



Annual Report of the Independent Monitoring Board at HMP High Down

**For reporting year
1 January 2024 to 31 December 2024**

Published 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

HMP High Down is an adult male category C training and resettlement prison (for those whose escape risk is considered low but who cannot be trusted in an open prison) in Surrey. Before April 2022, it was a category B local prison (for those considered a risk to public safety but not categorised as a maximum security threat). The operational capacity (OpCap: 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) at the start of 2024 was 1,180¹ but was reduced to 1,090 at the end of 2024 when planned fire safety improvement works started.

The certified normal accommodation (CNA: the number of prisoners a prison can hold without being crowded) is 998. Even with the reduced OpCap at the end of 2024, this still meant that there were 115 overcrowded cells.

A specialist psychologically informed planned environments (PIPE) unit (that aims to support the progression of prisoners with complex needs) opened in April 2024, providing an additional 23 beds, although only 14 were occupied by the end of the year.

There are six residential houseblocks, two of which are occupied exclusively by prisoners convicted of sexual offences (PCoSO). One of the houseblocks houses the community living unit (CLU), which supports prisoners serving an imprisonment for public protection (IPP) sentence and long determinate (long term, fixed sentenced prisoners). As well as the residential houseblocks, there is also a care, separation and reintegration unit (CSRU), where the most challenging prisoners are segregated, with 22 cells and two special accommodation cells.

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.

3. Key points

3.1 Main findings

Safety

- The late arrival of transfer-in vans to reception continues to have a negative impact. Prison routines are disrupted because of the cross deployment of staff, which leads to problems in the processing of property and impacts evening regime for other prisoners. (Regime is the prison routine that determines when a prisoner will be unlocked for work, association, meals and access to other services).
- There continues to be a disproportionate number of self-harm incidents among IPP and recall prisoners, compared with the rest of the prison population.
- There was a huge increase in the number of drone incursions, which has led to an overwhelming presence of illicit items within the establishment.
- On average, over 30% of the random drug tests proved positive.

Fair and humane treatment

- On arrival at HMP High Down, prisoners often find that cells are not clean and are missing essential items.
- Houseblock serveries are frequently left in an unhygienic state after meals have been served.
- There is inconsistent monitoring of portion control by staff, meaning that some prisoners do not get enough to eat.
- Prisoners with acute mental health concerns continue to be held in the CSRU for long periods of time, whilst waiting for a space in a secure hospital to be found.
- There are a number of issues with accessibility, including broken lifts and a lack of access ramps for prisoners with mobility issues.

Health and wellbeing

- Average wait times for prisoners who are approved for a place at a secure mental hospital to be transferred have increased. The longest wait time of any individual prisoner also increased.
- Full-time workers do not always have time to access regime before being locked up for the night when they finish work.
- Many prisoners spend up to 15 hours locked in their cells due to evening association (when prisoners are able to socialise with each other) frequently being cancelled.
- A rise in the number of older prisoners has created additional social care, health care and mobility issues, as well as an increase in the number of bed watches, which puts pressure on staffing levels.

Progression and resettlement

- Strong maintenance of family contact remains a highlight within HMP High Down.
- Prisoners are often unable to access offender behaviour courses until the last 12 months of their sentence, which hinders sentence progression until that point.
- The offender management unit (OMU) remains understaffed, resulting in large caseloads for offender managers.
- The implementation of government early release schemes resulted in a huge amount of additional work for the OMU.

3.2 Main areas for development

TO THE MINISTER

- Acutely mentally unwell prisoners continue to be held in the CSRU for long periods of time, despite failing the medical algorithm. The Minister has previously stated that there are comprehensive support plans in place for such prisoners², but these do not always seem to be effective (see section 5.2). What is the Government going to do to improve outcomes for mentally unwell prisoners in detention?
- What is going to be done to address the physical needs of the ageing prison population, including social care provision, accessibility, purposeful activity for retired prisoners and end of life care. (See sections 5.1, 6.1 and 6.4)
- The implementation of government initiatives to manage the prison population create additional pressure on under resourced OMUs. How can probation staff within prisons be better supported? (See section 7.3)
- What does the Minister intend to do to tackle the increase in drone activity as a means of ingress of illicit items into prisons? (See section 4.5)

TO THE PRISON SERVICE

- There is an increasing number of prisoners in HMP High Down with mobility issues. What can be done to ensure that these prisoners have full access to services and regimes, given a lack of access ramps and working lifts (see section 5.1)?
- A lack of funding has meant that valuable violence reduction programmes, such as Changing the Game, have been unable to run in 2024. How does the Prison Service intend to tackle ongoing issues of violence within prisons (see section 4.3)?
- HMP High Down has the lowest wages of any category C prison in the country. (see section 7.2). What does the Prison Service intend to do in order to bring prisoner wages into line with other category C establishments?
- Many prisoners express frustration at a lack of sentence progression due to being unable to access offender behaviour courses until the last 12 months of their sentence. What can the Prison Service do to enable those with long sentences to make progress with their sentence plans before that time (see section 7.3)?

TO THE GOVERNOR

- How can the prison improve communication with prisoners, particularly with regards to regime changes (see section 5.3)?
- What can be done to ensure that full-time workers get access to regime when they get back to the houseblocks after work (see section 6.5)?
- The houseblock serveries continue to be left in an unacceptably dirty state. What can be done to improve hygiene standards (see section 5.1)?
- What can the prison do to ensure that property does not go missing when prisoners move cells within the prison (see section 5.8)?

² High Down 2023 annual report - ministerial response - Independent Monitoring Boards

