



Annual Report of the Independent Monitoring Board at HMP Highpoint

**For reporting year
1 January 2025 to 31 December 2025**

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Contents

Introductory sections 1 – 3	Page
1. Statutory role of the IMB	3
2. Description of the establishment	4
3. Key points	6
 Evidence sections 4 – 7	
4. Safety	10
5. Fair and humane treatment	17
6. Health and wellbeing	24
7. Progression and resettlement	30
 The work of the IMB	
Board statistics	38
Applications to the IMB	38

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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 Highpoint was originally opened as a prison in 1977 and has undergone a number of estate reconfigurations over the years. The prison is sited on a former Royal Air Force base, using many of the original buildings, and is split over two adjacent sites (north and south). It is situated some 10 miles southeast of Newmarket, in rural Suffolk.

HMP Highpoint is a male category C men's training and resettlement prison (for those whose escape risk is considered to be low but who cannot be trusted in an open prison) for London and Essex. 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) for the reporting period remains at an average of 1,270¹.

Accommodation at the prison varies considerably in terms of fabric and facilities. At the beginning of the reporting year, there were 10 residential units on the south site, which included:

- Unit 1: A & B wings
- Unit 2: C & D wings
- Unit 3: E & F spurs
- Unit 4: G & H spurs
- Unit 5: J & K spurs (unit 5, K spur, houses newly arrived prisoners until they can be located to an appropriate unit; this facilitates the delivery of the induction process)
- Unit 6
- Unit 7
- Unit 8: Q, R & S spurs
- Unit 9: T, V & W spurs
- Unit 10: X, Y & Z spurs

Ensuite cells are available on units 6, 7, 8, 9 and 10. On the north site, there are five residential units, which include units 11, 12, 13, 14 and 15. Most units have in-cell sanitation, except for units 11, 12 and 13 on the north site, which have 24-hour access to lavatory and shower recesses site. Most cells are single occupancy; however, there are 38 overcrowded cells across both sites.

In August 2022, planning permission was granted for extending HMP Highpoint by 741 additional spaces. These will be in three, four-storey T60 accommodation blocks (which comprise three accommodation wings connected to a central support wing, with six different types of ensuite cells). There will be a new workshop building that will house workshop provision, education, vocational training and a multi-faith room, in addition to a new healthcare unit, an extension to the current gate, prisoner property store and outside stores building. In addition, the gym facilities will be extended and improved, and there will be a refurbishment of both reception and the communications room. The infrastructure works were started but had to be stopped due to asbestos being found buried on the construction site. It is now anticipated that the works should be completed by mid-2028.

The dynamics of HMP Highpoint, with its split site and large population held some distance from home (60% still come from London or Essex) in a remote and rural location, continue

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.

to create significant performance challenges for the prison and make Highpoint a complex establishment.

Agencies and contractors for the prison include:

- Drug rehabilitation services: Phoenix Futures
- Services for families and children: Ormiston Families
- Healthcare: Practice Plus Group Health and Rehabilitation Services Ltd
- Improving access to psychological therapies (IAPT): Forward Trust
- Escort contractors: Serco, GeoAmey and Mitie (for immigration transport)
- Learning and skills, education and training: People Plus
- Maintenance: Gov Facility Services Limited (GFSL)
- Resettlement housing (London): St Mungo's
- Information, advice and guidance (IAG): Forward Trust, from 1 January 2025 to 31 March 2025; and Get Set UK, from 1 April 2025 to 31 December 2025

3. Key points

Background to the report

This report covers the period from 1 January 2025 to 31 December 2025. Evidence was gathered from observations made on regular visits, monitoring meetings, scrutiny of prison data, informal contact with prisoners and staff, surveys and applications (written representations prisoners submit to the IMB). Please note that the prison has not changed significantly since our previous report, so this year's findings are very similar. We have updated any statistics and noted any changes, but the body of report remains much the same as last year.

During the reporting year, the population at Highpoint continued to be around 1,300. Highpoint is one of the largest category C training and resettlement prisons in the country, supporting prisoners who are at various stages in their sentences.

3.1 Main findings

Safety

- There was a drop in self-harm incidents. However, the number of prisoners supported by the assessment, care in custody and teamwork (ACCT) procedure (used to support prisoners at risk of self-harm and suicide) rose quite considerably.
- The problems of drug intoxication and debt also fuel the worryingly high levels of violence and self-harm in the prison.
- PAVA (an incapacitant spray) was introduced to HMP Highpoint in 2023. During the reporting year, it was used 38 times. The Board has a system of recording any incident where PAVA is used and logged as an incident by the prison.
- There continues to be thorough screening and support for prisoners arriving at Highpoint, and those considered vulnerable continued to be supported throughout their stay. A new strategy was issued in 2023 to help prisoners who are in debt to other prisoners.
- The Board notes that the number of reported violent incidents remains static, albeit at a high level, but the instances of the use of force has doubled since 2023 (676 in 2023, 878 in 2024 and 1,296 in 2025) coupled with a 20% increase in adjudications, all of which point to an increasingly unstable prison environment.

Fair and humane treatment

- During its inspection in October 2023, HMP Inspectorate of Prisons (HMIP) reported that the segregation unit (known nationally as the care and separation unit, CSU), where prisoners are segregated, was one of the best in the UK.
- From the Board's observations, the segregation unit has continued to be well run and used effectively to support prisoners.
- The key worker scheme (where a member of prison staff supports a prisoner throughout the custodial period) was still in place in the reporting year. Various prisoner forums continued to be held during the reporting year.
- The Board continued to be concerned about the standards of maintenance and general repair in the prison, as there is still an issue with work often not being completed in a timely manner.
- In comparison with last year's report, applications made to the Board about lost property increased slightly for property transferred from another establishment, although they decreased for lost property within the establishment during the reporting year.

Health and wellbeing

- The Board is concerned about the large number of drug overdoses resulting in 'code blue' (serious medical) emergencies and the ongoing ingress of dangerous drugs into the prison.
- The Board is also concerned about the long wait for psychological support and therapy, which the Forward Trust do their best to address.
- The prison drug strategy and the Phoenix Futures teams are to be complimented on their fantastic work in attempting to deal with the rising tide of drug usage in the prison.

Progression and resettlement

- The Board acknowledges the problems of providing both training and education on two sites and accepts there is great variety of activities on offer, but feels more training could be offered on the south site of the prison, especially in the areas of construction, barbering and hospitality where there are many opportunities for employment once released.
- Disappointingly, in the south site, art is no longer an option across the establishment and more could be done in neurodiversity especially, in the workshops in south site.
- Funding for education and training has become a significant issue and the empty workshops and lack of instructors in the north site are of great concern to the Board.
- Resettlement has been difficult with the loss of key staff during the year, but hopefully the new recruits will help. There is positive work being done, especially with new courses added, and the feedback from the prisoners has been excellent for these.
- The Board notes that the monthly targets for post-release employment (i.e. six months after leaving prison) consistently exceeded the planned target of 16%, averaging 25%.
- Social visits and social video calls continued, although there have been issues with access to video calls with frequent cancellations. Resettlement planning continued. Staffing levels seem good, and caseloads remain at 50 to 60 prisoners per month.

3.2 Main areas for development

TO THE MINISTER

3.2.1 In spite of the revised prisoners' property policy framework, the Board continues to be concerned about the loss or delay of prisoners' property transfer between establishments and refers you to Section 5.8. The Board, once again, asks for an urgent review into the handling of prisoners' belongings.

3.2.2 There has been no improvement in the management of prisoners' property within the prison, and the Board would also like to see an improvement in the handling of prisoners' parcels within the prison security framework.

3.2.3 Railtrack and construction: the Board would ask the Minister to acknowledge the excellent work carried out by the reducing reoffending team and the senior management team and would refer the Minister to the section 7.2.9.

3.2.4. The Board is concerned about the high number of prisoners transferred from other establishments close to end of their sentence, which creates considerable problems for the resettlement staff.

3.2.5 The Board would like to see greater searches of all persons entering the establishment. This is due to the high level of damage inflicted on the prison population through prison debt, substance misuse and the use of illegally held phones. This is illustrated by the three-fold increase in drug finds (1,135 in 2025) within the prison. The Board has raised these concerns with the Governing Governor, and at security meetings.

3.2.6 The mental health team manage prisoners with serious mental illness very well, but a very high proportion of prisoners would benefit from psychological therapies. The Forward Trust has a dedicated team, but their staffing level means that they have very long waiting times for therapy. A national target is that 95% of referrals begin therapy within 18 weeks but at Highpoint this is achieved for 39% of prisoners.

TO THE PRISON SERVICE

3.2.7 The Board continues to be seriously concerned about the service provided by Gov Facility Services Ltd (GFSL). Again, we request an urgent review of the works maintenance contract to ensure it fully meets the ongoing needs of a challenging prison environment.

3.2.8 The Board is aware of the growing inexperience of prison officer staff and recommends that the Prison Service looks into ways to incentivise staff to remain within the service.

3.2.9 As noted in three previous annual reports, the netting around the prison blew down in a storm and was slowly being replaced (in most units). However, it has still not been completely replaced, all this time later. The prison is still vulnerable to 'throwovers' (where people from outside the prison throw parcels over the walls, which contain illicit items, to be picked up by prisoners) and drone drops. The increased opportunity for contraband to get into the prison has a negative impact on the health and wellbeing of the prisoners.

TO THE GOVERNOR

3.2.10 With respect to prisoner and staff relations, including the complaint process and actions, there is a problem with lack of feedback and information to prisoners at wing level. The Governor is requested to reinforce stronger, more timely and clearer verbal and written communication ethics to avoid frustration and miscommunication of key information.

3.2.11 The Board continues to be concerned that drug debt and fermenting liquids to brew prison alcohol are a major concern for the prison and we welcome the strategies, such as searches with specialist dogs and a designated search team (DST), which are being implemented to counteract this.

