



Annual Report January 2010 - December 2010

HMP/YOI Hollesley Bay

Section 1

1.1 Statutory Role of the IMB

The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison and IRC to be monitored by an independent Board, appointed by the Home Secretary from members of the community in which the prison or centre is situated.

The Board is specifically charged to:

- (1) 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,
- (2) promptly inform the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has,
- (3) report annually to the Secretary of State as to how well the prison has met the standards and requirements placed on it and the impact these have on those in its custody and care,

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.

1.2 Diversity Statement

Hollesley Bay IMB is committed to an inclusive approach to diversity which encompasses and promotes greater interaction and understanding between people of different backgrounds including race, religion, gender, sexuality, marital status, disability, age etc.

The Board recognises that diversity is also about respecting and responding to the needs and differences that cut across social and cultural categories such as mental health, literacy and substance dependency and abuse

Engaging diversity should enable all individuals to express their values, perspectives and beliefs without disrespecting or discriminating against others.

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Section 3 – Description of HMP / YOI Hollesley Bay

HMP / YOI Hollesley Bay is a category D open prison for adult and young adult men situated in East Suffolk, a mile from the North Sea, on a remote rural peninsula close to the village of Hollesley, the nearest town, Ipswich, being 20 miles away. Hollesley Bay was established in 1887 as a Colonial College to train emigrants to the colonies. In 1938 it became a borstal and in 1988 a Young Offender Institution with the adjacent Warren Hill building providing a closed environment. In 2002, Hollesley Bay and Warren Hill became two separate establishments with Hollesley Bay remaining an open establishment. In March 2006, the Prison's farm (the Prison Service's largest) and the unique Suffolk Punch stud were sold, although prisoners continue to work for the Suffolk Punch Trust.

Hollesley Bay has an operational capacity of 365 prisoners with places for up to 40 Life Sentenced prisoners and 75 Young Adults (YOs). All prisoners are employed either in jobs or education within the prison, or outside of the prison in community service or paid work. The regime's strong resettlement ethos aims to prepare prisoners for release to lead law-abiding and purposeful lives.

Prisoners are housed in one of five accommodation units spread across this large site. Four of the accommodation units date from the 1960s and 1970s, with the exception of Bosmere Unit, a pre-fabricated structure housing 80 prisoners erected in 2001.

The prison has a large gymnasium and sports field, a chapel with a separate multi-faith room, and a library. In accordance with its farming heritage, it has extensive grounds, a currently disused vegetable preparation and packing shed, and a large, well-equipped horticultural area.

The prison population at Hollesley Bay is made up of men from all over England and Wales including very small numbers of Foreign National prisoners. The rural location of the prison, serviced as it is by poor public transport, can make it a difficult place for prisoners' families to visit.

The East Suffolk Primary Care Trust delivers healthcare for prisoners. Action For Employment (A4E) delivers education and vocational skills training. A CARATs service is provided by Phoenix Futures. The Chaplaincy delivers the Sycamore Tree course, and working as part of the Resettlement function, NACRO provides help with housing. The Citizens Advice Bureau visits the prison, as do The Samaritans and the Suffolk Probation Service provides probation services.

Section 4 – Executive Summary 2010

The IMB is pleased to report that HMP/YOI Hollesley Bay continues to be a well managed prison providing a safe and decent environment for its prisoners. The buildings provide decent and clean accommodation. Following the successful HMIP inspection in February 2009, it is pleasing to report that the Governor and the Senior Management Team pay particular attention at Senior Management Team (SMT) Meetings to the action plans arising from this inspection and the Governor is particularly focused on progress. The Chair of the IMB attends the SMT meetings.

During August 2010 a survey Measuring the Quality of Prisoner Life (MPQL) was carried out at the Prison. In terms of the “overall quality of prison life”, 76.3% of participants scored the Prison positively (6 or more on a ten-point scale). In particular, participants seemed more positive than might typically have been expected for the Entry into Custody dimension, and it was pleasing to note that those who are located on Hoxon Unit (the Induction Unit) were particularly positive about feeling looked after and the interest taken in them by staff members. The IMB also find this unit to be a very supportive and caring environment for those new to Hollesley Bay and these first impressions say a lot about the state of the Prison.

2010 saw Hollesley Bay running at 97% capacity. Again this year, the Young Offender (YO) population was down on capacity (see paragraph 6.5) and the Governor continues to put a lot of effort in encouraging other prisons to supply suitable YOs. We understand that nationally there is a drop in YO numbers but the lack of YOs at an open establishment causes frustration (see Questions for NOMS) and it appears that supplier prisons are anxious to keep their young offenders in order to maximise their roll numbers. The open prison environment offers so much for the care and nurturing of young offenders, and it seems ridiculous that maximising prison numbers takes priority over the better welfare of this group. We urge the prison service to consider this seriously.

An exit survey carried out regularly highlights some interesting comments from prisoners and perhaps reflects the standard of care they receive at Hollesley Bay:

“Thank you for having me”
“I enjoyed my stay”
“All good happy days”
“I will miss you all”
“Good food more like a hotel”

We were delighted that even in the light of budget cuts, the Governor decided to hold two family days and a diversity day and also to take part in Black History Month. Family days are a wonderfully informal way of bringing families together in a very positive environment, and we hope very much that this can continue.

