



Annual Report

January 2011 - December 2011

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 immigration removal centre (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.

Hollesley Bay has an operational capacity of 365 prisoners with capacity for 50 life sentenced prisoners and 75 young offenders (YOs), and there has been a noticeable increase in the number of indeterminate sentenced prisoners coming to Hollesley Bay in the last 12 months.

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 five accommodation units spread across this large site. Four of the accommodation units date from the 1960s and 1970s, the other, a pre-fabricated structure housing 80 prisoners, was erected in 2001.

The prison has a large gymnasium and sports field, a chapel, a separate multi-faith centre, 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.

NHS Suffolk delivered healthcare for the prisoners for the first part of the year, but this was followed by a period of uncertainty as the contract went out to tender. By September, Care UK had taken on the role.

Action For Employment (A4E), Aquila, NACRO and prison staff delivered education and vocational skills training. A CARATs service is provided and the Chaplaincy delivers the Sycamore Tree course. Working as part of the Resettlement function, NACRO provides help with housing, and a separate arm delivers employment guidance.

Section 4 – Executive Summary

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 and the large estate gives ample opportunity for purposeful activity for prisoners.

The Board was pleased that the Prison put on three family days, one more than last year and took 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.

Another point worthy of note is the number of Releases on Temporary Licence (ROTLs) for home leave at Christmas (161) and New Year (40), not least because of the amount of work put in by prison staff to make this happen, but because all 201 of the prisoners released returned on time. Year on year, Hollesley Bay releases large numbers of prisoners at a time when much celebration is going on, and year on year they all return on time. The Board believes this says a lot about the overall environment at Hollesley Bay and the opportunities given to prisoners, the respect they are shown, and the safe nature of the prison itself.

Moving on to less positive issues, last year's report detailed our concerns with regard to healthcare, and although there have been some changes, not least a change in provider, there were still some real concerns at the end of the year. Healthcare is an area that this IMB is still closely monitoring (Para. 5.2)

We are still concerned to note that the issues with the local dairy are still ongoing and although this was raised as a matter of concern in our last few reports, we now leave it to run its course through the legal processes in place.

Canteen still causes us some concerns, and although the issues are not necessarily all as they were last year, there are still issues around cost, delivery and availability. Although we acknowledge that availability is linked to volume of demand, but we are still concerned that there is no direct delivery from DHL to Hollesley Bay.

Education in all its forms has once again been delivered successfully, but the Board has some real concerns around funding for a significantly increased population in the coming year – see question to the Minister and Para. 5.3.4.

We are also concerned at the numbers of indeterminate sentence for public protection (IPP) prisoners at Hollesley Bay when there are allegedly more than 400 Category D prisoners waiting for a place at a Category D prison, please see question to the Minister and Para. 6.2.

Finally, we have reported for the last three years on the unacceptable number of prisoners arriving at Hollesley Bay with out of date Offender Assessment System (OASys) information. Although staff at Hollesley Bay continue to manage this problem very well, it still causes concern for the Board.

4.1 Questions for National Offender Management Service

None

4.2 Questions for the Deputy Director of Custody

None

4.3 Questions for the Minister

Learning and Skills

We were comforted by the Minister's response to our question last year about the education budget: in that context, we ask whether he, together with his Ministerial colleague at the Department of Business, Innovation and Skills, will ensure that a proportionate budget increase is made available to allow Hollesley Bay's high standard of education to be offered to an expanded population, due to rise by a minimum of 14% very shortly? (*paragraph 5.3.4*)

Population

We understand the political position and the requirement for indeterminate sentence for public protection (IPP) prisoners to have access to the open estate. However, the Board is concerned about the number of determinate and life sentenced prisoners who are waiting for placement in a Category D prison, and given that they are more likely to be able to make the most of the resettlement opportunities available at such a prison, are there any checks in place to monitor the balance of the population in the open estate? (*paragraph 6.2*).

Section 5 – Areas to be Reported On

5.1 Diversity

Diversity, in all its guises, is vigorously addressed and monitored by the Governor and Senior Management Team (SMT) at Hollesley Bay. The Equalities Act became law on 6th April 2011, directing the equality and fairness of treatment of the individual's race, religious belief, gender and sexual orientation, transsexuality or transgender, disability, age and matters pertaining to pregnancy and maternity issues.

