following figures were recorded in relation to ACCTs (assessment, care in custody and teamwork document. Used to support prisoners who are at risk of self-harm and suicide). The IMB regularly monitors the effective management of open cases during monitoring visits and is aware that three prisoners had three or more ACCTs open during the period:

- number of open ACCTs: **55**
- number of ACCTs opened due to actual self-harm incidents: **11**

4.2.3 Three deaths in custody occurred, one of which was a suicide and two due to natural causes. All deaths in custody are subject to investigation by the Prisons and Probation Ombudsman (PPO), where recommendations are communicated directly to the Governor and the head of safety, who then collaborates with regional safety teams to ensure all recommendations are implemented according to the established protocols. These actions are reviewed regularly by the prison group director through scheduled governance meetings.

4.2.4 Again, the single governance model is creating opportunities for improvement, The safety teams at HMP Warren Hill and HMP Hollesley Bay are already working collaboratively to align practices and develop roles across both sites. Weekly safety intervention meetings (SIMs) are held to review and support vulnerable prisoners managed under ACCT and CSIP (challenge, support and intervention plans, used to support and manage prisoners who pose an increased risk of violence) processes. The Board has observed that meetings are well-attended by case managers and multi-agency partners in a coordinated approach to managing complex and high-risk individuals.

4.2.5 Quarterly safety meetings, along with segregation monitoring and review group (SMARG) provide strategic oversight of safety trends and patterns. These meetings encompass both establishments under the single governance structure, which in turn has enabled the allocation of additional resources, given the distinct operational demands of each site. The combined safety team now includes:

- two safety custodial managers;
- one dedicated safety officer;
- one induction custodial manager; and
- one diversity and inclusion custodial manager.

4.3 Violence and violence reduction, self-isolation

4.3.1 HMP Warren Hill continues to promote a strict zero-tolerance policy towards violence and all forms of discriminatory behaviour. As a matter of policy, any act of violence triggers a full review of the individual's suitability for remaining within the progressive regime model provided by Warren Hill.

4.3.2 During the reporting period from June 2024 to May 2025, a total of ten violent incidents were recorded (eight involving prisoner-on-prisoner and two prisoner-on-staff). Low-level bullying and anti-social behaviour are mainly addressed through the CSIP process. While this approach offers support and intervention, individuals identified as perpetrators may face consequences that impact their progression within the community and their sentence planning. Incidents of self-isolation remain low and are routinely reviewed during the weekly safety intervention meetings (SIM).

4.3.3 Looking ahead, violence reduction strategies across both Warren Hill and Hollesley Bay will be reviewed to ensure consistency and effectiveness and, although Hollesley Bay operates as an open estate, it upholds the same zero-tolerance stance on violence, grounded in trust and risk assessment. As such, aligning policies is not expected to require significant changes.

4.4 Use of Force (UoF)

4.4.1 Incidents involving the use of force remain low, with high levels of compliance consistently maintained across the establishment and no incidents involving PAVA (a synthetic incapacitant, similar to pepper spray). During the reporting period, there were nine recorded incidents requiring the use of force, each incident subject to a thorough review process. Initially, all cases are reviewed by the deputy Governor to ensure that the actions taken were necessary, reasonable, and proportionate. Subsequently, they are discussed in detail at the SMARG, with the IMB in attendance, to identify any learning points or trends.

4.4.2 Annual control and restraint (C&R) training is routinely delivered, and all operational staff are closely monitored by the training department to ensure their use of force refresher training remains current and compliant with national standards.

4.5 Preventing illicit items

4.5.1 Statistics seen by the IMB indicate the number of illicit items detected remains low, aided by good practices being in place through attention to physical and procedural matters, including: effective security intelligence and positive staff-prisoner relationships. There was a total of five prescription medications, seven alcohol, three mobile phones and 29 miscellaneous items such as scissors, smoking materials, USB sticks, pornography, and restricted DVDs.

4.5.2 Out of 324 random drug tests, there were four failures, 1.23%. The CBDT (compliance-based drug testing) showed 10 refusals and five other prisoner testing positive, a 1% failure rate.

4.6 Incident reports

4.6.1 There was a total of 764 incidents reported during the period, the majority of which were linked to suspicious associations and concerns around trading of medications. There were 105 adjudications (disciplinary hearings when a prisoner is alleged to have broken the rules) with 68 (65%) proven. The IMB has observed that the senior leadership and prison staff, together with the prisoner community, work mostly in harmony to provide a generally safe environment, underpinned by the relatively low number and low-level degree of incidents, in keeping with the aims of a progressive regime.