We would like to highlight the excellent work achieved in the area of learning and skills, especially in the current financial climate. Significant numbers of prisoners obtain valuable qualifications up to NVQ level 2. The number going out on paid work and voluntary sector placements is impressive, an average of one third of all prisoners. More opportunities are actively sought by the prison staff. We feel it is so important that prisoners leave prison with the right skills to enhance their work prospects and we are concerned that reduced funding may jeopardise significant progress. See question to NOMS.

Last year’s report detailed our concerns with regard to Healthcare, and although this department has moved forward with some of the points we raised, there are still some issues which need addressing (see paragraph 5.2). Healthcare is logged as an area of

concern for us in 2011. The long dentistry waiting lists are of concern and mental health services, although now improved, provide limited cover for the mental health practitioner whilst on annual or sick leave which can result in a limited service to prisoners. Our report also details the strained relationship between prison management and the Healthcare Manager which does nothing to improve the atmosphere in Healthcare, where low morale and increased sickness absences are prevalent. We hope the new Healthcare contract, which comes into place in September 2011, produces a real improvement.

Last year we mentioned concerns with the new Canteen arrangements and, although complaints are reduced from last year (see paragraph 6.1), there are still issues around cost and delivery being via Wayland Prison. The number of items missing from orders causes considerable work at Hollesley Bay where each short order needs to be checked, recorded and a refund made. BME prisoners complain that they are disadvantaged by the lack of toiletries for their skin types.

Concerns about the Offender Assessment System (OASys) backlog and the extra effort required by Hollesley Bay staff to keep the backlog to a minimum still concern us, and it seems that the majority of those prisoners arriving at Hollesley Bay with out of date or no sentence plan comes from another East of England Prison. Hollesley Bay is to be congratulated in the way it always deals efficiently and promptly with out of date plans

Chaplaincy is another area that continues to disappoint (see our concern in paragraph 6.2) and although the Chaplaincy team is now close to being fully staffed there is, in our view, a lack lustre approach to Christian festivals/events. Is this right when the majority of prisoners (average 55%) categorise themselves as being of the Christian faith?

We have a serious concern about one prisoner who, after 35 years in the prison system is, in our view, not being treated decently by the system and has now been waiting over 18 months for a parole hearing (paragraph 5.3.4) This is a totally unacceptable delay (see Questions for NOMS).

Finally, we would like to mention the good industrial relations at Hollesley Bay. All 3 Unions involved (the POA, TUS and GMBATU) have a very open and regular dialogue with the Governor. For example the Governor involved the Unions in the key discussions of how the Budget cuts might affect Hollesley Bay. He brings the Unions in on key decisions and this in itself has fostered these good relationships.

4.1 Questions for National Offender Management Service

Dairy

We have raised this issue with you over the last 2/3 years and understand that it is being actively pursued but again we ask, in the light of serious budget cuts can more be done to bring this to a conclusion?

Canteen

Given that there are still concerns surrounding the cost of items ordered via the Canteen service, and since many manufacturers provide supermarkets with double the amount that they order to allow for 'buy one get one free' offers, could this not be investigated for the prison service?

Parole Delay

Should any prisoner who has spent 35 year years in the prison system not get a fair chance at resettlement into the community? Does this fit the publicised Decency Agenda? Can you explain why Probation continues to frustrate progress and why there has been such a significant delay in setting a date for a parole hearing?

4.2 Questions for Director Offender Management now Deputy Director Custody

Offender Assessment System (OASys)

Concerns about the OASys backlog and the extra effort required by Hollesley Bay staff to keep the backlog to a minimum still concern us. We note that the majority of those prisoners arriving at Hollesley Bay with out of date or no sentence plan come from Highpoint Prison. Last year, in your reply to our 2009 report, you said that an instruction had been sent to Governors to ensure they aim to complete OASys reports before transferring prisoners and you asked us to report if this was happening regularly from any particular East of England prison. Can we ask you that you follow this up?

Probation

Last year we highlighted delays in probation officers dealing with sentence issues in a reasonable timescale. Your reply said that London Probation has been contacted and state they now have in place processes to ensure that Release on Temporary Licence (ROTL) and Home Detention Curfew (HDC) applications are dealt with speedily. We are disappointed to note delays still happen, especially when home leave is concerned, a vital step in prisoner resettlement. The Prison does everything it can to expedite these replies but can something be done at a higher level to ensure these applications get the prompt attention they deserve? This is very much a part of the decency agenda.

Another quite serious Probation issue that has concerned the IMB significantly this year relates to a prisoner who has been in custody for 35 years and at Hollesley Bay since January 2009. As part of his resettlement the man has been leaving the establishment regularly for home visits to see his partner, and is now awaiting a long overdue parole hearing. However, despite the support and encouragement of the Governor, Probation continues to frustrate progress and the prisoner is becoming more and more distressed by the situation. The IMB feels that this particular situation is indicative of a wider problem, but remains unacceptable for the prisoner concerned at Hollesley Bay.

Young Offenders

We appreciate that YO numbers are low but can you assure us that exporting prisons will consider the needs of the individual YO rather than maximising their roll to satisfy key performance targets? For low risk young offenders, the open estate offers a more effective nurturing and caring environment.