The Governor has invested the responsibility for all matters pertaining to equality at Hollesley Bay in the Equality Action Team (EAT). The EAT meets monthly, chaired by the Governor, with representation and reporting from:

- A small team comprising a Principal Officer, Senior Officer and secretary, who provide ethnic monitoring figures, information regarding any incidents reported and their investigation, action and outcome, information regarding foreign nationals detained at the prison, statistics regarding requests/complaints, and staff and prisoner training
- Chaplaincy
- The Catering team
- Link unit officers
- Prisoner representatives
- Disability Officer

The statistics and information reported to the meeting are scrutinised and discussed fully and openly by everyone present, the only concession being the “anonymising” of any reporting. A member of the IMB observes at these meetings.

As yet, there is no representation from or on behalf of older prisoners but a PO has responsibility for their welfare and meets with them in a forum setting on a regular basis. A redundant building is currently being redeveloped for use as an older prisoners' area, which will provide space and amenities away from the main prison activity for any older prisoner who wishes to avail himself of such a facility. There are also discussions regarding the provision of a separate residential unit exclusively for older prisoners.

The breakdown of reported complaints concerning matters of equality and fairness from prisoners and staff does not demonstrate any emerging trends and whilst the numbers remain reassuringly low and consistent, there is no complacency. Any complaints are rigorously investigated by the dedicated PO and SO team, and their findings, actions and outcomes are reported to and recorded by the EAT.

The Hollesley Bay Equality Action Plan is considered and updated regularly and any action needed is carried out in a timely way. This Board commends the inclusion of prisoner representatives in all aspects of the work of the EAT; they are encouraged to be proactive partners in the team and to participate in the efforts to change the negative perceptions of some of their prison peers. The Board has previously highlighted these, where some prisoners feel that Hollesley Bay has racial tendencies. The IMB, through its monitoring, is still of the view that this is just a perception and notes that this is an issue discussed frequently at the Senior Management Team meetings, as well as at EAT.

5.2 Healthcare

2011 has been a year of change at Hollesley Bay. In September, healthcare provision moved from NHS Suffolk to Care UK. Along with this change, the pharmacy provider changed from Ipswich Hospital to Sigma, and in January 2012 responsibility for mental health will move from Suffolk Mental Health to Norfolk & Suffolk Mental Health Foundation Trust. Dentistry has remained with Weymouth Dental Services and GP attendance remains with the local practice.

All of this has led to a very difficult year for the department, leading to a lot of concern by the staff, a number of whom have now left or were made redundant. In addition, the team has lacked good quality management for most of the year. The Primary Care Trust appeared to lose interest and when, in January 2011, the chairmanship of the Prison Health Service Delivery Improvement Group changed from the Governor to the PCT, meetings were cancelled and some meetings that did take place had no minutes. The Group is made up of commissioners, providers, a member of the health care team and is attended by a member of the IMB as an observer. Furthermore, Care UK seemed to have underestimated required staffing levels, only addressing this in January 2012.

Unfortunately since October there have also been a few serious problems including a case of an incorrect drug administered, drugs not crushed properly for administering, drugs not available for prisoners going on ROTL and drugs not ordered. There has also been a report of the pharmacy running out of the Tetanus vaccine.

Dentistry has also had a difficult year with long waiting lists, although emergency cases were seen promptly. Dentistry had to be closed for over a month whilst a new chair was fitted and training given. During this time Prison staff ensured that emergency cases were driven to the emergency dentist in Ipswich and although there were some initial problems, this worked well.

The GP attends Monday to Friday dealing with both emergency and planned appointments. Nursing care is available 07:00-17:30 Monday to Friday with reduced and emergency care at weekends sometimes assisted from our neighbouring prison YOI Warren Hill.

The integrated drug treatment system (IDTS) continues although the numbers were low at between three or four during the year. The revised IDTS Protocol accepting prisoners from the current population has had very little effect with only one uptake in 2011. The Local IDTS Management Group meets bi-monthly chaired by a Governor. An IMB member normally attends as an observer.

As far as can be ascertained, the bi-monthly Prisoner Health Care Forums have not been held since September. These were attended by a member of the Healthcare team, prisoner unit reps and an IMB member as an observer.