3.2.12 As a Board, we are disappointed there are no resources to provide the award-winning National Prison Radio across the estate. In a survey carried out by the station, which is available in the majority of prisons in the UK, 75% of prisoners listen regularly. It aims to reduce reoffending by engaging prisoners in education and discussion and helps prisoners deal with custodial sentences. Many prisoners have drawn attention to its absence in Highpoint.

3.2.13 The Board notes that although the number of reported violent incidents overall remains static, albeit at a high level, there has been a doubling in the instances of use of force since 2023 (676 in 2023, 878 in 2024 and 1,296 in 2025) coupled with a 20% increase in adjudications, all of which point to an unstable and volatile prison situation.

3.2.14 The Board is concerned about the reductions in resettlement staff numbers, which, coupled with the high number of prisoner releases, means that targets for release planning cannot be met by the staff.

3.2.15 The Board knows that the Governor is aware of the vital importance of maintaining family links while serving a sentence and the difficulties that many families encounter on visiting in person due to its location. The provision of video calls is therefore very important, yet the Board has received numerous complaints concerning cancellation of planned video calls.

3.2.16 The very large number of drug overdoses resulting in 'code blue' emergencies (almost one per day) with an estimated 240 ambulance visits and 153 urgent transfers to hospital for treatment. This reflects the on-going ingress of dangerous drugs into the prison. The problems of drug intoxication and debt also fuel the worryingly high levels of violence and self-harm.

3.3 Progress since the last report

There are a number of developments, highlighted in last year's report, that the Board would, again, like to emphasise as continuing to have positive outcomes:

- The ongoing development of the key worker scheme.
- The provision of therapeutic courses in creative writing and large variety of diverse activities such as chess, music, parenting, etc.
- The Board would like to acknowledge the high level of professionalism and care shown by the staff towards prisoners within the challenging environment of the care and separation unit.
- The Board has noted that there has been an increase in the number of applications (prisoners' written representations) to the Board an increase of 19.50%.
- The Board is very pleased with the continuation of Railtrack and plant courses.

Evidence sections 4 – 7

4. Safety

4.1 Reception and induction

4.1.1 Prisoners' property and persons are searched on arrival. A body scanner was installed in December 2020 and is used to scan new arrivals. For the existing population, its use is intelligence-led. The body scanner was used 2,648 times during 2025.

A prisoner who scans positive on the scanner is held in the segregation unit until the item is passed and they no longer test positive in the scanner.

If a prisoner refuses to undergo a body scan, they can be subject to an adjudication (a disciplinary hearing that is held when a prisoner is alleged to have broken prison rules).

4.1.2 The prisoner's property is checked in front of them and, where appropriate, issued.

4.1.3 New arrivals are given an 'advance' of £25 so they can buy additional items as well as one phone credit. This system helps to reduce some potential debt issues.

4.1.4 Highpoint does not have a lock-out time, but prisoners arriving after 5.30pm-6pm will, following security checks, be given an overnight bag before being located on the induction wing. It is usual that they will have their property logged, then be brought back to reception the following morning to have it checked.

4.1.5 As there are no healthcare staff onsite at this time in the evening, it is still the case that late arrivals are located directly to the induction unit and placed on observation until they are seen by the healthcare team the following day.

4.1.6 Induction is situated on unit 5, on K wing. All new arrivals are monitored during the first night. The prison reports that the frequency of checks depends on whether:

- all checks have been completed, in which case a prisoner is observed every three hours; if checks have not been completed, the prisoner is observed every hour;
- the prisoner has seen a healthcare professional. If they have not, the prisoner is observed every 30 minutes.

4.1.7 The chaplaincy team continues to see all new arrivals in person, one-to-one, within 24 hours of arrival. They enquire about the prisoner's welfare and signpost to the pastoral care available from the chaplaincy team. They ensure that religious affiliations are noted. On arrival, all new receptions are seen by a member of the senior leadership team (SLT) for a 'meet and greet' into the establishment.

All new prisoners are also seen by a member of the Phoenix Futures drug management team for a substance misuse induction. The introduction covers the services available, risk of overdose and harm reduction, and referral routes. During an initial assessment, Phoenix Futures records the prisoner's history and drug of choice prior to custody and outlines the services available. If they wish to engage, then a more comprehensive assessment takes place.

4.1.8 The first morning on the wing process has remained unchanged since last year. New arrivals should meet with induction orderlies (trusted prisoners who take on work to provide services that contribute to the running of the prison) and be given core information about the prison, the various units, the Listener system and drug abuse treatment.

All new arrivals are also given an information booklet, which has been produced by prisoners, about all aspects of prison life in HMP Highpoint. This is a useful document, as prisoners can refer back to it. However, the IMB is concerned that there are some prisoners who are unable to read and who do not always declare this on arrival on the induction unit.

4.1.9 On the second morning on the induction unit, prisoners go for education screening. Between 1 January 2025 and 31 March 2025, they met with Forward Trust, a charity offering information, advice and guidance (IAG). Between 1 April 2025 and 31 December 2025, they met with Get Set UK, to receive careers, information, advice and guidance (CIAG). At this meeting, they are also told about employment opportunities.

4.1.10 The education department arranges a visit to the library and an introduction to the services offered by the library.

4.1.11 The Board continues to be assured that every effort is made to establish each new prisoner's learning needs and disabilities and to facilitate an individual learning plan. Those with low attainment are strongly advised to attend maths and English classes. Passes in these subjects are obligatory before enrolment in some other classes/courses.

4.1.12 The IMB has observed the induction process. As we reported last year, the staff and orderlies tried hard to include all the prisoners and tell them what was available. However, it was obvious to the Board that, for a number of those attending, there was too much information to take in at a time when they were trying to adjust and understand their new environment.

4.1.13 It is still the case that, on the third morning, new arrivals are seen again by the healthcare team; as part of that consultation, they are offered blood tests and/or screening.

4.1.14 Once induction has been completed on the third day, prisoners can then be moved to other accommodation. This can be immediate if there is a space on an appropriate unit.

Priority for moves is given to prisoners who have been on the induction unit the longest. The majority of prisoners leave the induction unit within 7 to 14 days of their arrival. In some cases, if the prisoner has special needs or a disability and requires a single cell or an ensuite shower, this can take longer.

4.1.15 Mostly prisoners are appreciative of the induction arrangements and feel they have been treated with respect and fairness by reception staff.

4.1.16 Property-related applications to the IMB were high in 2025. There continues to be an issue regarding prisoners being allowed a certain item of property at one establishment but being refused it at HMP Highpoint. A more universal property regulation would help considerably.

Some prisoners have a large amount of property in their cells. Although a volumetric control scheme was introduced at the very end of 2023, issues continue and there continues to be a recurring problem with follow on property not following the prisoner as it should and being unaccountably 'lost' between the sending prison and HMP Highpoint.

4.2 Suicide and self-harm, deaths in custody

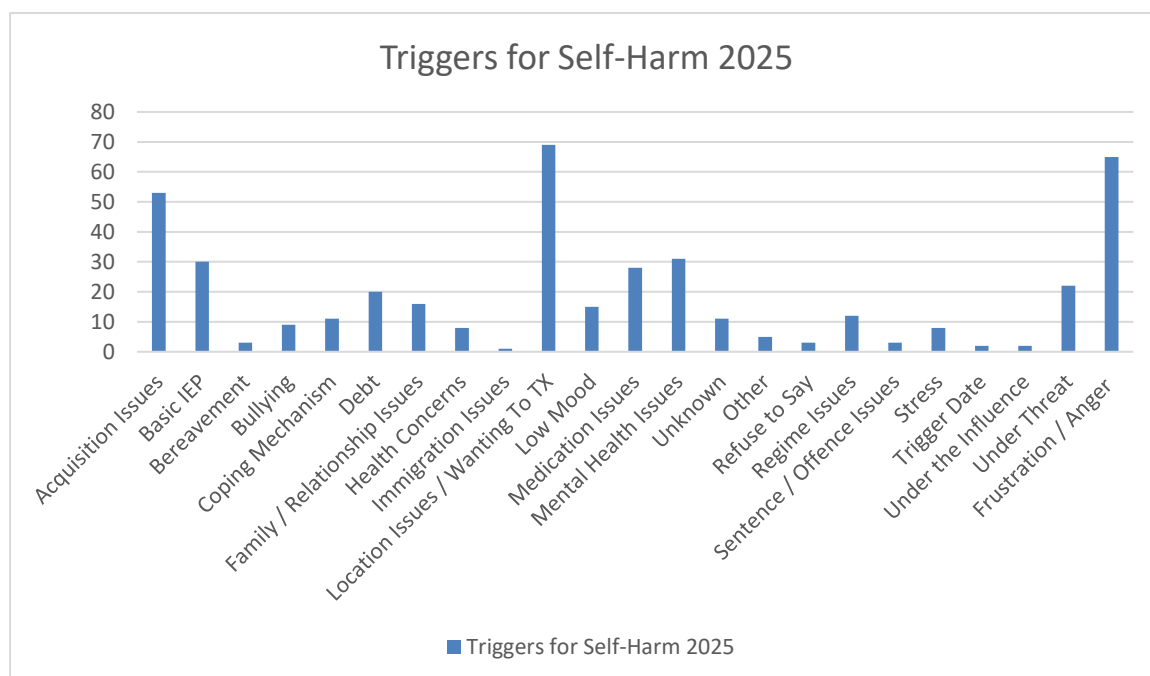
4.2.1 There were, sadly, two reported deaths in custody: all occurred within HMP Highpoint. All the death in custody documentation was recorded using the IMB guidance and protocol.