3.3 Response to the last report

| Issue raised in 2023 annual report | Response given | Progress |
|---|--|--|
| To the Minister: prisoners who have failed the medical algorithm for segregation are still being held in the CSRU. | See letter from the Minister of State for Justice, published on 19 September 2024 (also available on the IMB website) ³ . | The Board remains concerned about this issue (see section 5.2). |
| To the Minister: overcrowding in the prison estate has resulted in prisoners being transferred into category C conditions before they are able to comply with the regime. | See letter from the Minister of State for Justice (as above). | The Board remains concerned about this issue (see section 5.2). |
| To the Minister: lack of probation staff within prisons. | See letter from the Minister of State for Justice (as above). | There has been some improvement in this area (see section 7.3). |
| To HMPPS: loss of property for prisoners being transferred to or from HMP High Down. | See letter from the Minister of State for Justice (as above). | The Board remains concerned about this issue (see section 5.8) |
| To HMPPS: the state of un-refurbished showers at HMP High Down. | See letter from the Minister of State for Justice (as above). | The Board remains concerned about this issue (see section 5.1). |
| To HMPPS: high levels of illicit items coming into the prison. | See letter from the Minister of State for Justice (as above). | The Board remains concerned about this issue (see section 4.5). |
| To the Governor: increase the amount of key-work taking place. | Our concerns have been discussed with the Governor. | There was some improvement in this area towards the end of 2024 (see section 5.3). |
| To the Governor: low attendance rates for education. | The Governor shared these concerns. | There has been improvement in this area (see section 7.1). |
| To the Governor: ensuring that full-time workers have access to regime. | Our concerns have been discussed with the Governor. | The Board remains concerned about this issue (see section 6.5) |
| To the Governor: improvement in provision of work and education for PCoSO. | The issue has been addressed throughout 2024. | There has been improvement in this area (see section 7.2). |
| To the Governor: accessibility for prisoners with mobility issues. | Our concerns have been discussed with the Governor. | The Board remains concerned about this issue (see section 5.1). |
| To the Governor: improve cleanliness of serveries and improve portion control for food | Our concerns have been discussed with the Governor. | The Board remains concerned about this issue (see section 5.1) |

³ Ministry of Justice letterhead.

Evidence sections 4 – 7

As part of evidence gathering, the Board created an anonymous paper survey, which was distributed to every house block during December 2024. 202 responses were received and whilst the Board recognises that they do not necessarily represent the views of all prisoners at HMP High Down, they have been used to provide quotes and insight into each of the four evidence sections.

4. Safety

The safer custody team monitors the safeguarding of prisoners. Multi-disciplinary meetings focus on current areas of concern and provide oversight on individual prisoners of concern. The security team works to secure the safety and stability of the establishment.

4.1 Reception and induction

Reception manages the arrival and departure of prisoners transferring between establishments, attending outside hospitals, escorts to court appearances and releases. There were 695 transfers in during 2024, compared with 1,535 in 2023, and there were 1,663 hospital escorts.

As stated in our 2023 report, a significant number of transfer-in vans continue to arrive late in the afternoon/early evening. Reception is manned until 6pm and processing arrivals after this time requires cross-deployment of staff, which has a detrimental impact on evening regime for other prisoners. Late arrivals also mean a delay in processing property, causing frustration for prisoners and staff.

New arrivals are processed in reception, after which they should be taken to the induction wing, where they ordinarily remain for three to seven days to complete their induction.

In the IMB survey, 80% of prisoners who responded felt that they did not find induction helpful, a 25% increase on the previous year.

- Didn't have induction. The cell was dirty and not equipped.
- Induction was rushed and a quick tick box exercise.
- Induction process non-existent.

4.2 Suicide and self-harm, deaths in custody

Deaths in custody: The Board expresses condolences for the two deaths in custody during 2024 and the death of two individuals shortly after release. All of these are investigated by the Prisons and Probation Ombudsman (PPO).

Self-harm incidents: A total of 163 prisoners were reported as having self-harmed during 2024 (192 in 2023). The number of incidents increased slightly, from 651 to 661. As per last year, IPP and recall prisoners were heavily over-represented compared with the rest of the prison population. A wide range of reasons were given for self-harming, including being under threat, debt, wanting a single cell or a transfer out and family concerns.

In January, a new model for safety meetings was introduced, providing more of a cross partnership between relevant departments and including safety and violence reduction peers. In March, a debt application form was made available on the kiosk, enabling prisoners to contact the safety team directly with debt concerns. Therapy dogs continue to provide

support to a number of prisoners. The Board is impressed that HMP High Down is being used as a good practice model for introducing therapy dogs into other establishments. The safety team works closely with mental health professionals to develop pathways for mentally unwell prisoners.

Assessment, care in custody and teamwork (ACCT) plans: Prisoners who self-harm, are at risk of harming themselves or have suicidal thoughts are supported through the ACCT system. In 2024, 533 ACCT documents were opened, compared with 542 in 2023. ACCT quality assurance checks are in place, which highlights examples of good practice and areas for development.

Overdue reviews are listed daily for follow up. Board members periodically observe reviews and are encouraged by the quality of the conversations and pathways discussed. Where a prisoner refuses to engage, this is noted for follow-up. The Board's occasional sampling of written ACCT documents shows some good-quality records and care plans, with areas for development picked up in quality-assurance audits. It is disappointing to note that despite ongoing work to develop family input regarding ACCTs, the take-up has been limited, usually because prisoners are reluctant to agree to having family involved.

Cell bells: The Board reviewed a sample of response times to cell-bells (bells in each cell, intended for use in emergencies), being activated. Although the sample is small, two hourly windows each month, we are concerned that the response time for 27% was over five minutes, including 13% over ten minutes (the Inspectorate of Prisons' expectation is that cell bells are answered within five minutes). Our findings have been shared with the Governor.

Constant Watch (CW): Since 2023 there have been three cells with photochromatic doors (which allows staff to observe a prisoner while allowing privacy when required). In 2024, there were 36 prisoners on CW for a total of 358 days, ranging from 24 hours to 58 days. We have observed prisoners on CW cells without photochromatic doors, making observation extremely difficult and running the risk of life-threatening actions by the occupant being missed.

Welfare checks: These are triggered by family members, staff or others within the prison registering concern about a prisoner. Safer custody refers concerns to members of houseblock staff tasked with welfare checks and in more serious cases to the violence reduction (VR) team.

Listeners and Samaritans: There were 7,830 phone calls to the Samaritans in 2024, a decrease from 11,278 in 2023. Free PIN (prison phone) credit is made available, and calls can be made from in-cell phones. There is no obvious reason for the decline in usage. For much of the year, there was no access to Samaritans in the CSRU, however, we are pleased to note this was rectified early in 2025. There has been an increase in requests to speak with a Listener: 577 Jan-Nov 2024, compared to 449 in Jan-Dec 2023.

4.3 Violence and violence reduction, self-isolation

Violent incidents: The results from the IMB survey show that 48% of prisoners have felt unsafe whilst at HMP High Down, a 5% increase compared to the previous year.

- Too much intimidation, pressure and threats.
- Drug users. Violent, loud prisoners.
- Never any staff on our wing, always in the office.