5. Fair and humane treatment

5.1 Accommodation , clothing, food

5.1.1 Prisoners are housed in single-cell accommodation on all units. The older units have flush toilets in each cell and the IMB is pleased to note that long-running problems with the communal showers on these units have been addressed over the past year. The accommodation for the newer units, housing the therapeutic community and PIPE, provides in-cell showers. Sycamore unit houses older prisoners and those requiring extra support with health conditions: the IMB considers that this unit would benefit from improved air circulation throughout.

5.1.2 Some prisoners on the older units had complained early in the reporting year that their mattresses were worn out. 50 new mattresses were purchased and are being issued appropriately. There are ongoing problems with windows on Oak and Alder units, some of which cannot be opened or closed properly. Capital bids are submitted annually to replace windows as necessary, but the IMB is aware that some of the windows were welded shut when the prison housed young offenders.

5.1.3 Work on the provision of inundation points, where hoses can be inserted in case of fire, has been undertaken. The IMB is pleased to note that the issue with cells where secondary inundation points were not possible has been resolved by replacing old for new slimline nozzles on those missing units.

5.1.4 Willow unit houses four prisoners and is a welcome step forward for those who have had a successful parole hearing and are waiting either to be released or transferred to an open prison. Prisoners organise their own cooking and other domestic activities and the unit is kept immaculately clean and tidy. The IMB commends this provision, as it helps prepare prisoners for release by learning to abide by the rules associated with external approved premises.

5.1.5 The IMB would encourage an increase in such provision for independent living. Provision would be enhanced by the long-anticipated installation of 94 rapid deployment cells (RDCs), but work has stalled following the insolvency of the manufacturing company. There has been some preparatory groundwork, but no date has been announced for completion.

5.1.6 The communal areas in all the units are clean and well maintained by the prisoners themselves. Three of the five units have pleasant gardens attached and the other two have open-air association areas with seating.

5.1.7 The prison has adopted measures to control vermin both inside and outside the units and prisoners are encouraged to clear away any food waste from the self-cook areas.

5.1.8 Most prisoners have adequate clothing on arrival but a store of emergency items is available at the clothing exchange store. Prisoners can purchase good quality items from the on-site shop or through a catalogue.

Food

5.1.9 Food for Warren Hill is prepared by the kitchen at Hollesley Bay, which is about a mile away. The kitchen is housed in a temporary field kitchen which should be replaced by a more permanent building in 2025 – 26. The current kitchen received a 5 star rating for food hygiene during the reporting year.

5.1.10 Complaints about the food have been drastically reduced over the year. This is attributable to improved communications between the catering manager and the wing representatives, via the monthly food forums. However, it should be noted that with the expansion of numbers at both sites, there will be increased pressure on this service.

5.1.11 The IMB has observed that the provision of special meals for dietary, health or religious reasons is good; however, sometimes there is confusion over the role of healthcare in deciding what provisions should be made. Prisoners can make comments about the food via the comments book located at each servery on all residential wings. These comments are then gathered by the catering manager and discussed at the food forum meetings mentioned above.

5.2 Segregation

5.2.1 There is no segregation unit at Warren Hill. Prisoners who are assessed as needing to transfer out of Warren Hill are moved promptly, usually to the prison they came from.

5.3 Staff and prisoner relationships, key workers

5.3.1 The IMB has observed that staff and prisoner relationships are mutually respectful and positive, and that staff talk to prisoners regularly to check how they are getting on. Whilst staff on the units are visible and accessible, the IMB has observed a tendency on some units for staff to congregate in the reception offices rather than be visible to prisoners around the units. However, the IMB is also aware that some staff engage in evening activities with prisoners on their units and are alert to the needs of individual prisoners.

5.3.2 Work on the single governance structure (SGS) for HMP Warren Hill and the neighbouring HMP Hollesley Bay began at the start of 2025 and the IMB has been aware of some minor disquiet amongst staff who are concerned about their futures. Updates on progress have been issued regularly, but (at times) there remains an unsettled feel to the establishment. Prisoners have expressed curiosity about the SGS, but the IMB is pleased to note that staff's concerns does not appear to have impacted them.

5.3.3 Key workers have provided an essential service and the most recent HMIP report noted that they held thoroughly meaningful sessions, demonstrating in-depth understanding of prisoners' risks and targets for progression. Key workers consult all departments, notably the offender management unit (OMU) and psychology to understand prisoners' progress. The HMIP report also commented on the robust quality assurance processes for key work.

5.3.4 In the previous reporting year, there was an 87% delivery rate of key worker sessions. There are no comparable figures for this reporting year as the key worker

metric has changed and instead judges on the quality assurance process rather than percentage delivery. In the reporting year Warren Hill was graded amber/green in the offender management in custody (OMiC) key worker audit and often other establishments visit Warren Hill to observe the good practice in key working.

5.4 Equality and diversity

5.4.1 An analysis of the prison's population at the end of May 2025 showed 71.2% (71% in December 2023) were white, 20.2% (27.5%) were black or had roots in minority ethnic communities, and 4.6% (1.5%) were from the Gypsy, Roma and Traveller community.

