HM Prison & Probation Service

HMP Highpoint

A response to the HMIP inspection: 29 June to 16 July 2026

HMIP report published: 05 October 2026

Submitted: (13 November 2026)

Introduction

HM Inspectorate of Prisons (HMIP) and HM Inspectorate of Probation (HMIP) for England and Wales are independent inspectorates which provide scrutiny of the conditions for, and treatment of prisoners and offenders.

They report their findings for prisons, young offender institutions, and effectiveness of the work of probation, and youth offending services across England and Wales to Ministry of Justice (MoJ) and His Majesty's Prison and Probation Service (HMPPS).

In response to the report HMPPS / MoJ are required to draft a robust and timely action plan to address the priority and key concerns.

Action plans provide specific steps and actions to address these concerns, that are clear, outcome focussed, measurable, achievable, with clear accountability and appropriate timescales for completion.

Action plans are sent to the respective HMIP and published on the GOV.UK website. Progress will be monitored regularly through local, regional, and national governance structures.

Priority concerns and actions

No.	Concerns	Response: Action taken / Planned	Responsible owner	Target date
1	Drugs were too readily available in the prison and were a significant threat to stability. Prisoners were often found under the influence, and the prison's approach to their management was often punitive.	The vacant Drug Strategy Lead will be recruited, and they will be supported by a dedicated Drug Strategy Custodial Manager.	Governor	January 2027
	As Above	A Drug Strategy Project Plan will be written by the Drug Strategy Lead which will include a review of the current Drug Strategy Policy and a re-launch of Incentivised Free-Living spaces.	Governor	April 2027
	As Above	The Head of Safety for Violence Reduction and Segregation will review the adjudication tariff for prisoners who are under the influence of illicit substances to ensure a more rehabilitative approach with support from the substance misuse service providers.	Governor / Phoenix Futures	December 2026
	As Above	The prison will engage with the National Security leads and the local police force to address points of ingress for illicit substances.	Governor	March 2027
	As Above	Alongside the substance misuse service providers, the prison will co-ordinate staff training to improve staff skills in identifying and	Governor	March 2027

No.	Concerns	Response: Action taken / Planned	Responsible owner	Target date
		supporting prisoners who are under the influence of illicit substances.		
	As Above	The Safer Prisons Team (SPT) will introduce prisoner Health and Wellbeing Champions on units whose role will be to provide peer support and liaison with the health and substance misuse service providers.	Governor / Phoenix Futures / Practice Plus Group	December 2026
2	Levels of violence had risen, and the rate of serious assaults had increased by 43%.	The tripartite meeting between Security, Safety and Drug Strategy will increase to bi-monthly to strengthen intelligence sharing and action planning.	Governor	Complete
	As Above	The SPT will review violence and serious assault data weekly to identify key themes, hotspots, drivers and prisoners of concern for discussion at the bi-monthly tripartite meeting and the re-established weekly tasking meeting.	Governor	Complete
	As Above	The SPT will be strengthened with the provision of additional resource at the Supervising Officer grade.	Governor	January 2027
	As Above	A Regime Reset Unit will be introduced that will provide targeted intervention to those displaying violence and disruptive behaviour.	Governor	December 2026
	As Above	The Head of Safety for Violence Reduction and Segregation will review the adjudication tariffs to ensure that consequences for those	Governor	November 2026

No.	Concerns	Response: Action taken / Planned	Responsible owner	Target date
		who are engaging in violent behaviour appropriately reflect the seriousness of the offence.		
	As Above	The Head of Residence and Safety will review the Incentives Policy to ensure that it provides adequate incentive for positive behaviour and discourages violence.	Governor	April 2027
	As Above	Psychology will provide training to Case Managers who work with individuals engaging in violent behaviour to ensure that the support they are providing is targeted, specific and effective.	Regional Psychology Services	June 2027
3	The partnership oversight of health services and social care delivery was poor. There were no local health delivery board and no overarching improvement plan to address some known issues.	The Local Delivery Board is now in place and scheduled to take place monthly. The first board took place on the 26th of August 2026 and was attended by representatives from the Prison, Practice Plus, Phoenix Futures, Forward Trust, Suffolk Social Care and Dentistry. The agenda includes items such as the risk register, an improvement action plan update and performance monitoring.	Governor / Pheonix Futures / Suffolk Council / Practice Plus Group	Complete
4	Too few prisoners attended work, training or education; our roll checks found only 42% in purposeful activity during the working day.	The Head of Reducing Reoffending will provide daily monitoring of attendance at the morning operational briefing to allow for issues or trends to be identified and addressed contemporaneously.	Governor	Complete
	As Above	Residential Custodial Managers will challenge any refusal to attend work on the day that the refusal takes place in line with the incentives policy.	Governor	November 2026