Reported assault incidents year on year are shown below. It is encouraging to see a decline in the number of reported assaults both prisoner-on-prisoner and prison-on-staff but very concerning to note the considerable increase in serious assaults on staff from the previous reporting year, a number of whom required hospital treatment.

| Reported assaults | 2022 | 2023 | 2024 |
|-------------------------------------|------|------|------|
| Total prisoner-on-prisoner assaults | 157 | 247 | 202 |
| Serious assaults on prisoners | 29 | 36 | 30 |
| Total prisoner-on-staff assaults | 85 | 98 | 91 |
| Serious assaults on staff | 21 | 6 | 15 |

Challenge, support and intervention plans (CSIPs, used to support and manage prisoners who pose an increased risk of violence): At the end of 2024, 41 prisoners were on CSIPs, including 15 who pose an increased risk of violence and 12 for drug related issues. Isolating individuals and those requiring safety support can also be managed under the CSIP scheme. All CSIP prisoners are discussed at the weekly safety intervention meeting (SIM) and case-managed by a case manager. Prisoners on CSIPs are escorted around the establishment and are identifiable to staff in the visits' hall.

Violence reduction (VR) initiatives: There are a number of VR peers across the establishment, providing support on gang conflict/violence and reporting concerns to the safety team. The VR team continue to facilitate mediation Monday sessions, aimed at reducing non-associate conflicts and promoting community living. Funding was not available to run the Changing the Game course during 2024. This course covers gang-violence history and addresses trauma, and it is hoped that courses will run in 2025.

Self-isolators/prisoners on separate regimes: If a prisoner feels under threat from other prisoners, they can be designated as a self-isolator. Self-isolators and those on separate regime are managed under SIMs and allocated a welfare case manager. During 2024, the typical number of self-isolators on any day was 13⁴. In March 2024, HMP High Down created a second houseblock for vulnerable prisoners (VPs) and prisoners convicted of sexual offences (PCoSO). The shift in population has been managed well and has opened more opportunities for these prisoners. Towards the end of 2024, these two houseblocks became exclusively for PCoSO and the VPs were moved to normal location. This has given cause for concern for some prisoners who are ineligible for the PCoSO wings. Instead, they are managed under separate regimes on normal location, which is challenging for residential staff, impacts regime for other prisoners and can also have a detrimental effect on the regime of the prisoners themselves.

4.4 Use of force

| Use of force | 2022 | 2023 | 2024 |
|--------------|------------|------------|------------|
| Unplanned | 358 | 545 | 397 |
| Planned | 167 | 142 | 335 |
| Total | 525 | 687 | 732 |

The number of unplanned use of force (UoF) incidents decreased considerably during 2024. Regime issues, wanting a single cell, relocations and assaults were the main reasons given for restraint. There were 111 recorded incidents at height (in HMP High Down, this is usually when a prisoner gets on the netting between houseblock levels). Batons were used twice

⁴ This figure was generated by sampling the number of prisoners self-isolating on the first Tuesday of each month during 2024.

and drawn but not used three times; PAVA (an incapacitant spray) was drawn four times and not used. This is a notable reduction compared with 2023. A total of 46 staff injuries were reported during restraint incidents, 21 requiring hospital treatment. Eight prisoners sustained injuries, of which four required hospital treatment. Restraint debrief returns are completed following a post-restraint conversation between the VR team and the prisoner: 296 were completed in 2024 (335 in 2023). Only one-third of the debriefs stated staff acted reasonably and attempted de-escalation.

Body worn video cameras (BWVCs) are mandatory for all operational staff on bands 3-5 within the closed estate. However, video footage was only available for 81% (90% in 2023) of incidents involving restraint. CCTV/BWVC footage should be reviewed weekly by senior management, with examples of good practice and areas in need of improvement highlighted and discussed with staff accordingly. We are concerned that these meetings have been cancelled frequently during the year and opportunities for development have been missed.

4.5 Preventing illicit items

Security intelligence indicates there continued to be an overwhelming presence of illicit items within the establishment during the year. Means of ingress include drones, throwovers, visitors, prisoners transferring in or returning from hospital, inward mail and some staff corruption.

The use of drones increased significantly. There were 147 reported drone incursions in 2024 (63 in 2023), with three drones and 23 packages being recovered. During the year, HMP High Down became part of the National Drones Initiative, details of which are confidential, but an acknowledgement of the huge risk drones are posing.

Reported throwovers reduced during the year and none were reported during the last few months of the year. The employment of PCoSO, who are generally less likely to be involved in collecting packages, in areas susceptible to throwovers and the increase in night patrols are likely to have had a positive impact on this means of ingress.

The planned motion-sensor lighting around the perimeter has not been installed, primarily due to cost and also since throwover numbers are so low. Some of the perimeter lighting and external CCTV has not worked during the year and maintenance work is still awaiting cost approval.

Illicit items can be brought in when prisoners arrive from other establishments or return from hospital. A total of 1,932 (2,520 in 2023) X-ray body scans were conducted during the year, resulting in 121 (374 in 2023) positive indications. It is encouraging to note the reduction from 15% positive results to 6%.

All staff, volunteers and visitors pass through a metal detector and are subject to wand and physical searches. All bags are scanned. Social visitors are checked by the passive drug detection dogs and the visits hall is monitored by CCTV. During the year, a number of the cameras were not working. However, work has recently been completed to improve the coverage. During the year, 23 (50 in 2023) attempts by visitors to pass items were intercepted.

Photocopying of incoming social mail was discontinued towards the end of the year and has been replaced with swabbing. All R39 mail (correspondence between a prisoner and their legal advisor) and official mail is tested by the sniffer dogs and swabbing.

The results from the IMB Survey show that 56% of prisoners state that it is easy to get hold of drugs and 62% state they see people getting bullied or into debt because of drugs.

- Drugs are easier to get than on the outside.
- Drugs are being passed around with officers around.

‘Finds’ of illicit items, particularly drugs, increased significantly in 2024, as seen in the table below. Cell searches are predominantly intel-driven; however, there is a noticeable decline in finds compared to previous years. A recent security audit around cell searching found both quantity and quality to be non-compliant. New guidelines and a RAG rating system are to be introduced in 2025.

| | 2022 | 2023 | 2024 |
|--------------------------------|------------------------|------------------------|------------------------|
| Finds | | | |
| Drugs (individual finds) | 195 | 1,641 | 2,227 |
| Mobiles | 133 | 537 | 310 |
| Weapons | 122 | 183 | 215 |
| Fermenting liquids | 128 finds/705 litres | 161 finds/1,180 litres | 271 finds/2,503litres |
| | | | |
| Cell searches and finds | 161 searches/452 finds | 354 searches/591 finds | 976 searches/473 finds |

The number of recorded incidents of prisoners being ‘under the influence’ (UTI) in 2024 was 781, which is a small reduction from the 851 incidents in 2023.