5.4.2 In the reporting year, 10 discrimination incident reporting forms (DIRFs) had been submitted, compared with 28 in 2023: four related to race discrimination, four to religious discrimination, one to disability and one to sexual orientation. Of the 10, three were upheld, one was partially upheld, and six were not upheld.

5.4.3 The IMB observes regular DIAT (diversity and inclusion action team) meetings, which are attended by equality representatives from all units and by the community diversity officer from the Ipswich and Suffolk council for racial equality. The IMB commends the opportunities given to prisoners in these meetings to question managers on issues such as prisoner employment and the efforts made to recruit staff from ethnic minorities. The HMIP Report for 2025 cited as an example of good practice the scrutiny of an excellent range of shared data.

5.4.4 Each month, the prison seeks to raise awareness of one of the groups identified as having protected characteristics and this involves staff and prisoner representatives working together to develop displays and events to mark the month.

5.4.5 The prison has an active LGBT+ community and has good systems in place to support transgender prisoners. So, for example, female clothes and key beauty products are available in the prison's shop.

5.5 Faith and pastoral support

5.5.1 The chaplaincy team is a shared service with Hollesley Bay and comprises one full-time and four part-time chaplains. The IMB commends the pastoral care available to prisoners of faiths or of none. There is a weekly timetable, offering communal worship and study groups for all faith groups, as well as Sycamore Tree courses on victim awareness. The multi-faith room is welcoming and has a garden attached where prisoners and staff can sit for quiet reflection. Access is assisted by a mechanical stair lift assisting those with mobility needs.

5.5.2 Religious and faith events are recognised across the prison and special foods are prepared by the kitchens and by the prisoners themselves to celebrate. The kitchens take particular care to ensure that food is prepared in accordance with the specific requirements of faiths.

5.5.3 The IMB notes that 15 prison visitors were active in the prison throughout this reporting year. They attend weekly and meet with prisoners who otherwise would have no visitors.

5.5.4 A critical care protocol is in place to ensure the chaplaincy is involved in the event of death in custody of a prisoner. The IMB observed that this worked well for the two incidents in this reporting year. In cases of a death where the prisoner has been ill for some time, they have been well supported by the team in the days leading up to their death.

5.5.5 The summary of this year's chaplaincy quality assurance and development visit (QuAD) assessed that the faith and belief services offered were 'fully compliant'.

5.5.6 The only faith that does not have representation within the prison is Rastafarianism. Efforts are being made to address this.

5.6 Incentive schemes

5.6.1 Although prisoners arriving at Warren Hill are placed on the enhanced (highest) level of the local incentives scheme, within the progressive regime at Warren Hill a system of enhanced behaviour monitoring (EBM) largely replaces that scheme. Prisoners and staff have commented to the IMB that the EBM scheme motivates positive behaviour and engagement (through a system of earned privileges).

5.6.2 Progression through the three stages of EBM can give access to additional incentives through meeting targets on the prisoner's progression plan. The key worker is pivotal to this process, meeting the prisoner regularly to explore and test issues and challenge negative behaviour. Stages 2 and 3 of the EBM system allows prisoners to take on more trusted roles: for example, going to the prison shop and barista café; cooking their own evening meals and having more relaxed family visits in the purpose-built family room. The IMB has observed that prisoners cooking for themselves can encourage a community spirit between prisoners, who join in with each other in the food preparation process and sit together to eat.

5.7 Complaints

5.7.1 During the reporting year, the prison received 451 complaints from prisoners, a reduction of 25 (5%) compared with the previous year. The greatest number of complaints concerned residential matters (15%), a small increase from the last reporting period. Property made up 13% of the complaints, an increase of 5% from last year. Offender management and the OASys (offender assessment system), which is used to measure the risks and needs of prisoners, and finance and cash issues accounted for a further 8% each. The 'other' category rose by 1% to 10%. Quality assurance is achieved through a random 10% sample of all prison complaints and the responses, examined monthly by the Governor, the deputy governor, and the head of business assurance.

5.8 Property

5.8.1 Whilst property remains a prominent issue in complaints, the tracking system introduced by staff continues to work well.

6. Health and wellbeing

6.1 Healthcare general

6.1.1 Healthcare is provided by **Practice Plus Group** in modern, purpose-built accommodation and there is a full-time manager on site. Healthcare meets all new arrivals at reception, and all are offered an in-depth health assessment for which the national screening templates are used. Every new arrival is offered an in-depth health assessment within 24 hours of arrival; of those who remain in the establishment, 100% complete the assessment within seven days.

6.1.2 The GP service is provided by a mixture of employed staff and long-term locum provision. Opticians and dentists regularly attend the prison, and referrals are made for physiotherapy and podiatry.