No.	Concerns	Response: Action taken / Planned	Responsible owner	Target date
	As Above	The Head of Reducing Reoffending and the Head of Education, Skills and Work will conduct a communications campaign to highlight the benefits of attendance and the consequences of non-attendance.	Governor	April 2027
	As Above	An Activities Custodial Manager will be designated who will focus on helping to drive attendance and overcome barriers to attendance.	Governor	Complete
	As Above	A review of enrichment opportunities will be conducted encourage engagement in activity that is outside of traditional work and education.	Governor	March 2027
5	Leaders did not plan a sufficiently broad, ambitious and consistently available education, skills and work curriculum.	A recruitment campaign by People Plus has filled three of the four vacancies, with start dates expected in November 2026. Recruitment for the final vacancy is active. This will allow for expansion and diversification of the curriculum.	People Plus	April 2027
	As Above	The Head of Education, Skills and Work will conduct a Needs Analysis to inform the 2027-28 Annual Delivery Plan with a view to broadening the scope of activity.	Governor	December 2026
	As Above	Following the agreement of the Annual Delivery plan the Head of Education, Skills and Work will conduct a review of the non-core activity provision and create a plan for 2027-28 delivery with a view to broadening the scope of activity.	Governor	December 2026

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6	Prisoners had too few opportunities to progress through their sentence. Prison offender manager contact was mainly transactional, with insufficient structured one-to-one work to help prisoners understand, work towards and demonstrate progression against their sentence objectives.	The Offender Management Delivery team will provide additional opportunities for engagement with Prison Offender Managers through monthly drop-in sessions and structured prisoner forums, which will be advertised to prisoners in advance.	Governor	January 2027
	As Above	Senior Probation Officers will conduct supervision with Prison Offender Managers with a focus on quality and effectiveness through scrutiny of one-to-one work, records of interactions and sentence planning objectives.	Governor	January 2027
	As Above	Senior Probation Officers will complete quality assurance of prisoner contacts through case sampling in supervision to ensure engagement demonstrates purposeful discussions focused on progression, motivation and risk reduction.	Governor	January 2027
	As Above	The Offender Management Unit and Reducing Reoffending Team will identify all opportunities for progression, including access to interventions, education, employment, accredited programmes and rehabilitative activities and publish these to prisoners.	Governor	April 2027
	As Above	The Residential Team will develop a progression pathway that prisoners can follow to access enhanced accommodation spaces,	Governor	January 2027

No.	Concerns	Response: Action taken / Planned	Responsible owner	Target date
		which will be linked to engagement with activity and sentence planning.		
	As Above	Prison Offender Managers will be reminded, in writing and through supervision, of the importance of using sentence planning discussions to help prisoners understand the purpose of sentence objectives, identify barriers to progression and evidence achievements against those objectives.	Governor	November 2027

Key concerns and actions

No.	Concerns	Response: Action taken / Planned	Responsible owner	Target date
7	The use of PAVA incapacitant spray was among the highest of category C prisons. Leaders were not analysing trends in its use, and scrutiny was not always sufficiently robust.	Any use of PAVA will be reviewed and investigated within the first 24 hours by the SPT and escalated to a Senior Manager to ensure that deployment was justified, appropriate and that the post-incident actions were completed. This will be recorded.	Governor	Complete
	As Above	The SPT will implement a database that records all instances where PAVA is drawn and deployed to allow for the identification and	Governor	Complete

No.	Concerns	Response: Action taken / Planned	Responsible owner	Target date
		analysis of any emerging trends or issues. This will then be discussed at the monthly Use of Force Meeting.		
8	Processes to identify and help the most vulnerable prisoners at risk of exploitation and neglect were weak, and oversight of social care provision by peer workers was poor.	The SPT will introduce Safer Prison Representatives who will provide peer support and liaison with the SPT on matters relating to self-harm, violence, substance misuse, vulnerabilities e.g. unable to read or write, and isolation.	Governor / Practise Plus Group / Forward Trust / Phoenix Futures	December 2026
	As Above	The SPT will introduce prisoner Health and Wellbeing Champions on units whose role will be to provide peer support and liaison with the health and substance misuse service providers.	Governor / Practise Plus / Forward Trust	December 2026
9	The quality of key work was still not good enough and did not link to offender management.	Senior Probation Officers will conduct a quality assurance check on Key Work assurance checks undertaken by Custodial Managers to ensure that it remains effective and that feedback is being provided to the Key Workers.	Governor	January 2026
	As Above	A database will be created to enable Key Workers to submit questions directly to Prison Offender Managers. This will be monitored daily by the Offender Management Team to allow for timely responses to prisoners outside of the Key Work session.	Governor	December 2026
	As Above	The Head of Corporate Services will oversee the completion of actions from the Key Work Audit that took place in October 2026.	Governor	February 2026