4.3 Questions for the Minister

Learning and Skills (L&S)

Some challenges for the future of education within the Prison have come to light, chiefly concerning the adequacy of L&S funding for Hollesley Bay's expanding population. Although Hollesley Bay, working with its partners, has been notably successful so far in overcoming limitations, the inflexibility of the total Offender Learning and Skills Service (OLASS) hours within the multi-year provider contracts could have a negative impact on the course optimisation adjustments considered necessary during the contract period.

Can you give any assurance that the Government's decision to replace the Skills Funding Agency with a new body in mid-2011, inevitably causing further uncertainty in the funding area, will not jeopardise the very substantial progress achieved at Hollesley Bay in directing prisoners down one of the pathways, a job on discharge, to escape the cycle of re-offending?

Section 5 – Areas to be Reported On

5.1 Diversity

5.1.1 Race Equality

During 2010, 21 racist incidents were reported at Hollesley Bay compared with 36 the previous year. Racist Incident Reports were all thoroughly investigated, including one very complex complaint that involved prisoners already discharged from prison and/or moved back to closed conditions. Such investigations are lengthy but the IMB was satisfied that the reported incident was thoroughly investigated and that the complainants were clearly informed of the outcomes; all expressed themselves satisfied.

Investigations into racist incidents are conducted by two part-time Race Equality Officers (REOs) with strong support from the Race Equality Administration Officer. Records are kept up to date and all reported incidents tracked carefully including a monthly report from the REO to the Race Equality Action Team.

During 2010, Race Equality Action Team (REAT) meetings were held monthly, with the exception of August. Meetings were chaired by the Governor and included prisoner representatives from each residential unit. Active participation from prisoners was encouraged. The Governor was keen to hear prisoners' views on race equality at Hollesley Bay and to develop confidence in the systems for monitoring and promoting good race relations. Issues raised in 2010 included BME access to resettlement opportunities, food service during Ramadan, access to ROTL and staff prisoner relations. Prompt action on these issues was taken with staff reporting directly to the Governor on outcomes, which were then shared with the staff and prisoners on the REAT. Minutes of the REAT meetings were given to prisoner representatives to share with fellow prisoners. Each residential unit has a member of staff with whom the prisoner representative regularly meets. Each prisoner representative on the REAT must have at least six months of his sentence left to serve so that there is continuity within the REAT.

A Diversity Day celebrating diverse faiths, cultures and foods was held for the third year running, and Black History month was marked for the first time through a series of events for prisoners. Ramadan was well organised and the Muslim prisoners were satisfied with the arrangements put in place by the prison for worship and food.

The IMB monitors race equality at Hollesley Bay through IMB applications, Racist Incident Report forms, Request and Complaint forms, regular attendance at the monthly REAT meetings and talking with prisoners and staff.

The IMB continues to believe that the Governor and his Senior Management Team are active and committed advocates of race equality. At the end of 2010, 100% of staff and all the REAT prisoner representatives had been trained in race equality. As reported last year, the Governor remains unequivocal in his insistence that all prisoners and staff at Hollesley Bay are treated equally. However, there continues to be a perception amongst some of the prisoners that the prison has racial tendencies; although, from conversations IMB members have had with prisoners, this may be a failure to understand that a prison might not be racist, stemming from previous experiences. The IMB is confident in the integrity of the systems at Hollesley Bay for promoting and maintaining good race relations.

5.1.2 Disability

The process of identifying prisoners with disabilities at Hollesley Bay remains as previously reported; newly arrived prisoners disclose any disability to the Healthcare staff during their initial interview at Reception. This information is then passed to the Prison's Disability Liaison Officer who follows up with a questionnaire to prisoners to identify their special

needs. Learning and Skills offers support to prisoners with learning needs, Healthcare with clinical needs and residential unit staff provide support within units.

The age, architecture and geography of Hollesley Bay limits access to all areas of the prison. To change this would require considerable capital expenditure. However, where facilities are not available, alternatives are offered. On one unit, Wilford, there is a large shower and toilet specially adapted for the exclusive use of disabled prisoners. There are accessible showers in the gym; there is no lift for access to upper levels in the St George's building where the OMU and resettlement offices are located as well as some classrooms, but the embedded learning programmes now happening in workplaces improve access to education. No instances of discrimination on the grounds of disability have come to the notice of the IMB during 2010.

The IMB monitors disability through IMB applications, Request and Complaints forms and feedback from prisoners and staff. During 2010, no prisoner complained about discrimination as a result of a disability. Feedback that we have received from prisoners with special needs indicates that they have been satisfied with, and appreciative of, the support they have received from the prison and the Healthcare staff.

5.2 Healthcare

The local Primary Care Trust (PCT) has the responsibility for providing health care to the prisoners at Hollesley Bay and for staffing the facility. The provision of prison healthcare in Suffolk is under review; tendering for providing nursing care and professions allied to medicine is ongoing. This process is proving unsettling for all staff members as the final date for the national disbanding of PCTs – currently both commissioners and providers in some cases – approaches, with apparently no decision yet made regarding the awarding of contracts to act as providers.

Bi-monthly meetings of the Healthcare Commissioning Team comprising commissioners, providers and the Hollesley Bay Healthcare Manager are chaired by the Governor. An IMB representative attends as an observer.