6.1.3 Healthcare staff are in attendance from Monday to Friday, 7.30am to 7.30pm and from 7.30am to 5.30pm at weekends. Outside of these hours, the prison makes use of the NHS 111 service and, when deemed necessary, ambulances are called. A nurse triage is available for all patients daily during weekdays with weekend support via officer contact at the weekend. All clinics can be booked between 48 hours and six weeks in advance except for podiatry as there is only one session per month, which means that there could be a waiting time of over six weeks with a waiting list, with some waiting eight weeks for an appointment.

6.1.4 There are very low numbers of 'could not attend' or 'did not attend' missed appointments and there are individual plans in place to reduce this, including nurse triage assessment to ensure relevant clinician appointments are booked.

6.1.5 A healthcare forum is held monthly, at which there is prisoner representation from all units.

6.1.6 At the end of March, near the end of the reporting period, Warren Hill and Hollesley Bay became one prison under single governance with the very senior staff members appointed. The roll out of appointments to lower staff grades continues, and yet the full impact of the way that healthcare is delivered and any possible changes at Warren Hill are yet to be fully established.

6.2 Physical healthcare

6.2.1 At the end of the reporting period, 75% of prisoners at Warren Hill were over 40, and 45.7% were over 50 years old, calculated against the top role number of 267. This is a slight increase on the previous reporting year, and ill health is more prevalent in older populations. On weekdays there are often one or two prisoners attending hospital appointments, and there are occasionally bed watches undertaken, which can sometimes last for many days. End-of-life care plans have been put in place where necessary. Two prisoners died of natural causes during the reporting year and the final reports from the Prisons and Probation Ombudsman have now been received and both included positive reviews in respect of the way that end-of-life care was managed and provided.

6.2.2 There are a variety of health promotion programmes, such as a prison-based vape cessation programme. Trained nurses give information including literature to those who

are eligible, alongside invitation letters to raise awareness of vaccinations and encourage them to be accessed.

6.2.3 Screening programmes are offered to all for bowel screening, abdominal aortic aneurysm, HIV (with 90.9% of the population screened) Hepatitis B&C along with tuberculosis, which again is offered to all.

6.3 Mental health

6.3.1 Those prisoners who have some form of personality disorder or also have mental health issues are supported by a team comprising a mental health nurse, learning disability nurse specialising in mental health. The team works at Warren Hill and at HMP Hollesley Bay and is working with 22.5% of the population who are in crisis. IAPT (improving access to psychological therapies) has organised group sessions for prisoners who require support which is provided by **the Forward Trust**.

6.3.2 The prison has provided mental health (first aid) awareness training under the auspices of '**Unlock My Life:**' a scheme which offers prisoners the opportunity to open up about mental health issues.

6.3.3 Several training courses have been carried out during the year, and the neurodiversity support manager has arranged neurodiversity awareness training and sessions for prisoners to provide a greater understanding of neurodiversity, with the prisoner population talking about lived experiences. The neurodiversity manager continues to work closely with both staff and prisoners to provide support and greater understanding of individual needs and conditions.

6.3.4 Healthcare professionals are involved in all ACCT reviews. Mental health care plans are all reviewed annually, with all prisoners being provided with self-centred care plans and written information about their mental illness and care plan.

6.4 Social care

6.4.1 Prisoners can refer themselves for social care support or may be referred by staff. Assessments are made by an agency for Suffolk County Council, where the occupational therapist may recommend the type of support required to meet their needs.

6.4.2 Personal care for prisoners is becoming an issue for those with these needs resulting from physical or mental incapacity. This has been raised several times during the reporting year by IMB members and it is considered that a 'future-proofing approach' may be helpful as the prison population grows older and the pressures on County Council Social Services budgets remain which may lead to some form rationing.

6.5 Time out of cell, regime

6.5.1 Warren Hill has a full regime, with all prisoners being unlocked for most of the day between 7.45am and 7.30pm. The working week is nine sessions, with Friday afternoons and weekends available for leisure and purposeful activity.

6.5.2 There is good use of the gym and prisoners can access it for over three hours each week, twice more than the usual entitlement of one and a half hours a week. There

are also set time periods for those who are older to access the gym when the younger men are not present.

6.5.3 The sports field is also well used, with prisoners making good use of the trim trail. Parkrun remains popular and there are frequently over 70 prisoners and staff taking part every Saturday morning. All register under a pseudonym, and the times for each person are printed out and distributed to the units so that everyone can check their respective time for that week.

6.6 Drug and alcohol rehabilitation

6.6.1 Warren Hill has adopted a multi-agency approach towards the implementation of the drugs strategy, involving the healthcare department, the offender management unit and other external groups.