Random drug testing was conducted throughout the year and exceeded the target testing of 5% of the prison population each month. On average, over 30% of the random tests proved positive (36% in 2023). A total of 419 suspicion and risk-based tests were conducted. 138 prisoners refused to be tested (58 in 2023).

A local policy around the frequent testing programme (FTP) has been implemented in the latter half of the year. Prisoners reported as being UTI more than once in a four-week period will be referred to the FTP for six months. Three FTP tests were performed in January rising to 30 in December, 134 in total over the reporting year. It is hoped that the FTP, with support from Forward Trust (a charity that helps people break the cycles of addiction or crime), will act as a deterrent to habitual misuse.

5. Fair and humane treatment

5.1 Accommodation, clothing, food

Accommodation: There was a small decrease in accommodation related applications (prisoners' written representations to the IMB) in 2024, accounting for 5.7% of total applications received by the IMB during the year.

Cells: 76% of prisoners the IMB surveyed told us that their cells were not ready when they arrived at HMP High Down (a 12% increase from 2023). Prisoners told us about missing items, and a poor state of cleanliness of cells:

- I had to ask for a mattress and pillow as well as a TV, phone and kettle. I spent a week with no pillow.
- Toilet blocked for six days so had to urinate in the sink. No cutlery or plate for two days.
- My cell smelt of urine and had spit marks on the wall, no heating, no toilet seat or curtain, was told by Gov to deal with it.

Showers: There are still several showers around the prison waiting to be refurbished, with no privacy available. In most showers ventilation is poor, contributing to build-up of mould and peeling paint, meaning the condition of even refurbished showers is often poor. Where privacy doors are fitted, in many cases these doors have been partially or fully removed.

Whilst some disabled prisoners are in cells with showers, other prisoners with physical disabilities tell us that the shower situation is challenging, meaning they shower infrequently. Issues include some disabled showers being kept locked, meaning prisoners are reliant on staff availability to unlock them, a fire alarm fault in one houseblock that causes the fire alarm to sound continuously when the disabled showers are being used, and privacy doors being at the wrong height so providing no privacy. We are pleased to say the privacy door issue has now been resolved.

Lifts/accessibility: The IMB has been reporting issues with the lifts in prisoner areas since 2021. Since 2022, lifts on houseblocks five and six have been out of service, and for around six weeks during the year only one of four lifts in prisoner areas was in operation. We are pleased to report that three are now operational, with plans to repair the fourth; however, there are still issues with prisoners being able to access the lifts.

The two PCoSO houseblocks have a higher proportion of prisoners with accessibility needs. Neither of these houseblocks has a lift, and there are limited access ramps in place, including no ramp access to the servery in one. Whilst there are social care peers on these house blocks, we remain concerned about the challenges these prisoners face in accessing healthcare, showers, exercise, and purposeful activity. We welcome, however, the creation of a retired prisoners day room on one of the PCoSO houseblocks.



Lifts on houseblocks five and six

Washing machines: A mix of domestic and commercial washing machines are in use across the prison. Domestic machines cannot be repaired by the prison maintenance provider and frequently break down, as they are not designed for heavy use. For several months, one wing had no working machines and prisoners reported that they were encouraged to pay prisoners on other spurs to undertake their washing.

Fire improvement works: We are pleased to report that fire improvement works have now commenced at HMP High Down, with an expected four-year programme of works.

Clothing: During the year, a decision was made to ban 'hand-ins' of clothing due to security concerns, meaning only purchases from one catalogue supplier being permitted. Several prisoners raised concerns about this policy, and the high price of items available. The Board found prices were higher than some other large online suppliers. Two prisoners said this policy is the worst thing about HMP High Down.

Food: This year the prison undertook a prisoner catering survey via the kiosk, which 327 prisoners responded to. The survey asked how well their dietary needs were met, how often they typically ate prison food at each mealtime and asked for comments and suggestions on the menus. 46% of respondents said that the menu did not cater for their dietary needs.

In our annual survey, we asked prisoners how many stars they would give the food:

| 0 | 1 | 2 | 3 | 4 | 5 |
|----|----|----|----|----|---|
| 53 | 38 | 60 | 37 | 10 | 2 |

Food safety: We are pleased to report that on our visits to the main kitchen we have seen good practice and standards. Unfortunately, this is not replicated across serveries, with the exception of houseblock one. We often see dirty dishes stacked up from the previous day and food waste left in sinks. We are told by servery workers this is because they are locked up immediately after the meal is served.



Examples of servery sinks taken after lunch on one day, after kitchen cleaning.

Many prisoners mentioned food quality standards in survey responses:

- Lots of hot meals are cold when you get them or not cooked properly e.g. blood in the chicken.
- The food you wouldn't serve a dog. On a Monday and Tuesday, we are served rotten potatoes.

Portion size: We have observed inconsistency in the levels of supervision by officers and are often told by prisoners that there is inequality in portion size and that items have run out when they get to the servery. 78% of prisoners surveyed said that they do not receive enough to eat.

- Quantity always changes, some prisoners get 'special' treatment and extras.
- Don't get enough food because servery staff prioritise their friends.
- Worst food in 11 prisons I've been to. Pitiful portions.

5.2 Segregation

The care separation and reintegration unit (CSRU) at HMP High Down has 22 cells, only one with a photochromatic door (these allow staff to observe prisoners while maintaining privacy and are used in cells for prisoners requiring constant round-the-clock support, particularly those with mental health needs or at high risk of self-harm or suicide). Prisoners continue to tell us that they receive a lot of support from staff and often say they feel safer there than on the houseblocks. As in previous reports, we commend staff working in the CSRU in their efforts to keep prisoners safe.

We noted in our last report that the prison had begun to react to the inspectorate comment that reintegration plans 'did not outline steps to encourage or support the individual in their move out of the unit'. We are pleased to note that this has continued to improve and we have observed many prisoners being resettled onto normal location. Plans to make this move are agreed with the prisoner beforehand and often involve days spent in the new location before the move from the CSRU is complete.

The Board congratulates staff on their efforts to reduce the number of prisoners held in CSRU for over 42 days. This decreased by 60% in 2024.

| | 2022 | 2023 | 2024 |
|--------------|------|------|------|
| Over 42 days | 30 | 43 | 16 |

There has also been a decrease in the number of prisoners held in the CSRU despite failing the medical algorithm to say that they are fit to be held in segregated conditions, from 25 in 2023 to 18 in 2024. Although the number has decreased, the Board remains concerned that prisoners with what appear to be serious mental health issues are being held in segregated conditions, and we are disappointed that this is an ongoing issue.