Prisoners' health care needs are assessed by GPs and trained nursing staff. The medical care is provided by the local GP practice, with one of the partners undertaking daily consultations for up to twelve prisoners via a combination of planned and emergency appointments. Nursing care is provided by a team of nurses operating a shift pattern 5 days a week between 0700 – 1730 hrs, with a reduced service and emergency cover at weekends. There is a full time mental health practitioner and a visiting nurse specialising in the care and treatment of prisoners with blood borne viruses (BBV) within the team.

The healthcare department is well equipped and has appropriate facilities for confidential consultations and treatments. Primary screening is carried out at Reception with secondary screening a day or so later. There is provision for a variety of clinics for prisoners and the team also undertakes discharge visits to prisoners who are about to be released from the prison. Prisoners have access to the professions allied to medicine on a regular basis, in most cases at the prison but at outreach centres if necessary. Waiting times for appointments are mostly acceptable and emergency appointments with individual professionals are made available as necessary.

Unfortunately the dental service provided by Weymouth Dental Care is less than satisfactory with long waiting lists. Dental emergencies are dealt with expeditiously, although this results in current waiting lists lengthening.

Pharmacy services are contracted via the PCT from the local District General Hospital. A pharmacist and dispensing technician visit regularly.

The IMB has observed that the nursing team continues to display low morale and high levels of absence due to sickness during the year despite the appointment of a Healthcare Manager and additions to the nursing team. Furthermore, there have been occasions in the past year when the Healthcare Team was not supportive of prisoners with long term or severe conditions being held in the establishment, despite the prison service assessing that the open estate was the most appropriate place for the individuals at that time. This inevitably resulted in further conflict and the IMB was encouraged at the way the senior management team and the prison dealt with the situations. In one case, following a request from the IMB, senior management arranged for a personal alarm to be provided for an epileptic prisoner. The professional relationship between healthcare and prison management appears very strained and the IMB hope that a change in healthcare service contracts due in September 2011 will improve relationships.

Despite this, the prisoners are complimentary about the healthcare they receive at Hollesley Bay and the healthcare staff continue to provide considered, empathetic and compassionate care to individual prisoners who have particular healthcare needs.

The mental health practitioner has access to outreach resources and psychiatric services and provides consultations to prisoners who experience mental health problems. He is supported by a visiting colleague from another prison, who provides an extra weekly session. However, the practitioner is, to all intents and purposes, a lone worker, resulting at times in a limited service to offenders, especially during periods of leave or sickness.

There has been some improvement in the provision of care since the incident reported last year concerning a vulnerable prisoner with complex mental health issues whose care was compromised by an apparent breakdown in communication between the healthcare and psychiatric staff. An enquiry resulted in improved lines of communication between services, both formal and informal and agreed areas of accountability and responsibility for all healthcare staff.

IDTS delivery continues, albeit to a small number of clients. There is sometimes difficulty in finding suitable clients who are appropriate for category D conditions, and recently there has been some review of treatment policy which might result in a greater number of suitable prisoners for treatment. An extra partner at the GP practice and the IDTS lead nurse have undertaken further professional training enabling improved management care of prisoners undergoing treatment. The IDTS Local Management Group meets monthly, chaired by a Governor and an IMB member attends as an observer.

5.3 Reducing Re-offending

5.3.1 Learning and Skills

The various types of Learning and Skills (L&S) activity are offered at Hollesley Bay through classroom instruction, the five Vocational Training (VT) workshops, the staff mess, the health centre and the horticultural nursery. A number of providers are involved, namely A4E, Tribal, Aquila, NACRO (replacing the Foundation Training Company, or FTC), Suffolk Primary Care Trust and HMPS staff.

The complex task of designing, implementing and administering the L&S programmes is accomplished by a team led by the Head of Learning and Skills and Reducing Re-offending, with regular input from the Skills Funding Agency (previously the Learning and Skills Council) and providers at the bi-monthly Partnership Meetings.

Based on targets set by HMPS and in conformity with recommendations from the 2009 HMIP and OFSTED inspections, provision of L&S at Hollesley Bay has seen steady improvement during 2010. The number of different courses on offer to prisoners has increased, the range of VT has expanded, the proportion of higher level qualifications is growing, achievement against targets has improved, prisoner student satisfaction is high and the list of external employers, for both voluntary and paid work, is (with some seasonal fluctuation) extending.

The weekly allocation board is attended by a wide range of partner agencies using the induction information from the Tribal agency and OASys (Offender Assessment System) information (for those serving more than 12 months). This ensures that prisoners are allocated to appropriate activity at each stage of their sentence.

5.3.2 Education

Classroom attendance remains good at more than 94% (as at December 2010) for the year, up from 92.3% for 2009 and a steady improvement against the KPT of 80%.

A new education manager for A4E started at Hollesley Bay in November 2010. He has several good ideas which will be implemented during 2011, including an integrated programme for young offenders and short term prisoners.

The health trainer programme continues to be funded by the PCT and has seen some successes. However, there is some doubt that this programme will continue under the new healthcare arrangements to be implemented this year.

Skills for Life education, so important for prisoners with shortcomings in basic literacy and numeracy capability, has now been embedded into the VT courses and is delivered by specialised instructors. With some fine-tuning still taking place, there is no doubt that this approach has proven beneficial; in particular, students can now quickly understand the relevance of Skills for Life training in terms of preparing quotations, invoices and other documents for their trades.