4.2.2 419 incidents of self-harm were recorded in 2025, a drop from 449 incidents in 2024 and showing a significant downward trend from 2023. However, the figures are still higher than the pre-pandemic figures. (There were 320 recorded self-harm incidents in 2018).

4.2.3 Some prisoners self-harmed on multiple occasions. 157 men were recorded as having self-harmed in the recording period.

HMP Highpoint records the reported reasons for self-harming. As shown in the graph below, prevalent triggers for self-harm in 2025 were:

- location issues and wanting to transfer to another prison (69) incidents *
- frustration/anger (65 incidents)
- and
- acquisition issues (53 incidents)



Of the 419 recorded incidents, 21 men were said to be harming for the first time.

The most frequent location of those prisoners who self-harmed and stated concern about their location was the segregation unit. 18 incidents occurred here. From IMB reports it would seem that there are a number of different triggers. Some prisoners report to the IMB that they have self-harmed because they do not want to leave segregation because they feel safe there.

Others say they have self-harmed because they want to transfer out of the unit to another prison and others because they do not know why they are being held in the segregation unit, having only been told 'intelligence'.

4.2.4 Whilst the figures for self-harm are higher than in pre-pandemic years, the IMB has noted that the figures for HMP Highpoint have been low in relation to its comparator group of prisons.

4.2.5 There are three constant watch cells at Highpoint. The IMB is concerned that one of these is in the segregation unit. We consider this to be inappropriate, although we have been reassured that its use is rare for constant watches of prisoners not already placed in the segregation unit. When it does occur, special measures are put in place for such prisoners, including walks outside of the segregation unit.

4.2.6 The Listener scheme (whereby prisoners trained by the Samaritans offer confidential emotional support to their peers) was restarted in 2023. Listeners are available to prisoners 24/7 and the names of the on-call Listeners are published in the daily briefing each day. The IMB continues to consider this provision to be imperative, and we were pleased that the scheme was reported to be working well. However, reports suggest that Listeners could be deployed more frequently and the IMB is asking for more details going forward

The number of open assessment, care in custody and teamwork documents (ACCTs), which are used to manage prisoners at risk of self-harm and suicide, increased again in the reporting period. A total of 543 ACCTs were opened/re-opened or transferred in during the reporting year. This is an increase of 33 on the previous year and a significant increase on the figures for 2023, when 295 ACCT documents were opened. The reasons for this remain unclear.

It remains the case that the majority of ACCTs opened in 2025 followed incidents of self-harm. As noted in our previous reports, statistics continue to show that prisoners of white ethnicity are more likely to self-harm and to have ACCTs opened (this follows local and national trends).

Details of all men on ACCTs are given in the daily alerts report and dates of ACCT. Reviews are given in the daily briefing (but not the time at which these reviews will occur). Board members continue to ask to see prisoners on open ACCTs when visiting the units.

Copies of both the daily alerts report and daily briefing are sent to the IMB each day.

Men whose ACCT document has been closed should continue to have post-closure checks. The IMB has noted that these dates are frequently missed. (A record of post-closure checks is maintained on the daily briefing sheet and through the daily safety intervention meetings.) The IMB is concerned that this may be contributing to the higher self-harm rates.

4.3 Violence and violence reduction, self-isolation

4.3.1 The safer prisons team (SPT) is a dedicated team of officers and office staff, run by a designated Governor. It deals with all matters involving the safety of prisoners, covering areas such as mental health and risk assessments, ACCT reviews and incidents involving the use of force.

In 2025, the number of reported violent incidents remained static, with 370 incidents, compared with 367 in 2024. However, the increase in violent incidents since 2022 is concerning (302 in 2023 and 280 in 2022) especially as 45 of these assaults were considered 'serious'.

4.3.2 Whilst the IMB is pleased to note the reduction in assaults on staff in 2025, the number is still disturbing. There were 121 assaults on staff in 2025 - 11 of them serious. For comparison, in 2024 there were 151 assaults on staff, of which 16 were serious and in 2023 there were 125 recorded assaults on staff.

However, the number of prisoner-on-prisoner assaults increased to 254 in 2025 (210 in 2024 and 178 in 2023). 36 of the assaults in 2025 were deemed serious assaults. Concern over this steady increase has been raised by the IMB in meetings with the Governor. The

reasons for the continued increase are not fully known, but prison overcrowding - and the resultant difficulties in transferring prisoners to other establishments or wings - has, in part, resulted in reported changes in the prison population. Gang membership is a reported problem, and debt continues to fuel unrest.

Some incidents of assault involved violence against both staff and prisoners in the same incident.

4.3.3 A challenge, support and intervention plan (CSIP) is used at Highpoint, as in all adult prisons, to manage those prisoners who have displayed violent behaviours or pose a heightened risk of violence. These prisoners are managed and supported on a plan that offers individualised targets and regular reviews. Violent incidents are analysed and those involved are interviewed by the safer prisons team (SPT).

The Board is aware of those prisoners on CSIPs through the daily briefings and daily alerts reports. The daily briefing shows what CSIP reviews are taking place that day but does not give times, which are subject to change. This makes it difficult for IMB members to observe.

There were 88 violence related CSIP plans opened during the reporting year.

4.4 Vulnerable prisoners

4.4.1 As stated in previous years. prisoners who have been bullied continue to be supported by staff, and known perpetrators are challenged. Prisoners are often reluctant to name the person they feel is bullying them for fear of retaliation. Men considered to be bullies are identified in the daily alerts report, with the reason for their inclusion stated on the list.

4.4.2 The daily briefing report contains the names of those who are registered as 'prisoners of concern'. The concerns are usually around personal hygiene, cleanliness, social care and mental health issues. Staff document their dealings with these prisoners each day. Details include whether the man has taken his meals, collected his medication and had a shower/taken some exercise, plus comments on his general demeanour and the condition of his cell. The men are encouraged and assisted to keep themselves and their cell clean and to discuss any issues they may have. The number of men on the register fluctuates but averages between 4 and 10. Prisoners who are self-isolating are named in the daily briefing report and IMB members try to see them when they undertake monitoring visits to the units. Someone from the chaplaincy team visit all prisoners who are on an ACCT each week. There is no dedicated residential unit for vulnerable prisoners at Highpoint.

4.5 Use of force

Board members attend the prison following incidents involving the use of force to ascertain what has occurred, confirm prisoner safety and verify that healthcare assessments have taken place. The IMB also aims to attend the use of force meetings for monitoring purposes, although these are often cancelled or postponed. Due to the voluntary nature of the role, accommodating last-minute schedule changes is not always feasible.

4.5.1 The reported use of force to control prisoners has increased very significantly during the reporting year. IMB are told that is in part due to changes in the reporting system and the occasional presence of a dedicated search team (DST) in the establishment resulting in an increase in force used to escort men to the body scanner in reception.

Use of force was used to control prisoners on 1296 occasions in 2025, against 878 occasions in 2024 and 676 occasions during 2023. This is a doubling of the number of

incidents in two years. Despite the reasons given above, this represents a huge increase in the incidents of use of force and this is a concern for the IMB.

Prison management suggests that a change in the make-up of the prison population, as a result of government law changes, is a significant factor. Given that the IMB has been told that 579 prisoners were involved in the use of force in 2025, this means that some prisoners were restrained on multiple occasions.

Unlike some other category C prisons. HMP Highpoint does not record statistics relating to any disabilities present in those prisoners involved in use of force.

Ridged-bar handcuffs were used on 977 occasions, representing a very high proportion of all handcuff use. Rigid-bar handcuffs are used as a safety measure to protect both prisoners and staff when prisoners are being moved around the prison.

The highest number of use of force incidents occurred in May 2025, with 124 incidents recorded, of which 55.65% involved cuffing alone. This was closely followed by April 2025, when 123 incidents were recorded, with 52.03% involving cuffing alone.

Batons were drawn on three occasions but were only used on one occasion.

PAVA (an incapacitant spray) was drawn on 58 occasions and deployed on 28 of these occasions. These figures appear high to the IMB when compared to other category C prisons and IMB continues to be concerned that the use of PAVA must be correct and proportionate.

All incidents involving the use of force are reviewed by a use of force instructor, a member of the senior leadership team (SLT), and the safer prisons team. The prison informed the IMB that the majority of incidents were assessed as proportionate, although some reviews identified a need for further training for the staff involved. This is a concern.

Incidents of disorder

Figures for incidents of disorder during 2025 are shown below (with figures of previous years in brackets):

	<u>2025</u>	<u>2024</u>	<u>2023</u>	<u>2022</u>	<u>2021</u>
incidents at height	45	(58)	(52)	(53)	(25)
reports of barricading	36	(58)	(84)	(136)	(59)
incidents of hostage taking	2	(1)	(1)	(1)	(1)
incidents concerning fire	29	(35)			

The Board was pleased to note the continued and significant decrease in 2025 in incidents of barricading. There was also a welcome decrease in the number of incidents at height, and deliberate fire setting.

4.5.2 HMP Highpoint maintains a positive relationship with the police. In 2025 the prison Governors described the working relationship with the police as 'strong'.

In 2024, weekly triage meetings with the police liaison officer (PLO) were introduced. At these meetings, potential police referrals are discussed to ensure incidents are dealt with appropriately and in a timely manner.

4.5.3 Cell searches, unit and compound checks resulted in a significant number of finds during 2025. Overall, these finds have a very large prison currency value which can lead to debt and consequent disorder and violence.

During 2025, 224 weapons were found.

There were 351 findings of 'hooch' (illicit alcohol brewed in the prison), up from 291 in 2024.

The biggest increase in finds was in the number of drug finds and IMB is concerned about this as the number of men found UTI (under the influence of illicit substances) has escalated significantly in 2025, with many prisoners requiring outside healthcare.