In spite of all the problems throughout the year, the staff in healthcare have been extremely supportive of prisoners with healthcare needs. The same must also be said of the prison staff and prisoners themselves speak highly of the care they receive at Hollesley Bay.

5.3 Learning and Skills

Various Learning and Skills (L&S) courses are offered at Hollesley Bay through classroom instruction, the five vocational training (VT) workshops, the staff mess, the gymnasium and the horticultural nursery. L&S providers during 2011 included A4E, Aquila, NACRO and HMPS staff. Tribal offered information and advice to prisoners during induction, enabling their assignment to appropriate L&S courses.

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 (SFA) and providers at the quarterly Partnership Meetings. An IMB member observes at a proportion of these meetings. The provision of L&S at Hollesley Bay has continued to improve during the year, as measured by the number of A4E instruction hours (target raised to 10,975 in Contract Year 3 to July 2012) and the course success rate up from 82% to 85%, compared with a SFA target of 62%.

5.3.1 Education

The main thrust of the Skills for Life (SfL) programme, involving literacy and numeracy, has been delivered through embedded learning for prisoners attending the vocational training workshops. Although more expensive in terms of instructor time, with five workshops to be covered, this approach has proven beneficial; in particular, students can now quickly understand the relevance of SfL training in terms of preparing quotations, invoices and other documents for their trades. A limited amount of free-standing remedial SfL training is still offered in the classroom. Information Technology courses have remained popular and the well-equipped computer rooms are fully used by prisoners. Courses are offered to NVQ Level 2, with certification by OCR.

As predicted in our last report, the healthcare training course is no longer offered by Suffolk PCT and alternative arrangements are being made to continue it. A course in Fitness Training is offered by HMPS Physical Training instructors in the well-equipped gymnasium.

Aquila was the Learndirect provider in 2011 but this contract has now terminated.

5.3.2 Vocational Skills

The horticulture programme was once again a success during the salad and vegetable growing season, making use of the extensive greenhouses at Hollesley Bay. Courses to NVQ Level 2 in Horticulture, certificated by City and Guilds, were offered and the salad/vegetable produce was provided internally to the prison kitchen and staff mess and externally to a number of local care homes, free of charge. Measures are in hand to commence open field potato growing and, on a low budget basis, to rehabilitate the heating system in one of the greenhouses to allow out-of-season cropping.

Vocational Training (VT) courses were offered, as in previous years, in the specialised workshops for painting and decorating, bricklaying, plastering and motor mechanics. The new plumbing workshop, created with self-help by prisoners training in construction skills, became operational during the year. Level 1 NVQs in these trades are certificated, as before, by City and Guilds, whereas the Level 2 qualifications are now certificated by BTEC, which is more widely recognised by employers.

The collaboration between MITIE, a private sector service provider, A4E the education provider and HMPS at Hollesley Bay, which commenced in early 2011, is bearing some fruit, with several cohorts of VT students selected for “Employability Compacts” leading to enhanced training, work experience and, hopefully, employment possibilities on discharge from prison. Numbers are building up and six MITIE graduates have already accepted employment with MITIE upon release. On the domestic front, numerous building construction and maintenance projects around the prison grounds have benefited from the skills of students and graduates from the VT courses.

Vocational training in Professional Catering continues to be offered to eight prisoners at any one time, under instruction by HMPS staff in the Staff Mess. In the course of 2011, 58 prisoners received their NVQ Level 2 City and Guilds Diploma in this trade. Aside from this, further combined training in Cookery and Food Hygiene is offered up to NVQ Level 2, certificated by the National Open College Network. Much of this latter training is for prisoners intending to work in the main kitchen and the serveries.

5.3.3 New Initiatives

Apart from the MITIE/A4E/HMPS scheme and the plumbing workshop mentioned above, two other exciting developments in 2011 should be recorded. First, the opening of the Virtual Campus, giving prisoners supervised access to a national database of employment vacancies and the means to communicate with prospective employers. Second, the introduction in November 2011 of the Action for Employment programme, which aims specifically at equipping a prisoner to write his CV and job application letter and at improving his interview technique. This programme has already certificated 35 prisoners and will be closely integrated with the Virtual Campus.