Aquila continues to be the Learndirect provider and last summer saw the opening of a purpose built classroom, equipped with a new secure server and computers, that can accommodate 20 prisoners at a time.

5.3.3 Vocational Skills

The magnificent and well-equipped plumbing workshop was opened in September 2010, having been built using prisoner labour from other VT Workshops. No further OLASS hours were awarded for this, so Hollesley Bay staff had to make some significant programme changes in order to ensure that this project could be implemented.

The horticulture programme was once again a success during the salad and vegetable growing season, providing the kitchen and staff mess with a varied range of vegetables. However, lessons have been learned with regard to supply and demand and it is hoped that 2011 will focus more on this..

Courses in painting and decorating, as well as bricklaying, were fully subscribed during the year and now have waiting lists. The new plastering workshop, again self-built, became fully operational during 2010, enabling bricklaying to expand into the old plastering premises and offer additional student places. The motor vehicle workshop continues to function, training up to four prisoners at a time in tyre fitting and general mechanical works.

VT in Catering has been upgraded substantially and a Diploma in Hospitality course (a Level 2 NVQ much in demand by the catering and hospitality industry) is now offered. A maximum of eight students can be engaged for the required six months, though the modular nature of the course means that students can join and leave at different times. The staff mess, for Hollesley Bay and the adjacent Warren Hill YOI, is now waiter service, thus allowing training for these students to cover front-of-house activities such as taking orders, table setting and silver service in what is, effectively, a 50 cover restaurant.

Following the recommendations of HMIP and Ofsted reports, all VT workshops now offer NVQ qualifications to Levels 1 and 2. Since most employers in the relevant trades require Level 2 for new employees, Hollesley Bay is in the process of concentrating on this higher level to equip more prisoners for employment on release. Careful student selection, choosing those who have some background experience relevant to the specific trades, is allowing enrolment straight into Level 2 courses for many students, reducing the need for resources to be spent on Level 1 courses. Whilst entirely positive in outcomes, this shift has a cost implication – Level 2 courses consume more materials, for which the budget allocation is limited.

All VT programmes have seen some significant changes in order that the delivery of their programmes meet QCF (Qualification Credit Framework) requirements. To improve prisoner employability, the certifying institution for the plumbing course has been changed to City and Guilds. The External Validation reports from the main certifying institutions, City and Guilds and Edexcel, were positive and suggested no major action points.

The library is well managed and a very good range of books and magazines is available seven days a week. Although visits to the library were slightly lower than the previous year, it remains well used and is also the venue for the prisoner-run Job Club which provides a forum for prisoners to check for vacancies from the local papers as well as the Job Centre, and an opportunity for them to seek advice.

Some challenges for the future can be discerned, chiefly concerning the adequacy of L&S funding for Hollesley Bay's expanding population and the higher materials costs for some VT workshops (eg. plastering) and the more materials-intensive NVQ Level 2 courses (eg. bricklaying, plastering and catering). Although Hollesley Bay, working with its partners, has been notably successful so far in overcoming limitations, the inflexibility of the total OLASS hours within the multi-year provider contracts could have a negative impact on the course optimisation adjustments that are considered necessary during the contract period.

Against the background of budget cutbacks, but noting the Government's priority for reducing re-offending by promoting employment prospects for discharged prisoners, the IMB believes it would be short-sighted to cut back on the quality and quantity of the integrated L&S opportunities offered at Hollesley Bay. It is to be profoundly hoped that the Government's decision to replace SFA with a new body in mid-2011, inevitably causing further uncertainty in the funding area, will not jeopardise the very substantial progress achieved at Hollesley Bay in sending prisoners down one of the pathways, a job on discharge, to escape the cycle of re-offending. See Question to Minister.

5.3.4 Resettlement

The Resettlement team continues to work incredibly hard to ensure that as many prisoners as possible are working, whether voluntarily or in paid work, and 2010 saw an average of between 80 and 90 prisoners out of the establishment every day. There were also a record number of prisoners (21) who went out for one month on a Community Service Volunteer placement, sometimes on the other side of the country. Only one of those asked to be returned to Hollesley Bay before completing the whole month, and this is a tremendous achievement.

Furthermore, employment arrangements with both private companies, local and national, as well as charities continue to increase with Sense, Suffolk Refuge Support, Sue Ryder and Oxfam among some of the charities involved.

NACRO continue to provide a good housing service which works well alongside the other areas in finding as many prisoners as possible secure housing prior to release.

One problem that persists is the number of prisoners arriving at Hollesley Bay with out of date or no sentence plans. This backlog in the OASys system is challenged by the efforts of the Hollesley Bay staff who work hard to ensure that these plans are brought up to date without delay and the KPTs met wherever possible. The majority of prisoners who arrive with out of date or no sentence plans come from Highpoint Prison and this has been the situation for some time now, despite the IMB raising concerns previously and the continued efforts of the senior management team. It is an unfair situation for both the staff and, obviously, the prisoners. See Questions for Deputy Director Custody.

During the year, the IMB has received a growing number of applications from prisoners relating to their sentences (see para 7.3) and the key factor is delays in replies from Probation (mainly, but not exclusively, in London) which is very frustrating for a prisoner. The prison does all it can to expedite these replies, but in the end it is the prisoner who suffers. It is particularly disappointing when it concerns a home leave request, a vital part of resettlement. See Questions for Deputy Director Custody.