In 2024 the IMB reported 389 drugs finds. In 2025 the prison reports 1,125 drug finds, with the most common finds being cannabis, cannabis resin, 'spice' (a psychoactive substance) and cocaine. This is a huge 316% increase on the number of finds in the previous year.

Additionally, some of the drugs finds have involved large quantities of drugs, with a very high prison value.

In 2025, 546 mobile phones were found in the prison a fall from the 1475 finds in 2024. There were also 1227 finds of phone accessories, which included sim cards, charging cables and SD memory cards.

4.5.4 In 2024, the Board was concerned that netting, installed to prevent throwovers and drone drops, and which came down in storms some years ago, had still not been fully replaced. In this reporting year the promised repairs have largely taken place, although netting on at least one unit has been subject to further damage and is awaiting repair.

4.5.5 The daily briefing reports continue to give details of proven drone drops and suspicious drone activity, as well as other finds. Given the size and amount of finds, the IMB believes that drones are not the only means by which prohibited items are coming into the prison.

5. Fair and humane treatment

5.1 Accommodation, food

5.1.1 The Board notes the continuing effort afforded by prison staff to work with prisoners in keeping units and cells clean, hygienic and tidy, with overall satisfactory results.

5.1.2 As highlighted in our previous reports, the majority of works being carried out by Gov Facility Services Ltd (GFSL) are still not completed in a timely manner. This continues to have an impact on the two sites, north and south. Even when works were carried out in a timely manner, not all works, including fire safety, were quality checked by a GFSL supervisor. The Board would, once again, for the fourth year running, point out that the workforce employed within the prison is trying their best to complete the works, but they are still not being adequately managed by the GFSL senior management team.

5.1.3 During the reporting year GFSL received 23,285 small repair jobs (blocked sinks /toilets/electrical/locksmith) noting that by the end of the reporting period, there were 449 outstanding repairs. The Board also highlights that at the end of the reporting period the following risk assessments had not been carried out; 218 fire assessments and by August, only 85% of the H.V Audit had been carried out, leaving 18 outstanding actions.

5.1.4 As in our 2024 annual report, the Board understands that the works listed below were still not carried out in a timely manner during the 2025 reporting year:

- general repairs to electrical equipment
- general repairs to plumbing
- general repairs/maintenance of fire-protection equipment (218 fire risk assessment still outstanding)
- general repairs/maintenance of heating systems, in particular, the boiler plant
- general repairs/maintenance/management of kitchen equipment is not always satisfactory and could be improved.

5.1.5 To assist GFSL in maintenance, prisoners continue to be employed on the south and north sites carrying out various maintenance works, including cell refurbishment, painting, mastic works and minor plumbing.

5.1.6 As with our three previous reports, the Board would, once again, ask that HM Prison and Probation Service (HMPPS) carry out a review of the works' maintenance contract provided by GFSL to ensure it fully meets the needs of a challenging prison environment. In this, the Board understands that during the reporting year, a review was to be undertaken to split Highpoint into two sites, with a site manager on each site and one senior site manager controlling both sites; this does not appear to have taken place.

5.1.7 The Board also observes that a number of the units have temporary boiler plants supplying heating and hot water, which are often reported by prisoners to Board members as being unfit for the task. In this, the Board suggests that funds might be better spent on replacing faulty boiler plants rather than temporary fixes.

5.1.8 With respect to kitchens, the Board has observed that while the kitchen on the south site struggles to cope with old and faulty equipment, meals are mostly served in accordance with the schedule. It should be further noted that a new south kitchen is part of the new build and should be up and running by March 2027.

5.1.9 The kitchen on the north site is an example of good teamwork between the prisoners employed and the staff running them. Even though there are still challenges (reference made in our 2024 annual report), meals are generally served to the units on schedule.

5.1.10 During the last reporting year, GFSL appointed a new kitchen equipment maintenance service provider, HCE. The Board understands that, when HCE attends repair jobs in the prison, they do not carry spares. Consequently, an estimate has to be sent to GFSL for approval, which can take up to two weeks. The Board understands that, during the reporting year, temporary kitchen appliances were supplied, including a freezer and combination ovens. Again, the Board recommends that GFSL review some of its practices to reduce repair times.

5.1.11 In overall terms, the Board considers that food served meets an adequate standard but notes that many prisoners complain via applications to the IMB or verbally about poor quality, choices and last-minute menu changes and substitutes. The Board will continue to closely monitor catering management services and quality of food served, raising concerns directly with the Governor and the catering team as appropriate.

5.2 Segregation

5.2.1 The segregation unit is a specialist unit where a prisoner is segregated from the rest of the prison due to behavioural issues or sometimes at their own request for their welfare or security. The Board observed that the segregation unit staff are very professional and measured in their dealings with the prisoners, who can be very agitated and unpredictable. They effectively manage complex behaviours, successfully defusing very difficult situations.

5.2.2 The unit has 18 operational cells, a search cell and two multi-purpose cells, one of which is used as a library and the other a storeroom. The unit reported an average occupancy of 10 per day, experiencing a slight decrease (3%) in throughput during the year, processing 501 prisoners compared to 516 in 2024. The average length of stay was six days. Three prisoners remained in the unit for a duration exceeding 42 days (the limit allowed without external authorisation). In each case, established procedures were followed.

5.2.3 The Governor of the CSU has worked hard to minimise occupancy levels, developing and implementing progression plans to facilitate the return of prisoners to residential units or, where appropriate, transfer to other establishments. In this respect, the Board notes that overall cell shortage across the estate together with limited residential/placement options for some prisoners is a very real challenge.

5.2.4 A Governor and a mental healthcare team member conduct segregation reviews twice a week, at which an IMB member is present to observe procedural compliance. In addition, a Board member will normally visit each segregated prisoner twice weekly, with access always granted and with support from CSU staff.

5.2.5 Daily adjudications concerning alleged breaches of prison rules also take place in the CSU, conducted by a Governor and prison staff. In 2025 there were 4,405 adjudications, an increase of 740 compared to the figure of 3,665 in 2024. According to prison management, this increase is due to increased prisoner agitation and changing prison dynamics, including more custodial prisoners being held on shorter terms. However, it is the Board's view that the Governor and staff conducted these proceedings with firmness, but with respect and fairness.

5.2.6 During the reporting year, there were 90 reported use of force incidents in the CSU, compared with 94 in 2024.

5.2.7 During the reporting year, there were 527 prisoners on open assessment, care in custody and teamwork (ACCT) documents within the prison; 30 of these prisoners were on open ACCTs in the segregation unit, a similar level compared with 2024. This was a mixture of ACCTs being opened in the segregation unit and prisoners locating there who were already on an open ACCT.

5.3 Staff and prisoner relationships, key workers

5.3.1 The Board notes improvements in the overall management of human resources, which is underpinned by proactive work force planning. Numbers of Band 3 Officers, which are recognised as the 'core work force', exceed the targeted number of 240 by three at the end of March 2026, while resignations amongst Bands 3-5 have been limited to just 26 as opposed to 40 in the previous period. This is credited to a concerted effort by the retention committee, which has focussed on developing skills and other initiatives to better sustain the total requirement of 290 Band 3-5 officers. In December 2025, a staff charter was launched and while it is too early to assess its full impact, the Board commends this initiative. In respect to Band 2 numbers, the prison is at 100, eight in excess of its target number of 92. This is despite 9 Band 2 Officers having their 'right to work' Visa rescinded after a three year period.

5.3.2 While overall numbers are healthier than previously reported, it is still evident, and acknowledged by senior prison staff, that the current work force lacks operational experience, with over 40 staff having served for less than one year, 30 staff with just one to two years' experience and 94 with just two to five years' experience, whilst it is generally accepted that a Prison Officer is most effective after five years' experience in the role. Similarly, challenges remain in recruiting personnel in skill delivery, including administration, catering and workshops, some of it due to wage structures and some due to the vetting process.

5.3.3 During the reporting year, the Governor held forums with all units across the south and north prison sites, an initiative which is seen as a foundation for clear communication and restoring confidence.

5.3.4 The Board has frequently raised concerns regarding the lack of engagement of wing staff and key workers, as well as prison offender managers (POMs) with prisoners who bring to their attention what are initially perceived as minor complaints, which subsequently escalate into more significant issues. This is evidenced by a large number of prisoner applications received by the IMB raising issues that the Board feels could have been dealt with more appropriately by prison staff at the outset. It is also noted that the Governor himself has often had to deal with issues during his routine visits to units that otherwise should have been dealt with by staff.

5.3.5 With respect to the role of POMs, the Board notes that there is an ongoing effort, as acknowledged by senior managers, to improve engagement and alignment with key workers; however, high caseloads, often compounded by critical operational duties, continue to limit the effectiveness of this important role. All prisoners were allocated a designated key worker to facilitate their support and engagement. Officers are obligated to perform key worker duties, including motivation and support, within the established daily timeframe. The anticipated contact time is 45 minutes per prisoner, per week, acknowledging the constraints of the prison's operational schedule and staffing resources.

5.3.6 In terms of overall communications, the Board notes a proactive approach to frequent information bulletins to prisoners on a variety of subjects that effect their daily routines, including any changes to the regime.

5.4 Equality and diversity

5.4.1 The role of the diversity and inclusion (D&I) team continued to show positive outcomes within the reporting period and provided exceptional support to these prisoners, in the Board's view. A new diversity and inclusion officer now works within the safer prisons team, supported by a structured three-week rota that includes a set day and a half for D&I work. This replaces the previously ad hoc approach and ensures a consistent presence within the department.

5.4.2 The full-time business administrator has become an integral part of the smooth running of the team and there are positive dynamics within the working environment, in the Board's view. The team continues to be supported once a week by two members of the Ipswich and Suffolk Council for Racial Equality (ISCARE), based on the north and south sites, who are instrumental in helping to run the forums and providing staff training.