6.6.2 **Phoenix Futures** works with prisoners with a history of addictions. There are groups which also attend to provide additional support such as **Alcoholics Anonymous** and **Narcotics Anonymous**, which give additional support alongside that provided by phoenix futures. Many of those people released will go to approved premises following a parole decision for release, and some will go to PIPE or to residential rehabilitation locations facilitated by Phoenix Futures.

6.7 Soft skills

6.7.1 **Britten Pears Arts**, a music education charity, are active in the prison, running two weeklong sessions during this reporting period, with one specifically focused on the creation of new songs and music by the prisoners who then perform to an audience of their peers in the morning and of invited guests in the afternoon. The second weeklong session was focused on the recording of music. Songwriting training is provided and the written songs are then recorded. Participants are given recordings of their music to keep after the sessions finish.

6.7.2 There is a very creative art group who work on a variety of projects, some of which is of a very high standard. There were several submissions to the **Koestler Awards** again for artwork, craft, and creative written work, some of which were given awards. There are three book groups running presently, catering for different levels of literacy and genres.

6.7.3 The sewing workshop continues to flourish and produce both functional items and more creative ones as well. Several of the men produced work for **Fine Cell** and a sewing group has also started up along with a group creating artwork from matchsticks. Within the units, the snooker league continues, and groups play chess both within association time on the accommodation units and during a weekly chess club.

6.7.4 The IMB commends the prison for its continuing commitment to the **Enabling Environment**. This accreditation from the **Royal College of Psychiatrists** recognises that at Warren hill there is a focus on creating a positive and effective social environment, where prisoners and staff can contribute to the place in which they live and work.

7. Progression and resettlement

7.1 Education, library

Education

7.1.1 HMP Warren Hill has a dedicated education block featuring classrooms, IT spaces and a well-stocked library. An HMIP survey of prisoners reported that 41% had reading difficulties and 34% had learning difficulties.

7.1.2 Neurodiverse prisoners are supported through a range of resources, including a special lounge in the PIPE unit, reasonable accommodations in learning activities and special events such as the recent neurodiversity conference entitled 'making sense out of senses'. The Board has observed psychological care in the PIPE unit to be nurturing, and includes a well-equipped sensory room for de-escalation and a wide range of activities, varying from gardening and beekeeping to willow weaving.

7.1.3 Crito Project is an innovative and challenging philosophy course provided by the University of East Anglia and currently attended by 15 prisoners seeking to achieve a degree.

7.1.4 Twenty-two prisoners are currently pursuing Open University courses, but the track record for completion of these courses is not particularly good. The establishment of study groups and a dedicated study room are designed to help students complete their courses and motivate one another, but a study skills support mechanism is also needed to prevent drop-out.

7.1.5 The Diploma in Progression is a three-month course, during which prisoners explore topics of relevance such as conflict, assertiveness, and empathy as they prepare for life after release. Participants are encouraged to maintain a reflective diary which could be useful in tracking progress from the 'old me' to the 'new me' and can be presented as evidence in parole reviews.

7.1.6 There is a significant and growing range of educational opportunities for prisoners of all ability levels, and a clear understanding of how important education is in the rehabilitative journey.

Library

7.1.7 The library is very well resourced with over 5600 items, including books, audio books, DVDs, CDs, magazines, puzzles, and games. There are also reading stations on all units. Books have been donated to the library by IMB and chaplaincy members.

7.1.8 The management of the library was transferred from Suffolk libraries to People Plus in May 2025. The new library layout and location has caused controversy and inconvenience in the short term, but is now settling down, with footfall and borrowing gradually recovering. It is now apparent that having a library within the education building is beneficial.

7.1.9 One goal that has been partially achieved is to redesign the timetable so that it matches the availability of prisoners. Another is to relaunch the DVD rental service

independently from the library. The remote DVD library is now fully accessible, with all wings able to order digital materials and have them delivered within 24 hours. This service runs out of the digital library areas and no longer obscures the primary focus of the lending library.

7.1.10 The library hosts activities such as **Shannon Trust** learning sessions, **Open University** support sessions, book club, film club and self-publishing sessions. There is also a plan to produce a professionally printed poetry anthology. An events calendar has been created and there is a clear commitment for the library to host a wide range of cultural and informative events and to attract more external speakers.

7.1.11 New computers and a new library management system have been rolled out recently. Priorities include recruitment, training and performance monitoring of prisoners working in the library; increasing access to the library and the range of services offered; managing stock control to maximise engagement; and promoting digital media. Library data will include not only footfall and borrowing, but also attendance at activities and events and usage of the study room and information hub. On average, 1.5 books are borrowed per visitor to the library. Borrowing has increased. Three book groups are fully booked, as is the self-publishing group. The study room is well used and a valuable resource. The audiobook group is also very productive and especially suited to the neurodiverse.

7.1.12 The IMB had identified a need for more digital technology to support prisoners' reintegration, something that the staff are aware of and are working to improve.