In our 2023 annual report⁵, the Board raised concerns to the Minister about acutely mentally unwell prisoners being held in the CSRU. In response to these concerns, the Minister stated, 'It is acknowledged that the Care, Separation and Reintegration Unit (CSRU) at HMP High Down is not the best place for prisoners with serious or ongoing mental health issues, however comprehensive support plans are in place for each prisoner'⁶. It is the opinion of the Board, however, that these support plans are not always effective.

In 2024, there were three prisoners who were transferred from the CSRU to secure hospitals, often after an unacceptable wait for a bed to be found. On one occasion, the Board was so concerned about an individual that we escalated the case to the Minister, the prison group director and the area executive director for London. During the long wait for a secure hospital place, we observed staff managing and caring for this individual in often very distressing conditions. His risk to officers was assessed to be such that he was held on multi-unlock status for the duration of his time at HMP High Down, with the additional precaution of officers having to be kitted out in full personal protection equipment (PPE). This significantly restricted his access to regime and placed additional pressure on the CSRU officers tasked with his care. It is the Board's opinion that his treatment whilst at HMP High Down, despite the best efforts of staff, was neither fair nor humane.

Special accommodation (SA) cells are located in the CSRU, with items such as furniture and bedding removed in the interests of safety. SA should only be used when a prisoner cannot be managed safely in standard CSRU cells, in order to prevent injury to themselves, others, or when threatening the good order of the prison.

The Board is pleased to note that the number of times this was used has decreased significantly. It was used three times during the year, compared to the previous year when it had been used on 11 occasions.

5.3 Staff and prisoner relationships, key workers

In the IMB annual survey we asked, 'do most staff treat you with respect?', 60% said yes, which is down from 69% in 2023. A significant proportion of our respondents were from

- Most staff are respectful but some are not because we are VPs.
- They see us as sex offenders all the time.

⁵ [High-Down-IMB-2023-annual-report.pdf](#)

⁶ [High Down 2023 annual report - ministerial response - Independent Monitoring Boards](#)

PCoSO houseblocks, who have reported to us poor treatment by staff due to their offences.

Just 42% of prisoners told us that a member of staff had asked them how they were doing in the last week.

- One member of staff does this consistently [asks how you are] but the rest are not interested.
- I suffer from depression and anxiety, have no outside support so a "how's it going?" occasionally would be great.

We have seen positive engagement between prisoners and officers in some areas, particularly on the enhanced spurs within the prison. Initiatives like IPP coffee mornings and community meetings in the PIPE unit help provide supportive environments.

Communication: 61% of surveyed prisoners said communication at HMP High Down is very poor, with a further 26% describing it as poor. Prisoners particularly mentioned lack of communication in relation to changes to regime:

- Lack of organisation and communication. There is never an update or explanation for most things.
- Rarely get told until midday about regime changes. Staff do not tell you beforehand.
- They can't stick to a regime and things are always cancelled due to lack of staff.

Key work: In our survey we were pleased to see an increase in the number of prisoners who knew who their key worker was to 65% (from 62% in 2023), with prison data showing 96.7% of prisoners had an allocated key worker by December 2024, with 174 active key workers. Prisoners reported positive interactions with keyworkers:

- One of the only good things about this prison is my key worker. She is a very compassionate officer.
- She's very nice, polite and tries to help me.
- He has been helpful to me.

Some prisoners told us that they waited months to first see a key worker when they arrived, with data showing an average 66 day wait for a first session.

We are concerned that key work is regularly one of the first things to be cancelled due to officer redeployment, as shown by a significant reduction in sessions compared to 2023. There are signs of positivity, with a marked increase in sessions from October 2024⁷.

Night visits: In September 2024 several Board members undertook an unplanned night visit to the establishment. There were several constant watches in place and a hospital escort, leaving very low staffing levels. We were concerned to see constant watches taking place in un-adapted cells, making it difficult for staff to effectively observe prisoners. We visited all serveries, with only one houseblock being quite clean. All other serveries had dirty food trays and food left in the sinks. We also saw leftover food in a sack on the walkway, which appeared to have been broken into by pests.

⁷ See Annex A.

5.4 Equality and diversity

The equality and diversity team give a presentation at the planned monthly meeting. Part of this is the presentation of statistics to show if there have been any discrepancies in the way prisoners have been treated according to their age, ethnicity or disability. If any discrepancies are observed, the prison is tasked with explaining why and steps taken to ensure it is corrected. Unfortunately, many of the monthly meetings were cancelled in 2024, which the Board has raised with prison staff. Despite this, there was a 44% reduction in the number of applications received by the IMB in 2024 concerning issues relating to diversity and inclusion.

The department organises events throughout the year to celebrate different groupings within the prison. Events have included a St Patrick's Day celebration for Irish, Gypsy and Traveler community prisoners, a transgender forum, a film club, a carnival for Black History month and a talk to prisoners by Justin Rollins, who has painted many colourful murals around the prison site. The department has also helped the chaplaincy with celebrations for Eid. Walking football for older prisoners has been introduced.

Diversity and inclusion also have oversight of the transgender prisoners and regularly highlight, and seek solutions for, difficulties experienced by prisoners with neurodiversity and disability.



Easy to follow, colour-coded directions to areas within the prison

In 2024, 149 discrimination incident report form (DIRF) applications were received, which is slightly down on 158 in 2023. Of these, only six were upheld, with one being partially upheld.

Between 60 and 75 personal emergency evacuation plans (PEEPs) were provided during 2024. PEEPs, which are provided for prisoners who would require assistance during an evacuation of the prison, are reviewed weekly. All prisoners needing a PEEP now have one, which completes the work required by the HMP Inspection 2021. In our last report, we highlighted that each prisoner with a PEEP should have a notice on their cell door so that they can be easily identified. All prisoners requiring a PEEP on the PCoSO houseblocks have notices on their doors. On the rest of the houseblocks, they do not have notices on their doors, as this may highlight their vulnerability. A register of PEEPs is kept in the houseblock office.

5.5 Faith and pastoral support

In 2024, there was a full complement of chaplains in HMP High Down, including a pagan chaplain and a humanist chaplain. Throughout the year, all the major religious festivals were celebrated. The high sheriff of Surrey attended the annual carol service, which was well attended by prisoners, staff and guests.

Chaplains meet all new prisoners to the prison and endeavor to be a visible presence on all the houseblocks. They are involved with arranging compassionate visits and offer bereavement counselling to prisoners and staff. The chapel is multi faith and used for many prisoner activities as well as worship.

The chaplains co-ordinate their preaching and teaching with HMP High Down's current strategic priorities. In September, the prison chaplaincy head office began their inspection of the department at HMP High Down and the final report is expected during 2025.