5.3.4 Challenge

Hollesley Bay is shortly to increase its capacity by about 14% through the creation of over 50 new prisoner places this year, increasing to a 37% rise over the next two years. The requirements under OLASS 4, which should become effective in August 2012 and will last for at least three years, were specified on the 2011 population of 365. We understand that budgets are tight and that there will be a temptation to be parsimonious with the incremental costs of the new prisoners. However, as an IMB, we consider it vital that Hollesley Bay’s excellent record of preparing prisoners for work on release, such an important factor in reducing re-offending, should not be jeopardised by spreading the education budget too thinly. Please see our question to the Minister on this subject.

5.4 Safer Custody

Safer Custody at Hollesley Bay is conducted in accordance with the HMP Assessment Care in Custody Teamwork (ACCT) documentation, Anti-bullying and Behavioural Monitoring framework and the prison's own Violence Reduction Strategy. A Violence Reduction Continuous Improvement Action Plan is reviewed bi-monthly.

Anti-bullying meetings are held every month and involve various managers, staff and prisoner representatives from each of the five residential units. Anonymised papers are put to the meeting covering every reported case of bullying, investigation outcomes and unexplained injury reports. Prisoner representatives are told that these papers must not leave the meeting and that discretion needs to be applied. HMCIP have held this up as an example of best practice.

Suicide and Self Harm meetings are held quarterly and involve various managers, staff and prisoner listeners. A total of five prisoners throughout the year were cared for under ACCT procedures; four of these were opened at Hollesley Bay and one prisoner arrived with an open ACCT. All staff are trained in ACCT procedures and all receive refresher training every three years. ACCT paperwork, when open, is checked by the IMB. On every occasion, the procedures have been correctly followed and managed.

	2010	2011
Adjudications	227 proven	143 adult charges laid 87 adult charges proved 15 YO charges laid 12 YO charges proved
Absconds	9	2
Bullying	38 proven	50 claimed 5 proven
ROTL failures	3	3
Transfers to closed conditions	82	102
ACCT		5

Adjudications are carried out in accordance with HMPS instructions and are frequently observed by IMB members. A total of 158 charges were laid during the year of which 99 were proven. The disparity in these numbers is due in large part to positive results of MDTs, which requires a charge to be laid, but are then proven to be consistent with medication being taken by the prisoner. Overall, there were considerably fewer adjudications during 2011 than previous years as far greater use is made of the IEP system.

There were two absconds during the year, the number decreasing year on year. Both of these prisoners were recaptured. Prisoners are well aware that Suffolk Constabulary now make every effort to recapture them and the prisoner is then prosecuted. These cases currently carry an average of a nine month consecutive sentence. The IMB also believes that it is testament to the application of the decency agenda within the prison that so few prisoners abscond.

There were 50 reported cases of bullying of which five were proven. This is because many of them are made by a third party which the prisoner will not confirm or by a prisoner who will not allow staff to investigate the claim or tell staff who is allegedly bullying them. All possible cases are investigated quickly and thoroughly and if proved the perpetrator is transferred out. Cases that cannot be proved can be managed within the prison by moving prisoners to different units as a precaution. Ongoing support is given to any prisoner who feels that he has been bullied.

Photographs of each unit's anti-bullying representative and anti-bullying officer are displayed in that Unit.

There were a total of three ROTL failures throughout the year. This figure is astoundingly low against the total number of ROTLs processed in a year at Hollesley Bay, approximately 24,000. Again this demonstrates the feelings of safety engendered within the prison.

One high point of note is the number of ROTLs for home leave at Christmas (161) and New Year (40). This takes a considerable amount of work for several weeks in advance of this release by many of the staff. It also acts as calming influence on prisoners who will not digress in case they should lose this privilege. Paperwork is completed and health checks undertaken no later than the day before release. This allows for a smooth release on the day – 161 prisoners processed at Christmas were released in 90 minutes. All 201 of the prisoners released for the holiday season returned on time.

There was an increase in 2011 of transfers to closed conditions (102), however, this figure was still below that of 2009.

The IMB believes that Hollesley Bay is a safe prison, a fact frequently mentioned on prisoner exit surveys, and safer custody is taken extremely seriously and underpins much of the work in the prison.

Section 6 – Other issues

6.1 Chaplaincy

Currently, the multi faith Chaplaincy team at Hollesley Bay comprises an Anglican co-ordinating Chaplain who works full time across two prisons and also has a regional role within Prison Chaplaincy, a full time Anglican Chaplain, a full time Muslim Chaplain and a part time Free Church Chaplain. Sikh and Buddhist Chaplains can be accessed on an “as needed” basis.