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10	The food served to prisoners in the south site of the prison was not good enough.	The Head of Residence and Services together with the Catering Manager will conduct a programme of prisoner forums to identify areas of concern and ideas for improvement. These forums will continue after any changes are made to allow for ongoing feedback and further improvements.	Governor	January 2027
	As Above	The Head of Residence and Services and the Catering Manager will complete a Food Services Project plan that will address concerns relating to food. This will include improving the food offer and providing opportunities for more home-produced items.	Governor	Complete
11	The applications system was ineffective. Prisoners were frustrated by the length of time it took to get responses to their queries from the prison and health care providers.	A full review of the application process will be undertaken. This will include the timeliness of applications being received, processed and responded to and the potential use of digital support for staff e.g. SharePoint and databases.	Governor	March 2027
	As Above	Healthcare will review the application system and where specialist input is needed, ensure that there is an interim response process provided.	Practice Plus Group	March 2027
	As Above	Residential Custodial Managers will conduct monthly prisoner forums as an opportunity to provide an opportunity for consultation before the need for any potential application.	Governor	March 2027

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12	The waiting list for psychology interventions was too long and there were too few suitable confidential rooms in which to deliver talking therapies.	Residential Custodial Managers will identify spaces for confidential discussions and talking therapies. These spaces will then be equipped appropriately.	Governor / Psychology Services	April 2027
13	Too few prisoners benefited from timely identification of their support needs, to enable them to overcome barriers to participation in education, skills and work.	People Plus Group will screen all prisoners during induction for additional learning needs.	People Plus Group	Complete
	As Above	The Head of Corporate Services will conduct a further campaign to recruit to the role of Neurodiversity manager.	Governor	February 2026
	As Above	In the absence of a dedicated Neurodiversity Manager, additional support will be provided by another Neurodiversity Manager within the region to work with the Head of Employment Skills and Work to implement and deliver neurodiversity training for staff.	Governor	November 2026
14	Too many prisoners did not complete and achieve their intended learning aims in education, skills and work.	People Plus will complete a review of prisoner withdrawals and course failures between quarter 1 and quarter 2 to identify patterns and actions to address them.	People Plus Group / Governor	April 2026

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	As Above	The Heads of Residence and Head of Education, Skills and Work will conduct a review of the process of prisoners who move between the South and North sites to ensure that education commitments are being identified and considered prior to the move being completed.	Governor	February 2026
	As Above	A dedicated Activities Custodial Manager will be appointed with a focus on driving attendance.	Governor	Complete
	As Above	The Head of Reducing Reoffending, Head of Education, Skills and Work and People Plus Group will implement a screening process to reduce inappropriate allocations.	Governor / People Plus Group	February 2026
	As Above	The Head of Reducing Reoffending and Head of Education, Skills and Work will implement the Career Pathway model and publish this to prisoners to encourage engagement with career related activities.	Governor	March 2027
15	The inter-departmental risk management team did not provide sufficient oversight of high-risk releases to ensure comprehensive risk management planning.	The Offender Management Services team will identify best practice in relation to the inter-departmental risk management meeting and use this to improve current practice. This will then be subject to a six-month review alongside the Regional Reducing Reoffending Lead, to ensure effectiveness.	Governor	February 2026
	As Above	All prisoners assessed as presenting a High Risk of Serious Harm will be discussed at the inter-departmental risk meeting four months prior to release. Cases will only be excluded where the Senior	Governor	February 2026

No.	Concerns	Response: Action taken / Planned	Responsible owner	Target date
		Probation Officer is satisfied that all necessary release planning is in place.		
	As Above	The management of High Risk of Serious Harm cases will be discussed during supervision between the Prison Offender Manager and the Senior Probation Officer to ensure release preparedness.	Governor	January 2026