5.6 Incentives schemes

Various incentive schemes are in place to address negative behaviour and reward and encourage ongoing good behaviour. Prisoners are placed on basic, standard or enhanced living conditions. Enhanced prisoners have more time out of their cells, more money and more visits. In 2024 around 63% of prisoners were enhanced, with standard and basic around 33% and 4% respectively. Prisoners on basic have their status reviewed every seven days.

A snapshot of ethnicity in December 2024 showed that white prisoners made up 59% of the prison population and ethnic minority prisoners 41%. During that month, ethnic minority prisoners made up 72% of those on basic, 45% of those on standard and 37% of those on enhanced, highlighting an overrepresentation of ethnic minority prisoners on basic. Discrepancies in incentive levels, such as these, are followed up by the equality and diversity team.

There is an independent substance free living (ISFL) residential houseblock spur for enhanced prisoners who are free from drug and alcohol dependency and wish to live in an environment without the temptations to return to dependency. Prisoners on this spur sign a contract and have their own gym and cooking facilities, as well as a better living environment. They also have more time out of their cells. Similarly, there is an enhanced violence-free spur, available for prisoners who have no non-associates in the prison and with similar facilities to the ISFL.

The community living unit (CLU) is a specialist wing at HMP High Down for IPP and long determinate sentenced enhanced prisoners, who may benefit from being housed in a space with tailored programmes and additional personalised support. These prisoners have their own dedicated staff and their own kitchen in a former classroom in the education centre. CLU prisoners have their own herb garden and have produced a pamphlet about the work they have done in the garden and what it means for them. They also have their own gym facilities.

In December 2024, an enhanced wing ('spur') (where prisoners have access to more privileges due to good behaviour) for prisoners convicted of sexual offences was opened.

When asked the best thing about HMP High Down, many prisoners mentioned the enhanced wings ('spurs'):

- The enhanced spur, it's very friendly.

- The enhanced spur on houseblock 2, when you get association and a toaster.

5.7 Complaints

The number of complaints from prisoners has risen for a third year. The 2023 HMIP Inspection report noted that 'the number of complaints was much higher than at similar

prisons and had steadily increased over the previous 12 months.’ Since that report, the number of complaints has continued to rise and now stands at 3887 for 2024 (3813 in 2023)

The three highest categories of complaints were reception (10.5%), offender management unit (9.8%) and complaints against staff (8%). While there has been a steady increase in the number of complaints going up, the number of complaints which were upheld has been going down.

The prison does not keep a record of the number of complaints returned or the reasons why they have been returned. Prisoners themselves receive a template letter, which has a box ticked with the reason why the complaint has been returned.

| Complaints | 2022 | 2023 | 2024 |
|-------------------|-------------|-------------|---------------|
| Total | 3746 | 3813 | 3887 |
| Total upheld | 1409 (38%) | 1287 (34%) | 1138 (29.27%) |

Lack of faith in the complaints system itself is often given as the reason why prisoners do not use it. Applications to the IMB with regard to the complaints system have seen a considerable increase during the year and accounted for 6.2% of the total number of applications we received (as compared to 3.7% during 2023).

5.8 Property

Issues with property, either lost during transfer from another prison or within HMP High Down itself, remains the biggest concern for prisoners. Property issues represented 15% of all applications received by the IMB in 2024, although this has decreased from 20% in 2023.

Property lost or delayed when transferring from other prisons causes distress to the prisoners and extra work for staff. There is also a lack of consistency between prisons, both in terms of volume of property permitted and items that prisoners are allowed in possession.

While property lost in transfer is not the responsibility of HMP High Down, we remain concerned that property is lost or damaged when prisoners transfer cells within the prison and the correct processes for cell clearance are not followed. 8% of all applications to the board related to this. It not only causes considerable distress and takes up valuable staff time, but can result in financial compensation that could have been avoided, had the correct processes been followed.

6. Health and wellbeing

6.1 Healthcare general

In our end of year survey, 74% of prisoners said that they had experienced issues accessing healthcare:

- Still on waiting list for a damaged tooth. Four months so far.
- I asked to see mental health about five months ago. Still waiting.
- Being old and partly disabled, can't get to the healthcare hatch.

There was, however, a significant decrease in the number of health-related applications to the IMB in 2024, with a reduction of 27% compared with 2023.

6.2 Physical healthcare

A comprehensive range of primary healthcare services are available within the prison⁸, with more specialised services offered by external agencies visiting the prison. The average waiting times for appointments to access the key healthcare services in 2024 were:

| Waiting times (weeks) | 2022 | 2023 | 2024 |
|-----------------------|------|------|------|
| GP | 2 | 1.6 | 1 |
| Dentist routine | 12 | 12 | 9 |
| Dentist follow-up | n/a | n/a | 9 |
| Optician | 15 | 9 | 3 |
| Physiotherapy | 9 | 5 | 3 |
| Podiatry | 15 | 20 | 14 |

The Board is pleased that reported figures show a decrease in waiting times across all healthcare services. The Board continues to be concerned about the number of missed appointments, often due to prisoners not being unlocked or escorted to the appointment on time, an issue that is often raised with us by prisoners. We sampled two weeks in during 2024 and found that 36% (13-17 May 2024) and 51% (16-20 September 2024) of appointments were missed. There appears to be little record kept of the reasons for non-attendance.

6.3 Mental healthcare

| | 2022 | 2023 | 2024 |
|---|------|------|------|
| Identified for external assessment | 32 | 18 | 16 |
| Actual transfers | 27 | 12 | 9 |
| Average time between assessment and transfer (days) | 50 | 31.5 | 39.5 |
| Longest wait time (days) | 241 | 93 | 132 |

Compared to 2023, there has been an increase in the average time for transfers to a secure mental hospital once an assessment has been made, as well as the longest transfer wait time. As previously mentioned (see section 5.2), the Board has ongoing concerns about wait

⁸ See Annex B.

times and we also remain concerned about conditions in which some prisoners with acute mental health issues are held, as we do not believe that the CSRU in HMP High Down is an appropriate location for their care to be facilitated.

6.4 Social care

The Board has concerns regarding prisoners' access to social care services. Due in part to the creation of an additional PCoSO houseblock, where prisoners tend to be older than on other houseblocks, 2024 saw a significant increase in the number of prisoners who spoke to us about their mobility and social care issues. At the end of 2024, there were 47 prisoners receiving social care support, either provided by council support workers, peer workers, or a combination of both. Social care is provided by Surrey County Council, who liaise with Central North West London NHS Trust (CNWL) to identify physical healthcare needs for specific prisoners and allocate responsibility for them. In addition, there are social care peers who provide peer-to-peer support for prisoners who need it. Despite these measures, we remain concerned that not all prisoners requiring social care have been able to access it effectively and that it is not always clear who has responsibility for service provision.