D&I now has one Red-band orderly (trusted prisoners who support new arrivals and provide initial peer support) on the north site and one on the south site. In addition, liaison support prisoners, who have been trained, are the first point of contact on each wing and who attend meetings, including the bi-monthly DIAT (diversity and inclusion action team) meeting, which is attended by Governors and staff.

There is now a regional lead in place once again and regular meetings are scheduled with her and the other D&I teams within the health, equality and safety (HES) group. This ensures sharing of good practices and conformity across the different prisons. Highpoint produced a format for a fresh action plan database, which all prisons are now using.

5.4.3 In 2025, 94 discrimination incident reporting forms (DIRFs) were processed – out of these, 29 were originally complaints, which were screened and taken forward due to claims of discrimination under one of the protected characteristics. The outcomes are as follows:

Protected characteristic	Number of DIRFs/complaints
Race	55
Religion and belief	21
Disability	13
Gender re-assignment	03
Sexual orientation	02
Total	94

DIRF/complaint outcome	Number
Upheld	12
Partially upheld	08
Inconclusive	09
Not upheld	57
Withdrawn	08
Total	94

Ethnicity of complainant	Number in each group
A1 - Indian	03
A2 - Pakistani	05
A3 - Bangladeshi	03
A9 – Any other Asian background	04
B1 – Caribbean	21
B2 - African	15
B9 – Any other Black background	02
M1 – Mix White & Black Caribbean	05
M2 – Mix White & Black African	01
M3 – Mix Any other Black	01
W1 – White British	20
W3 – White Gypsy or Traveller	05
W9 – White Any other background	08
O2 – Arab	01
Total	94

5.4.4 At the end of 2025, the number of foreign national prisoner was 161, which fluctuated on a weekly basis. However, there has been a switch in nationalities, with the Albanian population now reduced to just 15, where in previous years this has been over 50. This is mostly due to the agreement set up with Albania for both repatriation and deportation of prisoners going back home. The management of the foreign nationals has benefitted from the appointment of a foreign national specialist, who, although based within the OMU, works closely with and supports the D&I department.

Finally, in 2025, excluding one-to one support and small orderly or liaison support meetings, there were 89 events facilitated by the department, including protected characteristic meetings, talks, forums, presentations and celebrations, with over 1,300 attendees across the year.

5.5 Faith and pastoral support

5.5.1 During the reporting period, the directly employed chaplaincy team consisted of: one Roman Catholic deacon, two Muslim chaplains (one of which has now left), one Free Church Christian chaplain, one full-time and one part-time Anglican Christian chaplains. Hindu, Sikh, Buddhist, Humanist, Pagan and Jehovah's Witness sessional chaplains also made regular visits and there were very occasional visits from a Jewish chaplain. In addition, there is a managing chaplain who is Anglican.

5.5.2 One-to-one sessions with a member of the chaplaincy team continued, and there was a confidential phone line to the Samaritans, as well as a private prayer line, all of which seemed to be well used by prisoners. Services and faith festivals were held regularly, although services occasionally had to be cancelled due to staff shortages. There were also additional Eid, Easter, Holy Week, Christmas services and Carol services.

5.5.3 Prisoners no longer have access to a bereavement counselling service, provided by the charity Cruse Bereavement Support. However, one chaplain is using the materials from the 'Living with loss' course to help bereaved prisoners, both individually and in small group sessions. The chaplaincy dealt with over 150 applications for funeral visits or terminal illness visits with relatives. Compassionate visits took place throughout the year and were much appreciated by the prisoners and their visitors.

5.5.4 This reporting year saw the continuation of a number of courses for prisoners, such as the Alpha course (an evangelical Christian course), Bible and prayer courses, Living with Loss, Dad's Course, Catholic courses, Introduction to Islam, Hindu course, a singing group and a new Buddhist chaplain with weekly support for Buddhists.

5.5.5 Chaplaincy are tracking attendance at worship and classes using the new DPS appointment system, which is working well. Support for prisoners and staff continued to be available when there was a death in custody; the chaplaincy team was informed, as a matter of course, when this occurred. The managing chaplain has acted as a family liaison officer for several deaths in custody in the reporting period.

5.5.6 Much of the work of the chaplaincy team continues to be in providing one-to-one support to prisoners daily, regardless of any expressed faith, in a variety of situations, and appears to be highly valued by the prisoners who seek it.

5.6 Incentives schemes

5.6.1 Incentives schemes are available for prisoners as a way of encouraging them to 'do the right thing for the right reason' in order to earn enhancements. Positive behaviour, including assisting staff, aiding fellow prisoners and active rehabilitation participation, are recognised with increased incentive levels. Conversely, disruptive conduct and rule violations result in decreased levels.

5.6.2 The allocation of incentive levels to prisoners is predicated on feedback received from custodial staff with direct prisoner contact. In the event of a negative level adjustment, prisoners are afforded the opportunity to lodge an appeal, which shall be subject to review by a custodial manager.

5.6.3 Prisoners on the enhanced (top) level of the incentives scheme enjoy specific benefits, such as living in designated areas, having access to cooking and experiencing greater freedom of movement.

5.6.4 While the Board notes the overall adequacy of the incentive scheme, it does observe that at times, when a prisoner is alleged to have broken a rule and an incentive is removed, quite often a full explanation is not given, leading to some frustration and often a complaint and application to the IMB. In this regard, clearer and more explicit communications are recommended.

5.7 Complaints

5.7.1 Prisoners may file a standard complaint (COMP1) regarding Prison Service matters within three months of the incident. Responses are typically provided within five working days. Dissatisfied prisoners can appeal, via a COMP1A, and further escalate it to the Independent Prisoner Complaint Investigations (IPCI).

5.7.2 Complaints concerning prison staff should be submitted as a COMP2 to the Governing Governor.

5.7.3 From the Board's observations, complaint forms (COMP1s and COMP2s) were readily accessible on all prison wings throughout 2025. A significant portion of these complaints related to property access and transfers (see 5.8).

5.8 Property

5.8.1 During the reporting year, the Board received 69 applications (prisoners' written representations) concerning property from other establishments, compared with 59 in 2024.

5.8.2 When property is missing, lost or not put on the transport, the Board advises prisoners to complete the Prison Service complaints procedure, Comp 1, or Comp 1A, followed by a COMP2. If the prisoner is not satisfied with the response, the Board advises him to divert his enquiry to the Independent Prisoners' Complaints Investigation (IPCI).

5.8.3 Should a prisoner's property be mislaid, a Board member can try to resolve the matter. If the Board member cannot help resolve the issue after talking to the reception staff, the prisoner is advised to complete the Prison Service complaints procedure. Should the prisoner still not have received a satisfactory response, he can then send a complaint about lost property to the IPCI.

5.8.4 The Board has been advised that a prisoner can no longer phone the IPCI and must communicate through the IPCI form, complete with copies of all COMP forms. This causes problems for those prisoners who have difficulty with writing.

5.8.5 Notwithstanding the revised Prisoners' Property Policy Framework, the Board continues to be concerned about the loss or delay of prisoners' property in transfer between establishments.

5.8.6 Lost or missing property leads to unnecessary time being spent trying to locate the item and, most significantly, frustration and disgruntlement among prisoners. Items are not necessarily of monetary value, but, more significantly, of personal and emotional value to the prisoner. Loss of such belongings can severely affect the wellbeing of all prisoners, particularly those serving longer sentences.

5.8.7 Prisoners who are serving life imprisonment and those given imprisonment for public protection (IPP) sentences are allowed to have one parcel sent in on their birthday, which should comprise no more than six items. Other prisoners can request a parcel to be allowed in at any time, which should comprise no more than six items.

5.8.8 During the reporting year, the reception received a total of 1,537 parcels. They are processed and checked by the security department. On a number of occasions, contraband items were found in incoming parcels.

6. Health and wellbeing

6.1 Physical healthcare

6.1.1 Healthcare has been provided by Practice Plus Group and Rehabilitation Services on both the north and south sites since 2011. The contract was last renewed in 2020.

6.1.2 There are three GPs, who are funded to provide 13 sessions per week over four days (one of whom provides two sessions of substance abuse work). There are two nurses working full-time on the north site and five on the south site. There is a first responder designated to assess urgent cases and who is called to the wing in response to code blue (a breathing or loss of consciousness emergency, the majority of which involve prisoners under the influence of drugs) and code red alerts (a significant physical injury). A physiotherapist provides eight sessions per month, a visiting podiatrist three per month and an optician six per month.

6.1.3 The level of care provided by Practice Plus Group continued to achieve a green rating for targets such as screening and waiting times across the majority of metrics during 2025. All new prisoners are assessed while in reception and undergo a more thorough screening by a nurse with seven days of arrival, typically while in the induction wing.

6.1.4 On-site health screening continued throughout 2025, with bowel cancer screening for those over 50 and aortic aneurysm screening through mobile screening units brought into the establishment.

6.1.5 During the reporting year, the number of prisoners who did not go to their appointments (these are referred to as 'did not attend', or DNAs), have been an issue. Despite efforts to resolve this, the number remains above a 10% threshold.

6.1.6 Out-of-hours assistance was provided via the NHS 111 service and paramedic/emergency ambulance call out. If a prisoner needed to attend the local hospital for treatment, officers were deployed to facilitate this.

6.1.7 The number of code red and blue emergencies was estimated by surveying the daily briefings for March, June, September and December for 2025 and then scaling up for the 12-month period. Based on this survey, there were 60 code red and 315 code blues emergencies during 2025. This resulted in 240 emergency ambulance visits to the establishment, and 153 prisoners were transported to local outside hospitals. The vast majority of the code blues were the result of drug and/or alcohol overdose.

6.2 Mental healthcare

6.2.1 The mental health team is employed by Practice Plus Group. It is commissioned to assess, treat and support prisoners with secondary major mental health problems. The mental health team covers both sites and aims to have a member of the team on both sites every day.