7.2 Vocational training

7.2.1 Repeated monitoring of the multi skills workshop has not fully allayed the IMB's concerns about its capacity to provide sufficient challenge and useful work for prisoners. IT support sessions are running and a successful digital skills pilot programme was recently undertaken. The IMB believes that internet access is important for prisoners who are approaching release.

7.2.2 Forklift training includes operation of a small pallet stacker. The gym is open 13 hours a day, seven days a week and the level 1 fitness and nutrition course has proved popular among gym-users. Barista and server workers can pursue A-Level catering qualifications.

7.2.3 Effective pacing and resourcing of vocational and educational resources are vital components to a successful learning programme. Prisoner engagement in learning is likely to be high when instructors plan and deliver their courses with passion and commitment, and challenge prisoner behaviours that run contrary to effective learning. The IMB has observed that prisoners are, in general, willing to learn and are particularly interested in obtaining useful qualifications, but they can also be candid about the shortcomings of their courses and instructors. Peer mentoring is a model that motivates and develops everyone involved and is being promoted by the learning co-ordinator as a feature of every learning experience in prison.

Work

7.2.4 There are four main areas of work at Warren Hill: woodwork, welding, horticulture, and raptor. Formal qualifications in these areas are not mandatory but can provide prisoners with transferable skills. Work supports prison industries and commercial contracts. Prisoners have nine work sessions per week, each of 2hrs 45 mins length.

7.2.5 Qualification and skills:

- **Welding:** 22 formal qualifications were awarded to prisoners in this year. The workshop is well run and busy producing materials for contracts.
- **Woodworking:** seems less productive and proactive than welding. The work sessions are not always effectively used. Supervision sometimes seems thin and at times progress is delayed due to materials shortages and poor pacing of workplans.
- **Horticulture:** recent installation of running water and electricity in the polytunnels has made this work easier and generally the outcomes are excellent, as judged by the bumper crops of vegetables produced for consumption on the premises. The units also have their own garden areas, tended meticulously by prisoners. The prison grounds are well-maintained, with lawns mowed, flower beds weeded and trees pruned regularly.
- **Raptor** is a distinctive and challenging programme providing prisoners with a sense of responsibility in caring for a range of rare birds. Participants have expressed high levels of satisfaction and pride in their work.

7.2.6 There is a high level of employment and an attendance rate of about 86.5% of the total capacity. A new pay structure has been introduced to incentivise productivity. The introduction of different set of expected standards, outcomes and key performance indicators for training and work activities (coupled with a robust monitoring and an effective review system) should help to rectify the unevenness of quality noted, and create a cycle of continuous improvement.

7.2.7 Work undertaken at Warren Hill indicates that the prison's recent recall rate is too high and the IMB considers that prisoners need to be better equipped to demonstrate appropriate behaviour outside of the prison; the work culture inside the prison should more accurately reflect the challenges and expectations in the workplace after prison. It is evident that use of ROTL would assist prisoners in meeting these expectations, something that has not, as yet, been supported by HMPPS, due to other, more pressing priorities, according to a letter the Governor received from HMPPS.

7.3 Offender management, progression

7.3.1 Under a single governance structure, a new head of offender management services was appointed covering the last two months of the reporting period.

7.3.2 The offender management unit (OMU) is vital in ensuring that the most suitable prisoners are accepted for Warren Hill and that they are correctly monitored and provided with the most appropriate courses and training while resident. Prior to any new arrival being approved the individual must have completed all the necessary interventions before arriving, apart from those which are specifically arriving to attend the therapeutic community. To be accepted at the prison, the prisoners should have already completed

their sentence plans and the education and training that are offered should be a part of the ongoing plan which they have in place.

7.3.3 OMU staff co-ordinate the enhanced behaviour monitoring (EBM) process at Warren Hill, which is only one of four prisons to provide EBM currently. The progressive regime is made up of three stages of progression with each prisoner having a POM, COM, and a key worker. Reviews to consider stage progression take place regularly and are linked to the EBM case management process. It is built on evidence which demonstrates reducing risk, and OMU work with prisoners to ensure the risks are managed.

7.3.4 The OMU use the offender personality disorder pathway (OPDP): prisoners are screened using a tool within the offender assessment system (OASys) to identify whether they meet the criteria for the OPDP pathway. The screen identifies and assesses areas that might suggest a prisoner has a personality disorder and aims to support those with complex mental health challenges. Routine OASys reviews take place at least every two years for those with determinate sentences and three years for indeterminate sentences and after a significant event, or as when a parole hearing means that neither a re-categorisation to category D (open conditions) or release is directed and there are 24 months before the next parole hearing, which is in line with review expectations. Individuals are always invited to complete a self-assessment and to engage in the process, and they will be shown the OASys and sign it to confirm that they understand the contents.