Older prisoners: As stated above, the opening of a second PCoSO houseblock in 2024 resulted in a rise in the number of older prisoners within HMP High Down. The Board has highlighted concerns about accessibility for prisoners with mobility issues (see section 5.1), as well as the increase in demand for social care services (see section 6.4). There was also an increase in the number of bed watches (when officers accompany a prisoner during their stay at an outside hospital) throughout the year.

A health needs analysis carried out by the healthcare department in 2024 showed that HMP High Down had a higher number of prisoners with healthcare needs than any in other comparative category C prison. We were also advised in December 2024 that four prisoners were receiving palliative care. The Board is concerned as to how end of life care can be humanely managed within the prison environment and how this distressing situation will impact staff and other prisoners.

6.5 Time out of cell, regime

As previously stated, many prisoners reported frustration over regime changes that are not communicated in advance by officers.

Due to staff shortages, evening association is often cancelled on all but the enhanced spurs, meaning that the majority of prisoners often spend from 17:00 until 08:00 locked behind their doors. The Board hopes that the introduction of a new 'profile' (changes in staffing patterns) in 2025 will go some way to address this issue.

Use of gym: There is a large well-equipped gym within the prison, which is detailed to have ten physical education (PE) staff. At the end of the year, there were three and a half qualified gym instructors and four supporting sports and games officers. The prison uses a rota system for gym attendance and the Board is pleased to note that prisoners have suggested that fewer gym sessions are now being cancelled due to regime restrictions and staffing issues than in 2023.

Core day regime: As reported in the 2023 annual report, full-time workers often report to the Board that they do not get access to regime when they return from work before afternoon lock up. This issue persists and efforts by staff to release prisoners slightly earlier from work in order to access regime have been stopped.

6.6 Drug and alcohol rehabilitation

The Forward Trust (FT) charity offers clinical and social support services to prisoners, based on an assessment of their needs. During 2024, up to a third of prisoners received support from FT at any one time. Every month, approximately 80-100 prisoners received clinical support to manage and reduce their drug dependence and an average of 350-400 received social support, including group work, one-to-one and in-cell work.

7. Progression and resettlement

7.1 Education, library

Around 150 prisoners attend education on any given day. The attendance rate is around 60%, which is an improvement on 2023 and exceeds the 2024 target of 55%.

Nearly 90 prisoners are currently doing Open University degrees funded by the Prison Education Trust. Prisoners are only funded to do one further education course. It is pointed out that this is the same provision as in the community, although this restriction can be difficult for prisoners who are serving longer sentences.

The Essential Digital Skills course was continued throughout 2024; however, with a fairly stable population of longer-term prisoners, there is less need for this basic course and it is to be cut down in 2025 and replaced by other IT classes.

During the early part of 2024 there was a concern that PCoSO did not have the same access to education and library as other prisoners. With the addition of a second PCoSO houseblock, there is now more opportunity for this population and we are advised by the education team that PCoSO now have equal access to education and library, with the exception of the Railtrack course.

The Storybook Dads programme (an initiative to support parents in prison to record bedtime stories and messages for their children) was suspended in late 2023 due to library staffing issues, but the Board is pleased to report that this was restarted in 2024.

Library attendance is described as good, with 800 prisoners a month attending. PCoSO have equal access to the library as other prisoners. Agreement has been reached with the prison to repurpose a neighbouring classroom to expand the library in 2025, which will increase the floor space and provide room for more activities.

The Board is pleased note that due to step free access and a working lift, prisoners with mobility issues have full access to all areas of the education wing, unlike other areas of the prison.

7.2 Vocational training, work

The majority of work within the prison remains part time, although there are some exceptions, such as kitchen workers and recycling. Part time working impacts wages and in 2024, HMP High Down had the lowest wages of any category C prison in the country. Attendance at education is also paid.

- People work hard for pennies. Some jobs we have to do three days to afford a can of mackerel.

A new system of pathways to progression was introduced in February, with all prisoners being required to follow one. Within two weeks of arriving at HMP High Down, prisoners should have completed a maths and English assessment (MEA) and been allocated a pathway, which will form part of their personal learning plan (PLP). At the end of 2024, a total of 878 prisoners were either in work or on a pathway:

| Pathway | Number of prisoners |
|---|---------------------|
| Biodiversity and sustainability | 166 |
| Construction | 252 |
| Wellbeing and catering | 278 |
| Resettlement (only available in last 12 months of a sentence) | 94 |
| Peers or other incentivised roles | 88 |
| Unable to work/retired | 46 |

14 prisoners are on the PIPE unit (psychologically informed planned environments) and have different arrangements.

The prison will try to positively engage with any prisoners who are unhappy with their allocated pathway to identify one which they are happy with. If a resolution cannot be agreed, then a pathway will be allocated, and the prisoner will then be managed through the refusal to attend procedures. Vocational courses such as Railtrack and the Dumper and Roller course remain very popular, with attendance at externally run courses near to 95%.

- Going down to (textiles) workshop is only thing, along with fine cell work, keeping me going.
- The RMF course enables you to gain realistic employment in construction when you leave.

HMP High Down is a breakdown laundry, which receives work from other prisons that require a prompt service. PCoSO returned to working in the laundry in 2024 and staff advise that this has increased productivity.

7.3 Offender management, progression

The early release scheme SDS40, announced in the summer, which allowed the release of those on standard determinate sentences after 40% (rather than 50%) of the sentence being served, is very complex to administer. The operation of the complicated system and prisoners serving concurrent sentences meant a great deal of time was taken up putting the policy into practice. OMU should have a compliment of 10.5 probation officers, but has 5.5, due to community probation staffing taking precedent over those working in prisons. The shortfall in HMP High Down is back-filled by prison officers who have been trained to support probation staff. Caseloads for prison offender managers (POMs) remain very high. Many prisoners report there is little or no communication between them, OMU and/or their POM. HMP High Down continues to complete high numbers of OASyS (offender assessment system, a tool used by prison staff to complete a risk and needs assessment on prisoners) and now has a dedicated POM to facilitate this work, which has reduced the backlog this year.

In our end of year survey, 46% of prisoners said that they felt well prepared for release.