Another serious Probation issue that has concerned the IMB significantly this year relates to a prisoner who has been in custody for almost 35 years and at Hollesley Bay since January 2009. As part of his resettlement, the man has been leaving the establishment regularly for home visits for some time to see his partner, and is now awaiting a long overdue parole hearing. However, despite the support and encouragement of the Governor, Probation continues to frustrate progress and the prisoner is becoming more and more distressed by the situation. The IMB feels that this particular situation is indicative of a wider problem, but remains unacceptable for the prisoner concerned at Hollesley Bay. See questions to Deputy Director Custody.

5.4 Safer Custody

5.4.1

Hollesley Bay holds Safer Custody meetings on a quarterly basis, to review all ACCTs (Assessment Care in Custody Teamwork) opened in the last quarter. In addition to prison staff, listener representatives and an IMB member are present. ACCT training has been given where needed, including to two IMB members.

As part of rota duties, IMB members follow up on all open ACCTs, all of which have been treated with the utmost care and compassion by all concerned. The number of ACCTs opened in the eleven months to November was 11.

5.4.2 Anti-Bullying Strategy

Anti-bullying meetings are held monthly, with an IMB member present at most meetings. The presence of prisoner representatives has improved over the year, with a prisoner from all of the five units being present for the last four months. All suspected cases of bullying, and all cases of unexplained injuries, are investigated with vigour. Where bullying is proven, the perpetrator is returned to closed conditions without delay. It was noted that during the summer, the number of bullying reports increased. This trend was rapidly dealt with by prison staff and following the removal to closed conditions of several prisoners, the numbers rapidly declined.

5.4.3 Absconds

As previously reported, abscond numbers from Hollesley Bay are consistently low, and the work done by staff to this end was quite remarkably evident over the Christmas and New Year period when 181 prisoners left the establishment for home leave up to five days, and 181 prisoners walked back into the prison on time at the end of the ROTL. The amount of work involved in releasing so many prisoners on one day, 157 on Christmas Eve, is phenomenal and so much effort by all the staff goes into making the proceedings run smoothly. The IMB believes this is very much worthy of note, given the numbers involved.

5.4.4 Safer Custody Statistics

	2009	2010
Adjudications	228 proven	227 proven
Absconds	13	8
Bullying	36 proven	38 proven
ROTL failures	8	3
Transfers to closed conditions	129	82

Section 6 – Other issues

6.1 Canteen

This year was the first full year of the DHL contract for the delivery of canteen to prisons. During this period there has been a decrease in the number of request complaints to the prison service and to the IMB through applications. This is not necessarily because of an improvement to the service but probably due to prisoners becoming used to the new system and to the costs involved, which have not fallen.

There has also been an improvement in the condition of fruit delivered. Where it used to be delivered over-ripe, bruised and inedible, it does now arrive in a better condition.

Complaints this year have predominantly concerned delivery, or lack thereof. The prison has addressed this where it is able, by changing the day of delivery to prisoners to Wednesdays and Thursdays so that items not delivered can be re-ordered by the cut-off of Friday of the same week.

However, they are not able to address problems outside of the prison. For example, one problem that frequently arises is that Wayland Prison, where the canteen orders are packed, only fills the front page of the double sided order sheet. Additionally, single items are frequently missing from the delivery. This leads not only to frustration for prisoners, but also to considerable work at Hollesley Bay where each short order needs to be checked, recorded and a refund made.

There also appear to be shortages at source of some items, for example razor blades, batteries and tobacco. All of these are standard order items for most men in prisons. BME prisoners also complain that they are disadvantaged by the lack of toiletries for their skin types.

Many manufacturers provide supermarkets with double the amount that they order to allow for 'buy one get one free' offers; could this not be investigated for the prison service?

On a positive note, the Governor took the decision that the prison would absorb the 50p per order cost that is added to any orders placed by prisoners with Argos and this will obviously make a difference to prisoners' limited finances.

On average 27% of prisoners expressed dissatisfaction with the canteen arrangements/choices when completing their exit surveys, but the IMB accepts that it is a difficult area to ensure it meets every prisoner's individual need.

6.2 Chaplaincy

The Chaplaincy at Hollesley Bay is responsible for the delivery of faith services to prisoners here and at neighbouring Warren Hill Young Offender Institution, and is managed by Warren Hill. A peripatetic and part-time team covers the faith needs of Christians, Muslims, Buddhists and Hindus. Sikhs subject to Release on Temporary Licence (ROTL) attend the Gurdwara in Ipswich. A Co-ordinating Chaplain leads the team, and all new arrivals at Hollesley Bay meet personally with a Chaplain. The Chaplaincy provides pastoral support to prisoners who, for example, have been bereaved, and is also an important member of the Race Equality Action Team, and the Safer Custody and Anti-Bullying committees. The Chaplaincy facilitates AA meetings held at the prison.

2010 was a more settled year for the Chaplaincy team at Hollesley Bay. A new Co-

ordinating Chaplain provided much welcome leadership and stability for the team. During 2010, the Sycamore Tree restorative justice course was held 4 times with 20 prisoners on each course. As reported in previous years, this is the only such course offered at Hollesley Bay and the IMB hopes that it will continue in the future. The course is accredited by the Open Learning College and is well received by prisoners.