7.3.5 The OMU contributes to ensure that people are allocated to the most appropriate courses. There is a 12-week structured session rolling programme in place to support building resilience for release and to prepare for the outside community approved premises (AP). The sessions focus on recall data to minimise recall rates, such as managing on a fixed budget, developing relationships and licence stipulations, etc.

7.3.6 The OMU has oversight of the Willow unit, which is Warren Hill's AP unit, which houses four prisoners, providing structured sessions for residents to prepare them for release. Throughout the year, the dynamic within Willow alters dependent upon the personalities of the individuals residing there. For a period of months during the reporting year there were four people who co-ordinated the shopping and cooking for the unit and would pool resources, often cooking for each other and eating meals together at the weekend, also spending time together in the communal area. Even when the individuals are not cooking together or for each other there is a lot of negotiation and co-operation to ensure that life within Willow is calm with frequent positive interactions between residents. The communal areas are always kept clean and tidy, and the residents also benefit from access to a wider outside garden area.

7.3.7 The IMB is impressed with the provision of Willow unit and the support provided to residents by the OMU.

7.3.8 During the reporting year, there were 116 parole hearings carried out. The majority were virtual, with a few in person, when either the offender manager felt it was more appropriate or when it was requested by the prisoner's solicitor. Multi-agency public protection arrangement (MAPPA) assessments are undertaken six months before a parole date. POMs contribute to the MAPPA-level setting process, provide the MAPPA F information sharing report and attend MAPPA meetings.

7.3.9 Since the implementation of single governance, OMU is undertaking reviews of all prisoners who are presently on stage 3 of the EBM process.

7.3.10 The IMB is adamant that ROTL is a vital contributing factor for those living under the EBM and within the AP at Warren Hill and would aid with equipping the prisoners for release. The IMB remains deeply disappointed that the suspension has not yet been reversed. It was noted in the 12 June 2025 section 2 HMPPS response to the inspection in February of Warren Hill that: **‘HMPPS agree with this priority concern in the HMP Warren Hill report, however, work will not be progressed in this area until HMPPS has implemented the multiple new release measures planned as part of, and alongside the Sentencing Review - currently scheduled for January 2026. This will be kept under review.’**

7.3.11 The neurodiversity support manager has continued to work with the education and skills department to expand and build on the previous year’s work in creating a neurodivergent culture, incorporating it within a variety of different departments within the prison and ensuring that neurodiversity training is mandatory. There have been neurodiversity days when prisoners have explored the concepts, and they have been involved in the preparation and delivery of the days. The manager has continued to work alongside individuals assessing what reasonable adjustments can be made to accommodate their needs, and giving access to support, knowledge and understanding of their neurodiversity profile to staff members. A space has been set aside for those who need time out from the sensory overload.

7.4 Family contact

7.4.1 Contact via video calls continues to be accessed on a regular basis with friends and family members who are living too far away to undertake visits in person. There have been a few technical issues throughout the year with the calls, when the internet system or the computers did not connect. Also, there remain occasions when the video calls are being paused or terminated because of the sensitivity of the in-built security system.

7.4.2 Standard visits happen each Friday, Saturday, and Sunday afternoons between 2-4pm. When the Board was able to observe, visitors were dealt with in a professional way by the staff and dog handlers (specifically) who showed sensitivity to those who are afraid of dogs, and those who wished to have a gown to cover their clothing for cultural or religious reasons. Those visiting their families or friends were observed being treated with kindness and respect when being searched by officers.

7.4.3 The visits area is clean, tidy and there are lots of paintings and pieces of artwork which brightened the area. There are also toys and books around the edge of the visits area which can be accessed during a visit if children are present. Food and drink is available throughout visits and a menu is placed on the table for each person and their family to choose items from.

7.4.4 At the weekend, there is the opportunity for those who are on stage 3 to request a family visit, which takes place in a designated area with access to comfortable seating, a dining table and chairs, television, and children’s toys. These visits last from 11am until 4pm, with the prisoners able to cook food in advance to bring and share with their family, or to order food from the Barista. It is an environment conducive to sharing with family members in a more relaxed setting, giving greater opportunity to rebuild family bonds and

maintain connections with loved ones.

7.4.5 Some prisoners who do not have any friends or family visitors request official prison visitors who visit set individuals on a regular basis providing conversation, continuity of friendship and connections for those who would not otherwise receive visits. These interactions are meaningful to those progressing towards their resettlement planning.

7.4.6 Each month there is a family day visit, which always has a theme, and it takes place on a Friday. It is arranged by **Ormiston Families**, a charity which works closely with prisoners to rebuild and maintain family links. The visits are longer and only those prisoners who meet the criteria attend visits on that day. There are always arts and crafts provided for families to engage in together. The library works with Ormiston Families to promote Storybook Dads, where a father, grandfather or uncle can record a story onto a CD or DVD for their children, helping to maintain links and contact with their family. The charity also works with the chaplaincy to support social visits, where necessary.