The Board hears comments from prisoners who are frustrated at their perceived lack of sentence progression. Many of the offending behaviour courses have selection criteria that mean priority is given to those who will be released within the next 12 months. This leads to some prisoners feeling that there is nothing available to them and causes frustration to those

who are eligible for parole and have been told that they need to complete the same courses as part of their sentence plan.

- They don't offer courses I need until the last year of sentence.
- Feel this prison puts everything on the back burner until you have 12 months.
- No help, advice or guidance. Told to wait until the time comes.

Approximately a third of the population of HMP High Down continues to be recalled prisoners who are ineligible for home detention curfew (HDC) or category D (the lowest level of security), and have more hurdles to overcome to be released on parole. In 2024, 151 prisoners were re-categorised to category D, allowing them to move to the open prison.

A regular monthly coffee morning is held for the approximately 50 IPP prisoners, which is very popular.

PIPE unit: The first resident on the PIPE unit arrived in April. By the end of 2024, there were 14 prisoners. There is a total of 23 beds; however, suitability is carefully monitored and new arrivals are introduced gradually. The unit aims to prepare its residents, all of whom have complex needs, for life beyond release through increased independence and the teaching of skills required in the community. The feedback to the Board from prisoners and staff on the unit has been entirely positive.

7.4 Family contact

The Board is pleased to report that maintaining of family relationships continues to be a highlight within the prison. The number of visits sessions reduced this year to reflect demand, but the popular extended visits on family days continued. The CLU has separate family days that are held in the gym, whilst family days for other prisoners are held in the visits hall, where the room is rearranged to allow football and other games. PCoSO had two extended family visit sessions with board games and quizzes. The scheme allowing a prisoner to invite a friend or relative for lunch in The Clink, the restaurant at HMP High Down, continued in 2024.

Funding has been secured to continue the three parenting courses run by the London Borough of Sutton, building on the work started in 2023. These are: Time Out for Dads, Resolving Conflict in Families and Managing Anger in Families. Prisoners who have completed these courses have spoken to us very positively about them.

Dad's Voice started in April 2024, which is a monthly coffee morning for graduates from parenting programmes, offering continued support.

7.5 Resettlement planning

The introduction of SDS40 meant that prisoners had accelerated access to resettlement services. Prisoners have an initial appointment with the resettlement team around 12 weeks prior to release. The current attendance rate for these appointments is 70%. The Board is pleased that sessions now run regularly, both morning and afternoon, in the dedicated resettlement suite. Services offered include:

- ID services
- setting up bank accounts
- benefits set up with the help of visiting Department of Work and Pensions (DWP) staff
- Job matching

- Housing

In addition to the standard services offered, employment events are also held, where companies come into the prison to discuss employment opportunities. New services are to be offered in 2025 to help prisoners manage external debt that may have built up during their sentence.

8. The work of the IMB

Board statistics

| | |
|--|-----|
| Recommended complement of Board members | 16 |
| Number of Board members at the start of the reporting period | 12 |
| Number of Board members at the end of the reporting period | 12 |
| Total number of visits to the establishment | 342 |
| Total number of CSRU reviews observed | 156 |

Applications to the IMB

| Code | Category | 2024 | | | 2023 | |
|------|--|------------|------------|------------|------------|------------|
| | | Total | % of Total | % +/- | Total | % of Total |
| A | Accommodation | 48 | 5.7% | -14% | 56 | 6.0% |
| B | Adjudications | 19 | 2.3% | -10% | 21 | 2.3% |
| C | Equality and Diversity (inc. religion) | 15 | 1.8% | -44% | 27 | 2.9% |
| D | Education/Employment/Training inc. IEP | 46 | 5.5% | 44% | 32 | 3.5% |
| E1 | Family/visits inc. mail & phone | 52 | 6.2% | 44% | 36 | 3.9% |
| E2 | Finance/pay | 26 | 3.1% | -42% | 45 | 4.9% |
| F | Food/Kitchen related | 26 | 3.1% | 4% | 25 | 2.7% |
| G | Health related | 66 | 7.9% | -27% | 91 | 9.8% |
| H1 | Property (within current establishment) | 71 | 8.5% | -13% | 82 | 8.8% |
| H2 | Property during transfer /in another establishment) | 60 | 7.1% | -47% | 114 | 12.3% |
| H3 | Canteen, facilities, Catalogue shopping, Argos | 26 | 3.1% | 13% | 23 | 2.5% |
| I | Sentence related (inc. HDC, ROTL, parole, release dates, re-cat etc. | 137 | 16.3% | -4% | 143 | 15.4% |
| J | Staff/prisoner/detainee concerns inc. bullying | 86 | 10.2% | -16% | 102 | 11.0% |
| K | Transfers | 19 | 2.3% | -44% | 34 | 3.7% |
| L | Miscellaneous | 52 | 6.2% | 8% | 48 | 5.2% |
| L1 | Complaints System | 52 | 6.2% | 53% | 34 | 3.7% |
| L2 | Regime related | 39 | 4.6% | 179% | 14 | 1.5% |
| | Total | 840 | | -9% | 927 | |

Annex A

Completed key work sessions

| | 2024 Completed sessions | 2023 Completed sessions | 2024 - % of expected sessions completed | 2023 - % of expected sessions completed |
|----------------------------------|-------------------------------|-------------------------------|---|---|
| Jan | 1203 | 902 | 23.44% | 26% |
| Feb | 390 | 862 | 8.05% | 30% |
| Mar | 431 | 1185 | 8.39% | 49% |
| Apr | 292 | 753 | 5.95% | 30% |
| May | 461 | 894 | 9.16% | 25% |
| Jun | 322 | 781 | 6.49% | 24% |
| Jul | 357 | 207 | 6.88% | 7% |
| Aug | 229 | 606 | 4.42% | 18% |
| Sep | 135 | 664 | 2.71% | 21% |
| Oct | 514 | 729 | 10.01% | 22% |
| Nov | 650 | 1356 | 13.29% | 22% |
| Dec | 761 | 805 | 15.9% | 23% |
| Total / Average % | 5745 | 9744 | Average 9.56% | Average 25% |

Annex B

Service providers

| Provider | Services |
|--|--|
| Central North West London NHS Trust (CNWL) | Healthcare: Inpatients and outpatients, medical care for residential areas, pharmacy and dental care |
| CNWL – In-reach | Mental healthcare |
| Doctor PA | GP |
| The Forward Trust | Substance misuse |
| Surrey County Council | Social care |
| Novus | Education and training |
| Gov Facility Services Ltd (GFSL) | Maintenance and repair |



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Any enquiries regarding this publication should be sent to us at imb@justice.gov.uk