A part time administration assistant is also a valued member of this team and there is a varied group of volunteers providing supervised support to prisoners. Together, this team cares for the pastoral and religious needs of the prisoners in collaboration with prison staff. Every new prisoner is seen by a Chaplain during his induction period and has access to a member of the Chaplaincy team throughout his stay at Hollesley Bay.

Prisoners have supervised access to a Chapel and a World Faith centre for worship on site, and Sikh prisoners regularly visit the Temple at Ipswich, using the temporary licence system.

There is no Roman Catholic Chaplain currently employed at Hollesley Bay; Roman Catholic priests nationally are in short supply and rural East Anglia has particular difficulty in recruiting and retaining clergy. Eucharistic Visitors come to the prison regularly to deliver the sacrament, but Roman Catholic prisoners lack the appropriate guidance and support from an ordained Priest. The Board understands that efforts are being made to rectify this lack and recognises the difficulties encountered by Chaplaincy in recruiting and retaining appropriate staff from the diverse faiths.

Religious festivals are recognised and reasonably well prepared for and publicised around the prison. The organised celebrations are appreciated by the prisoners and their participation in both the planning and attendance is encouraged. This Board is heartened to report that prisoners who practice “minority” faiths have similar attention paid to their worship and spiritual needs.

The Sycamore Tree restorative justice course is delivered under the auspices of Chaplaincy – currently there are 5 courses in a year, which are well attended by prisoners. This Board commends such courses and hopes they continue in the future.

6.2 Population

The Board has commented on a noticeable change in the population at Hollesley Bay and although the influx of indeterminate sentence for public protection prisoners (IPPs) has been well managed by the SMT, this has given a definite change in the atmosphere. Some members have spoken with IPP prisoners who have told them that it is not easy to work towards a goal, when you don't know what or when that goal will be. We believe this cannot help in the aim to resettle prisoners effectively on release, to reduce re-offending. We are also concerned at the numbers of IPP prisoners arriving when there are allegedly more than 400 Category D prisoners waiting for a place at a Category D prison, some of whom would probably benefit more from the resettlement opportunities available. Please see question to the Minister.

6.3 Canteen

Although there have been relatively few applications to the IMB with regard to canteen, we are still hearing about prisoners paying a lot more for some items than they would be able to buy them outside of prison. We acknowledge that the cost and availability of items is linked to buying power and to demand, but this is something we will be monitoring again for the coming year. We also hear regularly about fresh fruit not being fit to eat when it is delivered and we believe this has a lot to do with the fact that Hollesley Bay canteen is delivered to another prison, where the two deliveries are sorted and then the items for Hollesley Bay are re-routed here. Although items not fit to eat are not charged for, this still seems to be an inefficient and unfair system and the Board would welcome a direct delivery from DHL to Hollesley Bay.

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, normally with one member attending. Board members also monitor adjudications, ROTL and Home Detention Curfew Boards and Assessment Care in Custody Teamwork (ACCT) reviews, along with various prisoner forums.

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 and appreciates the co-operative relationship it has with the Senior Management Team and staff.

7.2 Board Statistics for HMP / YOI Hollesley Bay for 2011

Recommended Complement of Board Members	10
Number of Board members at the start of the reporting period	9
Number of Board members at the end of the reporting period	10
Number of new members joining within the reporting period	1
Number of members leaving within reporting period	1
Number of attendances at meetings other than Board meetings	63
Total number of visits to the prison (including all meetings)	276
Total number of prisoner applications received	84
Total number of segregation reviews held	n/a
Total number of segregation reviews attended	n/a

7.3 Statistics regarding prisoner applications to the IMB

Code	Subject	2010	2011
A	Accommodation	4	1
B	Adjudications	3	1
C	Diversity related	5	1
D	Education / Employment / Training	12	12
E	Family / Visits	1	1
F	Food/kitchen related / Canteen	7	5
G	Health related	4	5
H	Property / Pay	7	8
I	Sentence related	21	21
J	Staff / Prisoner / Detainee related	9	9
K	Transfers	6	8
L	Miscellaneous	22	12
	Total number of applications	101	84