6.2.2 There has been a considerable increase in personnel with six permanent members of the team, who work full-time.

6.2.3 The mental health team has a caseload of around 30 prisoners at any one time and is commissioned to see people within five working days. It achieved this 98% of the time.

6.2.4 During 2025, the mental health team continued to develop relationships with outside agencies, which includes teams across the country. It has been working closely with discipline staff to manage prisoners with more challenging behaviour.

6.2.5 The mental health team continues to attend meetings, including mandatory segregation reviews and safety intervention meetings (SIMs).

6.2.6 Prisoners on ACCT plans are seen regularly in accordance with their care plan.

6.2.7 Prisoners with anxiety disorders, PTSD and mood disorders are referred to the improving access to psychological therapies (IAPT) service, provided by the Forward Trust commissioned by the NHS.

6.2.8 The Forward Trust employs two cognitive behavioural therapy (CBT) therapists/psychodynamic counsellors, one psychological wellbeing practitioner and one wellbeing practitioner. Therapies provided include cognitive behavioural therapy – high and low intensity, psychodynamic counselling and EMDR (eye movement desensitisation and reprocessing). These therapists apply an adaptive approach to treatment to best meet the unique needs of prisoners.

6.2.9. The waiting time goals for national talking therapy services are: 75% of referrals should start a course of treatment within six weeks and 95% within 18 weeks. During 2025, only 13% of the clients received their first treatment session within six weeks and 39% of clients within the first 18 weeks. This is a significant shortcoming.

6.2.10 From January – December 2025 the 'active caseload' ranged from 352 to 361, which represents a quarter of all prisoners. Between 90 and 170 were awaiting assessment after referral for therapy.

6.2.11 The waiting time for talking therapies and the large number waiting for treatment is clearly a concern and reflects under funding of the Forward Trust.

6.3 Dental healthcare

6.3.1 Community dental services are commissioned directly from NHS England. Currently, one dentist works full-time (five days per week) at the south site. A second dentist works one day per week at the north site and provides additional sessions at the south site when possible, balancing this with her community role. One full-time dental nurse covers both sites. Agency or CDS Nurse are helping two days a week on south.

6.3.2 There is currently no funding for a hygienist.

6.3.3 The CDS offers the full range of NHS dental care which includes endodontics. Prisoners are referred to oral surgery for complicated extractions or if unable to tolerate treatment in the surgery and needs sedation or general anaesthetic.

6.3.4 Emergency slots available at each clinical session. The specialist dental nurse has weekly triage clinics to identify any urgent/emergency care needing to be booked in.

6.3.5 There is a large waiting list of 103 new patients, with the longest wait being 12 weeks.

6.4 Social care

6.4.1 Overall, the responsibility of social care falls under the Governor of Safer Prisons, so is cascaded down to the diversity and inclusion team leader, who oversees the requirements of prisoners with disabilities. Over the course of the last year there have been numerous referrals, often completed by healthcare professionals, who are better equipped to complete these. They are working in conjunction with the D&I department, to ensure that visits from adult social care are accommodated in a room within the healthcare building and supported by the D&I/SPT officer.

6.4.2 Assessments have been completed with recommendations for the prison to try and accommodate, which happens within the confines of the cell lay-outs and/or security restrictions. Further equipment, such as shower stools, toilet raisers and even a bariatric bed have been supplied from outside. Delivery and installation (and collection) of these items is managed and overseen by the D&I department. Small items such as grab rails, long-handled sponges, grabbers and shower mats are supplied by the D&I department on a needs basis. However, there is no budget, so items like this must be approved by a budget holder; usually on the grounds of 'reasonable adjustments' these are authorised.

6.4.3 The prison is still working with NHS wheelchair services, but these referrals are also now being completed by healthcare with the D&I department being the point of contact for delivery and repairs or adjustments.

6.4.4 Prisoners identified as men of concern were discussed at morning meetings and have write-ups on the daily briefing.

6.4.5 Peer support was provided wherever required, with 'Buddies' appointed to those prisoners who needed extra support; this could be physically or for those with needs relating to neurodiversity. Buddies are given a standard training run-through of 'do's and don'ts' and are required to sign a compact to abide by these.

6.4.6 There are no special units at HMP Highpoint, and end-of-life-care support is provided on the units until transfer to the local hospice is appropriate. The Board notes there is a good working relationship with the local hospice.

6.5 Time out of cell, regime

6.5.1 During the past year the gym staffing has changed; there will be a gap in provision from January to April 2026 due to staff training.

6.5.2 Highpoint is currently undergoing a large expansion, which includes the gym. At the end of 2025 the astro turf pitch and a third of the weights room capacity were lost to allow expansion of the gym with a new astro turf pitch, a bigger weights, updated facilities for staff and prisoners, as well as dedicated classroom and fitness suite. This is due to be finished at the end of 2026. With the expansion more PEI's (5-6) are needed. Six staff are in the process of completing training.

6.5.3 Throughout the year, there have been no staff redeployments, which means that the gym has ran a full regime virtually every day with no detriment to prisoners. Attendance has remained around 80% on both north and south sites, which is also good. Two more gym staff gained their first aid instructor qualifications, and staff have delivered several first aid at work and full first aid courses during 2025, as well as helping to organise and run several staff wellbeing days, which have been well received.

6.5.4 The gym programme continues to expand. Football has moved inside due to the loss of the pitch. Basketball, volleyball, circuits and CrossFit classes continue to be popular, as well as the under 25's football session. An over 45's football session has been added, as well as a chess club on north as the one on south remains popular. Pickle ball, which is gaining popularity, has also been introduced by the gym staff and several prisoners play and enjoy this regularly.

6.5.5 Four courses ran over the year. A level 3 personal training course and 3 Level 2 Fitness instructor courses. These were popular courses, with 14 prisoners on each course. Each course was over 12 weeks and were run in partnership with Northampton Saints, who provided two staff twice a week to help teach rugby skills and values.

6.5.6 Over the year, the gym staff ran several competitions on north and south for prisoners: a table tennis competition, a Hyrox fitness competition and several football tournaments, which were well received. There were also staff versus prisoner matches, which included staff from different departments. There were several football matches, a volleyball match and a fitness competition between a staff team and three other prisoner teams.

6.5.7 The Board recognises the dedication and hard work of the gym staff in providing excellent facilities and keeping this functional throughout the year.

6.6 Drug and alcohol rehabilitation: incentivised substance free living and prison-based services

6.6.1 There have been some changes and sadly some struggles during 2025 with Unit 11 ISFL (incentivised substance free living), due to the loss of some strong peer support on the unit. However, the Board hopes that with a change of staff and the work of the head of residence, the ISFL will soon be in a strong place.

6.6.2 Units 6, 7 and 11 have been completing CDBT (compact based drug testing). This method is quicker and easier to administer, reduces the likelihood of false positive results, and can encourage prisoners to participate in testing for non-controlled substances, thereby supporting and promoting a drug free environment.

6.6.3 The prisoners were very willing to carry out the drug tests during 2025 and appear to respond positively to the Highpoint-designed CDBT logbook, which tracks test results and progress towards cessation of illicit drug use. These logbooks have been tailored to allow prisoners to list services they work with and reflect on their personal progress, reducing the need to repeatedly recount experiences that may be associated with past traumas. All ISFL units have also established a new staff group that have been trained in the CDBT testing.

6.6.4 Unit 11 has suffered a big loss in peer support, with two long-standing ISFL orderlies moving on to other prisons during 2025. This has impacted the programmes running. Part of the action plan with the new staff group is to implement group games and programmes again by June 2026. This has been a challenge for prisoners on the unit, but working closely with the heads of residential and unit 11 custodial manager, the prison will relaunch the ISFL in 2026, along with new activities. All ISFL units have got commercial ovens, which will support cooking programmes.

6.6.5 In March 2025 the recovery support workers were set up, which is two prisoners that have lived experience with drug use and the recovery process. The main reason for this is that they will attend units, look for prisoners that are suffering in silence, those that have lost faith in the services and are struggling to find purpose in their lives. Groups have been running since March, which started with once a week and since July have been twice a week. Prisoners that work with the Recovery Support Workers can come along, have a hot drink, biscuit and plays some games with others. This has helped many prisoners to re-engage with services.

6.6.6 The orderlies introduce themselves, slowly build up rapport, then they invite them to the groups run by the prison drug strategy lead, which provides a safe space and progresses to fuller engagement.

6.6.7 The Board recognises and commends the great efforts of the ISFL team, which helps prisoners who want to overcome drug dependency within the establishment.

6.7 Substance misuse treatment: Role of Phoenix Futures

6.7.1 Phoenix Futures provides psychosocial management on an individually tailored basis with support and intervention around drug and alcohol, which is available to prisoners on a voluntary basis.

6.7.2 All prisoners are seen within three days of arrival at Highpoint for a substance misuse induction and an opportunity to self-refer. The introduction covers the services available, risk of overdose and harm reduction, and referral routes. During an initial assessment, Phoenix Futures records the prisoner's history and drug of choice prior to custody and outlines the services available. If they wish to engage then a more comprehensive assessment takes place with completion of a needs assessment tool: the regional alcohol and drug awareness resource network plan (RADAR).

6.7.3 Phoenix Futures' caseload has remained fairly constant since Covid and during 2025 they were typically working with around 300 prisoners. This represents almost 25% of the HMP Highpoint prison population. However, they have a paperwork caseload of over 600 prisoners. This includes those who have previously worked with Phoenix Futures and will need assistance on release, as well as those on whom Phoenix Futures has received files from other prisons. There are approximately 100 prisoners with issues related to drug use who are declining to engage with the service. The figures show that approximately half of all Highpoint prisoners are affected by drug-related issues.