Arrangements for Ramadan were well organised and appreciated by Muslim prisoners. Despite some concerns the IMB had about the Christmas Carol Service being held later this year on 23rd December, it was well attended with about 15 prisoners' families present, as well as guests from the local community.

The IMB does have concerns, however, about the lack lustre efforts of the chaplaincy with regard to Christian festivals; for example the Christmas Service started half an hour late due to the late arrival of the Chaplain. We also feel that they should involve the prisoner in the arrangements for the services, similar to the way the Muslims are always involved in their festivals. A popular Easter walk which was very well received by prisoners and staff has not happened for the last 3 years and the IMB feels that much more effort is given to festivals of other faiths rather than Christian events. This is in the context of 55% of prisoners, on average, declaring themselves of the Christian faith.

6.3 Drugs Strategy

6.3.1

HMP /YOI Hollesley Bay, by the very nature of its open status, and having a public road which runs through its centre, means there is easy access to drugs. The Drug Strategy, the threat of Mandatory Drug Tests (MDT) and the use of Voluntary Drug Tests (VDT), together with the threat of return to closed conditions if found in possession, are strong detractors. However human nature being what it is, the prisoners will find every way to beat the system. The gathering of intelligence is a key part of the Drug Strategy and this year there has been some good intelligence, resulting in some prisoners being re-categorised to closed conditions. This is hopefully sending a message to other prisoners that drug taking is not tolerated in open conditions. It is interesting to note the lower rate of MDT failures in November and December 2010 where prisoners would have lost their Christmas home leave if they had tested positive.

During the year it was decided to stop the SDP (Short Duration Programme) course, as most prisoners had already undertaken this course at other establishments and it was difficult to get appropriate prisoners on the Hollesley Bay course. The CARATs (Counselling, Assessment, Referral, Advice and Throughcare) team was then expanded and their role widened to include more one to one structured work and group work sessions. The team is also changing its work methods to create a more person focused service which does not feel repetitive to the prisoner. The focus will be towards "recovery"for the prisoner, emphasising harm reduction in drug, alcohol and other substances misuse. Some internal AA courses are being run and a few prisoners attend external courses locally.

There has been some good news in the receipt of housing charity capital funding of £140,000. Suffolk DAAT (Drug and Alcohol Action Team) and the prison have joined with a local housing charity to provide a class A substance misuser with suitable accommodation and are securing run down self contained accommodation. The prisoner involved in the scheme will assist the housing charity in the refurbishment and it is hoped that as the prisoner helps to refurbish the accommodation he will take a pride in what he has done and look after it; an exciting project.

6.3.2 Drug Statistics

Being an open prison, and with so many prisoners out in the community daily, the opportunities to smuggle illicit substances and alcohol are high, but Hollesley Bay's intelligence and search programmes are certainly proving effective. The use of intelligence led Full Unit Searches and joint Police/Prison Operations have helped limit the smuggling of illicit items.

Mandatory drug tests are carried out, both randomly and non randomly, and for the first 9 months of the year in 357 random tests, 34 (9.5%) were positive and in the 110 non random, 32 (29%) were positive. The year to date failure rate (April – December 2010) is 8.1% against a key target of 11%. During the year SPICE has continued to be found and although the issue has gone down throughout the year, it has not gone away. Cannabis is the other key drug found.

6.3.3 Mobile Phones

A large number of mobile phones continue to be found, with 146 found within the first 9 months of the year to December 2010 plus 38 SIMs and 107 chargers. The total found in 2009/10 was 126 mobile phones and 26 SIM cards. Being an open prison, and with so many prisoners out in the community daily, the opportunities to smuggle these in are high, but Hollesley Bay's intelligence and search programmes are certainly proving effective. Also the use of Intelligence led Full Unit Searches and joint Police/Prison Operations have helped limit the smuggling of illicit items.

6.4 Foreign Nationals

Although few in number (between 7 & 10), the Governor will not tolerate any foreign national being kept past their Home Detention Curfew (HDC) date unless there is a valid reason. The HDC clerk ensures that a separate column is kept for foreign nationals on the HDC chart so immediate focus can be given to them. There is a clear system in place in reception to check that all new arrivals have been fully authorised by the UK Border Agency (UKBA) as there is real potential for embarrassment if anyone absconds or harms themselves. If this is not evident, the matter is raised immediately with a Governor. During the year, 2 prisoners arrived without this authority and the matter was escalated immediately.

6.5 Young Offenders

Hollesley Bay can accommodate up to 75 young offenders. The numbers this year have reached 50 at a maximum but were often lower, and there has been much effort to exceed this figure, meeting with other prisons in the area to see if there are suitable candidates for Hollesley, asking existing young offenders whether they know of anyone who would be suitable! Hollesley Bay would very much like to see an increase in current numbers and will continue their efforts to acquire suitable candidates. The difficulties cause frustration and it appears that supplier prisons (eg. Littlehey) are anxious to keep their young offenders in order to maximise their roll numbers, see Questions to Director Offender Management. The open prison environment offers so much for the care and nurturing of young offenders, and it seems ridiculous that maximising prison numbers takes priority over the better welfare of this group.

Considerable efforts are made to find a suitable young offender orderly to be trained to assist staff in the first night/early days of induction of young offenders; this is a laudable move.