7.5 Resettlement planning

7.5.1 The Employment Hub at Warren Hill moved part way through the reporting period into a new standalone building within the prison. This meant that there is more space to display literature which will help when preparing for release. There is also more space for a video screen where companies can speak or present directly to groups who attend the hub. The hub is funded through the **New Futures Network**, a specialist part of HMPPS, which attracts and supports employers to work with prisons in England and Wales.

7.5.2 There are peer mentors who work in the hub alongside the employment lead. An appointment-based system is operated whereby the OMU provides a list of individuals who are 12 weeks from parole; then staff in the employment hub discuss what the person needs to focus on, and they work sourcing ID documents, assisting with preparation of a CV and a disclosure letter when requested, and provide guidance on employment.

7.5.3 Most of the population require both ID documents such as birth certificates and driving licences together with a bank account as they rarely already have them. The hub provides guidance on preparing a CV, job searches, disclosure letters, interview preparation and techniques. Assistance is provided on a part time basis by a DWP staff member. There have been recent changes which mean that those who will be claiming universal credit upon leaving Warren Hill are able to claim 50% of their claim on the day of release. No one is released without ID documents and a bank account.

7.5.4 Prisoners are also provided with information about charities which aid prison leavers. During the year, several applications were made to the **Hardman Trust** in respect of specific items which would be of help when individuals are seeking employment. Some of these relate to items which will help the person's wellbeing and others which provide tools and equipment upon release necessary for the sector they wish to work within, or for payment in respect of an Open University course.

7.5.5 There have been a variety of events during the year with guest speakers from accommodation providers and approved premises, details about all APs are maintained and available within the employment hub.

7.5.6 Several companies such as Glendale, Greene King, Sizewell C, Emmaus have spoken about accommodation, HSS mentoring circle and a DHL work coach. Balfour Beatty, amongst others, have spoken at events throughout the reporting period, and it enables the individuals to have a greater understanding of, and exposure to, different employment sectors.

8. The Work of the IMB

Board statistics

- There has been a welcome increase in Board membership in the current reporting period and a degree of stability has been established, with eight members going into the new reporting year. One additional member is undergoing training. This will bring the total to nine, two fewer than the complement of eleven.
- During the reporting period, 236 visits were achieved, a significant increase (46%) over the previous year (162). This can be accounted for by members observing more internal meetings on all aspects and areas of the prison and by training for newer members.
- The IMB was grateful for the open consultation and information sharing in the run-up to the announcement of the single governance structure (SGS) for HMP Warren Hill and HMP Hollesley Bay. The Governor has now appointed a new senior leadership team comprising staff from both prisons. Board members have been informed of the various changes by the Governor and the new senior leadership team, usually at the monthly Board meetings and have been supported well by the IMB Secretariat.
- There remains a healthy, professional, and respectful rapport among the IMB, the staff at Warren Hill and the prisoners.

	2023 - 2024	2024 - 2025
Recommended complement of Board members	11	11
Number of Board members at the start of the reporting period	8	9
Number of Board members at the end of the reporting period	10	8, with 1 in training
Total number of visits to the establishments	162	236

Applications to the IMB

There has been a small but disappointing increase in the overall number of applications, from 21 to 28 (33% increase), but the only area which has risen significantly is health and this fluctuates over the years. The figure for category F (food and kitchens) remains low, despite the issue having been high on the agenda for several years. The IMB has observed that the food provided by HMP Hollesley Bay has been of a consistently high standard, and care is taken to provide food for religious festivals of all denominations. The long-awaited expansion plans have not yet been achieved but are dependent on a new kitchen for HMP Warren Hill.

Code	Subject	Previous reporting year 2022	Previous reporting year 2023	Current reporting year 2024
A	Accommodation, including laundry, clothing, ablutions	0	0	1
B	Discipline, including adjudications, incentives scheme, sanctions	1	1	2
C	Equality	1	1	3
D	Purposeful activity, including education, work, training, time out of cell	2	0	3
E1	Letters, visits, telephones, public protection, restrictions	3	3	2
E2	Finance, including pay, private monies, spends	3	2	1
F	Food and kitchens	3	1	1
G	Health, including physical, mental, social care	13	2	9
H1	Property within the establishment	3	0	1
H2	Property during transfer or in another facility	5	3	3
H3	Canteen, facility list, catalogues	0	0	1
I	Sentence management, including HDC (home detention curfew), ROTL (release on temporary licence), parole, release dates, re-categorisation	1	1	0
J	Staff/prisoner concerns, including bullying	6	3	0
K	Transfers	0	2	0
L	Miscellaneous	6	2	1
Total number of applications		47	21	28



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