6.7.4 Phoenix Futures does not have any direct input into running the incentivised substance free living units (ISFL) but they do actively participate in their timetables by running SMART Recovery (an abstinence-focused programme) and drug awareness courses on a weekly basis. Unit 11 (ISFL) has a voluntary drug testing regime in place, which prisoners sign up to when entering the unit. Other prisoners can be subject to both random and suspicion-led tests.

6.7.5 Phoenix Futures reports that across the prison, the lack of interview space suitable for conducting therapeutic interventions and confidential assessments with prisoners continues to restrict the work they are able to undertake. Additionally, there are sometimes issues around a prisoner isolating or being on an ACCT, which can impact the service's ability to work with them.

6.7.6 Phoenix Futures is made aware of any client due to be released and they report good coordination with other prison departments such as the offender management unit (OMU). For many prisoners, pre-release planning starts two to three months prior to release and this planning was able to continue effectively during the implementation of the early release programme. Some prisoners categorically refuse to engage at this point. However, the service continues to give all prisoners known to have a substance misuse history harm-reduction advice and community engagement details, regardless of whether they are active clients at the point of their release.

6.7.7 Prior to release, Phoenix Futures makes, and informs prisoners of, appointments in the community (which is particularly pertinent for those prescribed methadone and Subutex, used to treat opioid dependence). Just over a third of Phoenix Future's clients are known to have continued to engage with drug and alcohol services in the community after release, which helps to prevent the 'circle of harm' and reduces recidivism.

6.7.8 Drug debt remains an issue and the IMB is concerned about the correlation between the steady increase in reported violent incidents, in the use of force since 2023, and the apparent increase in drug debt during the same period.

6.7.9 The IMB also remains concerned that large quantities of drugs (and other contraband) continue to get into the prison. This obviously has an impact on prisoner safety, as reflected in the number of code blue emergencies (315 in 2025) and ambulance visits (240), which resulted in 153 unplanned hospital visits.

6.8 Neurodiversity

6.8.1 The neurodiversity support manager (NSM) unfortunately left in mid-2025 and has not yet been replaced, which is a loss to the service.

6.8.2 The mental health team has a nurse allocated to prisoners with learning difficulties who also see many of those with neurodiversity. There is also additional help given to those in education who have neurodiversity related needs.

7. Progression and resettlement

7.1 Education, library

7.1.1 All new prisoners are offered an education induction two days after arrival, delivered by staff from education, the library, and careers information, advice and guidance (CIAG). CIAG services were provided by Forward Trust from 1 January to 31 March 2025, and by Get Set UK from 1 April to 31 December 2025. These sessions are held in the education unit. Every effort is made by People Plus education staff beforehand to establish each new prisoner's learning needs. Those with low attainment are strongly advised to attend maths and English classes, which will support progression into other opportunities, e.g. bricklaying.

Neurodiversity screening takes place in education induction, anyone with an identified need allocated to either education, or within the south site, industries have support available to them via People Plus.

The neurodiversity support manager post is currently vacant, which means those outside of education / workshops are not directly supported with learning difficulty and disability needs.

7.1.2 Education in the prison is delivered by People Plus and offers City & Guilds and Gateway qualifications. There were 1,067 enrolments on accredited courses, with 523 achievements, and 134 enrolments on unaccredited courses with 76 who completed the courses. There are, in total, an average of 280 education activity spaces across Highpoint at any one time.

Open University (OU) and distance-learning courses continued to be supported, with 13 prisoners following the former, and eight on other distance-learning courses.

Vocational training in the north site offered less places for prisoners as a result of workshop closures during 2025 (see later in report). City & Guilds qualifications were offered in brickwork, plastering and carpentry, motor mechanics, multi-skills and barbering. There was a 79% achievement in vocational training, with outreach support in English and maths.

7.1.3 The prison being on two estates causes challenging logistics to deliver the wide variety of activities offered to the prisoners. It requires two educational blocks, vocational training opportunities in just the north site, and industry workshops in the south site. Prisoners wanting to do vocational training need to be located to north, but this is not always possible.

From the data provided, it can be seen the prison offers a wide range of activities and as one 'red band' prisoner commented, the opportunities are there if the individual wants to take them. It is clear that many vocational workshops are not being utilised in north. There are plans for the future, but currently only brickwork and plastering are available in north workshops, plus barbering in the education block. Barbering is highly appreciated by prisoners and offers an opportunity for employment on release. It was offered on south as well as north with three staff, but now it is offered solely on north and there is one teacher.

The Board found the teaching staff to be excellent, and the Board could see how engaged each prisoner is with the teacher. This is helped by the use of a neurodiversity staff member and the Shannon Trust.

Enrolments figures are as follows, as provided by the prison:

Functional skills (maths & English)	434
Vocational courses	379
Unaccredited courses	134

7.1.4 Educational and training courses offered:

South site education courses offered

- Maths and English from Entry 1 – Level 2
- ESOL E1-E3 supported by the Shannon Trust
- Bridging classes for both maths and English to support men who are between levels.
- L2 Business course 15 prisoners supported with higher learning from applications and completing course
- Digital skills classes
- Outreach life skills
- Reading support

North site educational courses

- Maths and English from Entry 1 – Level 2,
- ESOL E1-E3 supported by the Shannon Trust
- L2 business, L2 certificate in Barbering & dermatitis
- U/Higher learning and NRWSA (New roads & street works -Act) course

Workshop based qualifications offered on north site

Workshop 9, PES Level 1 in Bricklaying and Level 2 Diploma in Bricklaying. Evidence portfolios are in place Workshop 9A: PES Level 1 in plastering and Level 2 Diploma in Plastering. Evidence portfolios are in place.

Workshop 10: HMPPS Breakfast packing, progression booklets are in place for all prisoners and L1 food hygiene qualification offered to all men in this workshop.

Workshop 11: Currently vacant but there are plans for a small waste management unit.

Workshop 12: PES, certificate in motor vehicle systems. Evidence portfolios are in place. This was not operational for most of the year as the tutor was absent.

Workshop 13, currently vacant but plans are being developed to introduce a scaffolding course. The prison is hoping to start apprenticeship early in the new year 2026.

There were also several other educational courses that took place, procured by the prison (known as DPS, dynamic purchasing system). There were 517 prisoners who completed these courses out of a contract target of 610 (84.75% total completion rate), there were another 116 prisoners who failed to attend the courses and 12 withdrawals (started but did not complete).

Courses run through DPS are there to support both employment options upon release, progress within work at Highpoint or support personal and social development, creativity, functional and digital skills.

The weekly south site chess course was extended early 2026 to facilitate north site sessions. On the south side, prisoners have represented England in both the European and world online chess championships.

7.1.5 Plant course: Since December 2024, in partnership with L Lynch Plant Hire and City & Guilds, the prison has offered a NOCN A56 Articulated Dump Truck, NOCN A09 Dumper, NOCN Site Right eco Operator and NOCN Site Right Dual View Dumper qualifications. In total, 35 individuals have graduated, 33 of whom have been released from prison. There is evidence to suggest that completion of the course helps prisoners gain employment on release: seven former prisoners are known to be engaging with employers, 16 are working in construction and a further three are working in other sectors. During the reporting period, only three have been recalled to custody. It is noteworthy that this provision received a national Construction News Specialist award in September 2025.

7.1.6 A range of other paid employment opportunities are offered across the two sites.

7.1.7 Art classes changed to part-time and ran for 10 weeks for each prisoner on the south site, making them available to more prisoners. Later during the year, the art classes were closed and there were no opportunities for prisoners to have any more classes. However, creativity was supported through DPS with other courses.

7.1.8 A disadvantage for both staff and prisoners is that prisoners can be transferred (either between north and south sites, or to another prison) without reference to the education department. This can be a problem, as vocational training is not offered on the south site and art is not offered on north site. *Activities, where possible, will reallocate directly to the same course if available on both sites.*

7.1.9 **Staffing** has been a major problem for both industries and People Plus. In south, the new electrical workshop started but after a few weeks it closed due to the instructor leaving. New recruitment is still on-going, and the training area looks very well organised and set up. Due to a combination of a funding cut and the contract being renewed with People Plus, there were three vacancies that were not recruited into and one admin redundancy. This meant the closure of some workshops in north. Managers covered any absences due to staff sickness or holidays. Classes were only ever disrupted for planned closures. Both libraries were able to remain open, except in cases of staff sickness.

7.1.10 The Board is pleased to note that both libraries have open sessions on a rota basis, including evening sessions on the south site. Prisoners studying Open University courses often choose to use the library because the library is quieter and make use of computers for research purposes. The delivery service to units continued to facilitate DVD borrowing, which can only be loaned for one week. A new library guide is available for use during induction and on the units.

The Board was informed on occasion there are times when evening library sessions are cancelled due to operational needs. Those who work outside of education and gardens can at times have limited access.

7.1.11 The Shannon Trust is a registered charity, working in prisons in England, Wales and Northern Ireland train and inspire people in prison who can read and do numeracy to teach those with difficulties in this area.

Twice weekly ESOL (English as a second language) sessions are arranged by the Shannon Trust (for 32 learners) on both sites. Feedback from the learners is that they find the sessions beneficial, allowing them to develop skills and to be able to fill in their own menu slips or canteen sheets.

The Shannon Trust coordinator supported some prisoners in the area of numeracy.

During the year, 1,137 reading sessions were held, with the completion of 77 learner manuals. 40 numeracy sessions held, with four manuals completed.

7.1.12 Storybook Dads goes from strength to strength, with 45 prisoners recording a story on CD or DVD for their children; this is running very successfully on both sites. A monthly prisoner reading group runs on both north and south sites with about 20 prisoners involved, and there is also a monthly creative craft session.