Every effort is made to encourage the educational development of these prisoners with the use of specialised courses. Each week the job centre comes to Hollesley Bay, encouraging the prisoners to look for suitable jobs, although pre-Christmas this stopped as there were insufficient jobs available.

Monthly Young Offenders Forums are held under the chairmanship of a Governor and the Head of Reducing Re-Offending, along with the Deputy Head of Residence. These meetings are designed to allow the young offenders the opportunity to speak freely and to raise any concerns that they may have without fear of any pressure from their adult peers. The meetings are very well attended with the exceptions in the main being the young offenders who are out of the establishment undertaking community work.

The general behaviour of the young offenders within the prison has been good, and the care, respect and almost parental guidance that is given by the staff to them is exceptional.

6.6 Biodiversity

2010 has seen a real push by the prison in this area, and a dedicated person has made considerable and worthwhile progress. Of significance is the on-site production of bio-diesel from waste oil which fuels all the tractors on site and the purchase of two water bowsers which will use water taken from bore holes to wash vehicles and water platns across the site. This should lead to a reduction in water consumption.

There has been considerable work undertaken with the Suffolk Wildlife Trust resulting in two prisoners being trained to make and then manufacture barn owl and spotted flycatcher boxes for a large number of wildlife sites in Suffolk. In addition, 19 rare black poplar trees (all male) were found on the Hollesley site and with Suffolk Wildlife Trust's guidance, three female black poplars have been planted on site. Staff and prisoners are also encouraged to make entries about flora and fauna observations on a database produced by one of the prisoners. Hollesley Bay received a "highly commended" in the open prison category, based on the barn owl project in the NOMS Wildlife award 2010. A "growing to eat" project has been put in place to provide salad crops and herbs for use in the staff mess and prison kitchen.

6.7 Ex-Forces Prisoners

Of note is the frequent contact with ex-forces prisoners in a structured and responsive way and, although numbers are low (varies between 7 & 12), monthly meetings have been held since spring 2010. There have been visits by Combat Stress who took referrals for prisoners, and links have been established with a variety of external agencies that can provide welfare services to prisoner families. Hollesley Bay is talking with other eastern area prisons to encourage the movement of more ex-forces prisoners to open conditions.

**Section 7 – The Work of the Independent Monitoring Board at
HMP / YOI Hollesley Bay**

7.1 IMB Duties

The Board carries out rota visits on a weekly basis with 1 member attending. Board members also monitor adjudications, ROTL and HDC Boards and ACCT reviews.

The Board has monthly meetings which take place on the 3rd Tuesday of the month, and which the Governor attends. He provides a useful and informative monthly report which is then used for discussion and to raise any questions with him. The Board benefits from such open and frank discussions with the Governor

7.2 Board Statistics for HMP / YOI Hollesley Bay for 2010

Recommended Complement of Board Members	10
Number of Board members at the start of the reporting period	10
Number of Board members at the end of the reporting period	10
Number of new members joining within the reporting period	0
Number of members leaving within reporting period	0
Number of attendances at meetings other than Board meetings	77
Total number of visits to the prison (including all meetings)	263
Total number of applications received	101
Total number of segregation reviews held	n/a
Total number of segregation reviews attended	n/a

7.3 Statistics regarding applications to the IMB

The applications are down on 2009, the canteen being less of an issue this year. Our other highest area related to miscellaneous issues which contained some which should have been categorised as sentence related, e.g. ROTL and HDC/ECL matching the highest area of complaints under the prison complaints system (see Questions for the DOM/DDC with regard to probation officer contact delays).

Code	Subject	2009	2010
A	Accommodation	8	4
B	Adjudications	1	3
C	Diversity related	1	5
D	Education/employment/training	13	12
E	Family/visits	10	1
F	Food/kitchen related/CANTEEN	21	7
G	Health related	13	4
H	Property	15	7
I	Sentence related	21	21
J	Staff/prisoner/detainee related	8	9
K	Transfers	5	6
L	Miscellaneous	12	22
	Total number of applications	128	101

7.4 Adjudications

Adjudications are performed fairly and decently, procedures are properly carried out and both the adjudicators and the penalties imposed appear consistent and appropriate. IEP has recently been used more stringently when adjudications are proven. IMB representatives observe random adjudications and confirm the fairness of the process. As part of the open prison estate, Hollesley Bay has no segregation unit. Secure accommodation is provided in the Reception area, with a member of staff on duty at all times until the prisoner is returned to closed conditions. PSO 1700 is followed.

There has been an increase in the number of adjudications in 2010, up 42 on 2009, bringing them back to the 2008 level. There were peaks in March, April and August. Interesting the low figures in Nov and Dec when prisoners were aware that any adjudication would jeopardise their Christmas ROTL.

2009	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
YOI	5	2	6	6	4	2	4	4	2	3	5	4	47
Adult	19	7	15	16	11	11	17	3	32	12	21	17	181
2010													
YOI	9	4	4	9	2	10	6	6	1	3	1	0	55
Adult	20	13	27	26	13	19	14	18	26	19	18	2	215
Change													
YOI	4	2	-2	3	-2	8	2	2	-1	0	-4	-4	8
Adult	1	6	12	10	2	8	-3	15	-6	7	-3	-15	34