7.2 Vocational training, work

7.2.1 Waiting lists are live and change daily. They continue to be held for vocational courses, which reflects the number of prisoners who have the correct levels for course criteria. Waiting lists may have appeared long, but they were in keeping with prisoners who were able to sequence their digital personal learning plan (DPLP). Prisoners often made multiple applications for work placements, which also affected waiting lists.

7.2.2 Figures were published daily, showing details of prisoners classed as 'intentionally unemployed'. Efforts have been increasing to investigate reasons for this and to reduce the number. The prison's senior leadership team raises and discusses these at the morning meeting, and subsequent behaviour challenges take place from this. Prisoners are allocated to support activities by encouraging the unemployed to apply and engage in purposeful activity.

7.2.3 Chrome books were used to support Open University, distance learning, CV preparation and gym courses.

7.2.4 Highpoint **south site** prisoners have access to:

Workshop 1: Digital workshop in partnership with Xerox and DSA. Reclaiming end of life printers. Progression booklets are in place, and the workshop has through the gate links to employment. To date, three men have gone on to employment with DSA upon release.

Workshops 2, 4 and 8: Textile recycling. In these workshops there are clear progression routes in place, including advancement to Foreman and completing a Forklift Truck Operative qualification. Progression booklets are in place for all prisoners. The total number of activity spaces in this area is 118, or 12.5% of the prison's south site operational capacity. There are also opportunities for men in these workshops through employment with LMB Supplies, a private manufacturer, at both category D level (open conditions) and upon release.

Data shows that opportunities for work within the recycling sector are at 80% within the East of England adding to a 5% reducing reoffending effect

Workshop 3: Garment manufacture. Progression booklets are in place for all prisoners.

Workshop 5, currently vacant with plans to introduce a canteen outlet in partnership with DHL.

Workshop 6: Waste management. CIWM (chartered institute of wastes management) qualification and Level 1 Biohazard training is in place and is available to prisoners in that area. Progression booklets are in place for all prisoners. The workshop takes place in partnership with an external partner to up-cycle furniture, with men gaining skills needed to deliver this work.

Workshop 7: Prison education service workshop, which can deliver a Level 2/3 Domestic Electrical Home Installation Course/Apprenticeship. Recruitment for this position is 'live'.

7.2.5 Railtrack

During the curriculum year, City & Guilds funding ceased for Railtrack and plant. Funding through DPS allowed courses to continue, whilst prison management was also looking at other opportunities to support course delivery. In November 2025, City & Guilds introduced Railtrack apprenticeships. It is notable that both plant and Railtrack lead directly into employment, which reduces reoffending. From the 28 prisoners that completed the plant course, 20 have been released during the reporting period. Three of the 20 have been recalled to custody (15%) whilst the other 17 remain in the community (85%), of which 75% of those in the community are engaging / working within the industry.

During the reporting year, the prison delivered a personal track safety (PTS) course in partnership with City & Guilds, which was fully funded by Department for Education. This vocational training qualification comes with a guaranteed job working on the railways, on release. HMP Highpoint is unique in that it is now able to offer three types of qualification, with the infrastructure for Signalling and Overhead Lines now in place.

After leaving prison, all prisoners who graduated were offered an interview with Railtrack, with tailored support provided by City & Guilds. It was not possible for the Board to confirm the number of former prisoners that took up the offer of employment.

Telecommunications and signalling (T&S): funding was secured in 2024 for the installation of a set of signalling. Course participants will be offered guaranteed employment upon release.



HMP Highpoint: Rail Training Centre of Excellence

The vision for this is to create a rail training centre of excellence for HMPPS with 120 prisoners per year becoming qualified and offered guaranteed employment on release. This offering will be extended to other prisons with prisoners already being transferred in to complete the course and then return to their 'home' prison for discharge. All aspects, apart from the live track walk out can be provided in a custodial setting. Training is offered to learners during the last six months of their sentence.

Contractors that have supported the above include:

- City & Guilds
- Network Rail
- Keltbray Infrastructure Services

- Clothworkers' Company
- RSG Rail Safe Group
- Fullmen
- RT Infrastructure Solutions

Construction courses

This initiative was in partnership with Lynch. The offering was provided on the prison's north site, with an old sports field identified as the ideal location for a construction site with heavy construction machinery. The courses ran for two weeks and were delivered on the ratio of two trainers per four prisoners. There were 14 courses during 2025.



7.3 Offender management, progression

7.3.1 As with our previous reports, the backlog of work again showed a reduction compared with the previous reporting year. The use of laptops continued to be beneficial, particularly in facilitating meetings, such as with community offender managers (COMs, who are outside probation workers), for example. Prisoners were still arriving from other establishments without a sentence plan, adding to the workload of the offender management unit (OMU).

7.3.2 Staffing levels continued to improve during the reporting year, and caseloads were averaging at 56 cases, with the Probation Service averaging 65 cases. This is still considered to be excessive to be fully effective in the interest of prisoners

7.3.3 Prisoners' complaints were usually about not obtaining their hoped for move to category D status (this meant they could be eligible for transfer to an open prison). More prisoners were aware of who their POM was, and the key worker scheme often supported the work of the OMU.

7.3.4 Under normal circumstances, the handover process begins eight-and-a-half months before release. There were, however, occasions when prisoners were transferred to HMP Highpoint eight weeks prior to release, which hampered this process.

7.3.5 Another issue was that transfers to another establishment, when it was in the prisoner's best interests for reintegration into society, were not taking place.

7.3.6 Highpoint transitioned from Kaizen (which addressed issues of violence with high-risk prisoners) and the Thinking Skills programme (TSP) to the Building Choices programme during summer 2025. Any prisoners referred to TSP or Kaizen period would be reviewed

and, where eligible, considered for the Building Choices programme instead. Delivery of Building Choices started at Highpoint in September 2025, replacing Kaizen and TSP. The final Kaizen case was completed in September 2025, while the last TSP participants completed the programme in July 2025.

7.3.7 At least eight weeks prior to release, prisoners who are actively engaging, or who have previously engaged, with the substance misuse treatment service Phoenix Futures (or a service at a previous establishment) are seen and offered release planning.

7.3.8 Prisoners are encouraged to engage with community services on release, and referrals and signposting to other services are completed by Phoenix Futures staff as a regular part of their duties.

7.4 Family contact

7.4.1 The Board notes that the prison continues to facilitate up to two hours for social visits, rather than the mandated one hour, with family days taking place for four hours. Family days bring together men and their families outside of the statutory entitlement. A total of **51** family days took place in 2025, and there were **212** social visit days. Family days for lifers and IPP prisoners were also held. These days can make a significant difference to the mental health and wellbeing of prisoners.

During the reporting year, the Board has looked at various months as a comparison to evaluate the number of visitors for both south and north sites.

January 2025

Adults 1104

Children 358

April 2025

Adults 1017

Children 334

July 2025

Adults 995

Children 321

October 2025

Adults 1071

Children 367

December 2025

Adults 1207

Children 380

7.4.2 Ormiston Families provided a welcome and check in service for visitors, as well as childcare facilities, which were well equipped and well used. When Ormiston Families note that a prisoner's partner is pregnant, they contact chaplaincy to suggest a compassionate visit following the birth (subject to security checks), to enable the father to bond with the baby.

Story Book Dads continues to take place in the library. This gives prisoners the opportunity to record them reading their child's favourite book, helping to keep that parental contact and bonding.

7.4.3 Combat2Coffee (a support outlet for armed forces veterans, including those in prison) provided hot drinks and food, and purchases could be made with contactless cards.

7.4.4 The chaplaincy team facilitated **10** compassionate visits on the prison site in 2025. Prisoners were also provided with in-cell telephones, enabling them to contact approved numbers at their discretion.

7.4.5 The Board recognises that HMP Highpoint, although designated as a London prison, is located in Suffolk, which presents significant logistical challenges for families. These include limited public transport and the cost and time involved in travelling, with many prisoners held a considerable distance from their families.

7.5 Resettlement planning

7.5.1 The probation pre-release team works directly with low- and medium-risk prisoners and acts in a supporting capacity for high-risk cases, which are the responsibility of the community probation service. All low- and medium-risk prisoners are seen by a member of the pre-release team approximately 12 weeks prior to release. A full assessment of needs is completed, covering housing and a bank account, etc. From this point, the resettlement department can signpost prisoners to the relevant agencies, act as a link between them and liaise with the offender management unit and the community offender manager, as required.

7.5.2 Housing interventions were addressed through the deployment of a full-time St Mungo's worker, focusing on London-based accommodation and engaging with relevant stakeholders, and a part-time interventions alliance worker who provided general housing assistance.

8. The work of the IMB

Board statistics

Recommended complement of Board members	17
Number of Board members at the start of the reporting period	7
Number of Board members at the end of the reporting period	10
Total number of visits to the establishment	543
Twice-weekly segregation reviews were regularly monitored throughout the year	104

Applications to the IMB

Code	Subject	Reporting year 2024	Reporting year 2025
A	Accommodation, including laundry, clothing, ablutions	0	3
B	Discipline, including adjudications, incentives scheme, sanctions	17	16
C	Equality	2	2
D	Purposeful activity, including education, work, training, library, regime, time out of cell	8	11
E1	Letters, visits, telephones, public protection restrictions	8	9
E2	Finance, including pay, private monies, spends	12	7
F	Food and kitchens	10	21
G	Health, including physical, mental, social care	77	52
H1	Property within this establishment	17	16
H2	Property during transfer or in another establishment or location	42	69
H3	Canteen, facility list, catalogue(s)	2	6
I	Sentence management, including HDC (home detention curfew), ROTL (release on temporary licence), parole, release dates, re-categorisation	48	59
J	Staff/prisoner concerns, including bullying	15	23
K	Transfers	10	16
L	Miscellaneous, including complaints system	39	67
	Total number of applications	307	377



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