



**ANNUAL REPORT
FOR HER MAJESTY'S PRISON
WAYLAND**

JUNE 2014 TO MAY 2015

Section 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) inform promptly 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 on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody.**

To enable the Board to carry out these duties effectively its members have right of access to every prisoner and every part of the prison and also to the prisoners records with the exception of medical.

Section 2

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Section 3

DESCRIPTION OF THE PRISON

HMP Wayland is a 30 year old adult male, category C, closed training prison in South Norfolk.

The establishment has recently been awarded Level 3 status with many parts of the operation classified as 'medium'.

Expansion began in 1985 with three additional wings and, more recently in 2008, with five quick-build accommodation blocks, kitchen, activities and education units.

With the additional accommodation, the operational capacity of the prison is 1,017. 148 offenders still share cells originally designed for single occupancy.

Wayland has been a safe place providing a calm and purposeful regime, however recent indications are that this is deteriorating. Wayland remains a cost effective Cat C prison and its principle function is to provide education, training and treatment. Virgin Care provides healthcare, A4e provides education and training, and in addition various resettlement providers are situated within the prison. Agencies within the prison include NACRO, CADs, Probation, Ormiston Family, RAPt together with prison visitors, the Samaritans and the Chaplaincy.

This report concentrates on the aspects of prison life that have a significant impact on the lives of offenders.

Section 4

EXECUTIVE SUMMARY

This has been a very challenging year for Wayland. The Board fully recognises the hard work and dedication of the staff and management.

The Board has been actively challenging management and the Minister to reduce the number of outstanding OASys reports, to date outstanding reports are still over 400.

In previous reporting years the Board have raised offender's food as one of our concerns. This year our focus has been on the production of food, mainly the standard of the equipment provided. During the reporting year there have been many items of equipment out of use because of breakdowns. Despite this, catering staff and management work hard to deliver high quality meals especially food for individuals that have special dietary needs.

The Certified Normal Location (CNA) provides 958 offender places of which 148 are in shared cells (designed for single occupancy) with toilet and washbasin screened by a partition. Two additional cells are set aside for Safer Custody and 300 places provided in 150 cells with integral toilet, shower and washbasin, designed for double occupancy. Overcrowding of the prison estate results in offenders being transferred away from their home area. The number of offenders from London and the South East has reduced as a result of the introduction of CPA. However there are still a large number of offenders from these areas making visiting difficult for their families and thereby reducing their

contact with home and community. The number of offenders from the East of England continues to increase.

The provision of drug and alcohol treatments have been work in progress over the last few years, with continued improvements in the service offered.

The 'New Ways of Working' and 'Benchmarking' initiatives mean many changes in regime; this together with staff shortages of up to 22% has led to a continued level of unrest and low morale within most levels of staff. Over recent months staff recruitment has meant an increase in officer numbers, however staff levels in ancillary areas are still below the required levels affecting kitchens, workshops and OSG duties.

Indications are that temporary changes to the regime resulting in offenders being locked up for longer; especially at weekends, may be reviewed in the future as a result of officer recruitment.

The increase last year in serious incidents in the reporting year resulted in disruptive activity and violence; prisoner on prisoner and prisoner on staff. This has meant that the segregation wing is often full and at times prisoners are held on segregation conditions on wings. We remain very concerned that the segregation wing is too small.

In conclusion, HMP Wayland is now a category 3 prison with strong management led by the Governor and his team. We continue to have concerns regarding budget cuts and how they impinge on staff morale, OMU reporting and how a safe environment can be maintained.

QUESTIONS FOR THE MINISTER

- 1 With the prison population rising and the closure of prisons adding to overcrowding is it time for the Minister to look more closely at the courts and alternatives to prison such as community orders, restorative justice, fines or banning orders?
- 2 Given the approval by the National Institute for Clinical Excellence (NICE) for Mindfulness to be an approved treatment for stress within the NHS, what steps are being taken to explore its effectiveness within the prison setting?

QUESTIONS FOR THE DEPUTY DIRECTOR OF CUSTODY

1. We are concerned that the timescales for replying to prison applications and complaints are often are not being met. In addition the replies to prisoners do not always answer the question especially those raised with other prisons post transfer. What steps will you take to resolve this matter?
2. Earlier this year this Board raised a question to the Minister regarding the number of outstanding OASys reports, which can impact on an offender's progress through the prison and rehabilitation. For short time additional resources were made available to resolve this, however more recent figures indicate that over 400 reports are still incomplete. What steps can you take to resolve this issue?

Section 5 (a)

HEALTHCARE

Over the last 12 months the provider of Healthcare; Virgin Care, has delivered a sustainable reliable service. The management and staff within Healthcare are to be congratulated for their efforts.

Prisoner Forums as a means of communicating to and receiving feedback from the offender population have been replaced with Wing Representative meetings. These can prove useful in capturing the feedback required to maintain service improvements.

The Board is concerned with the levels of temporary clinical staff employed to maintain service levels. We are aware that NHS England are asking the provider to improve the balance by increasing contracted staff.

Mental Health

The mental health team continue to see an increase in caseloads including some demanding, very complex, cases. We continue to be concerned about the workload on this team, which is now a part of the Virgin Care Ltd management.

Dentistry

The Board consider that the dentistry waiting lists are unacceptably high. There are plans to rectify this situation and Virgin Care indicate that improvements will be made early in the next reporting year.

Medication Dispensing

Last year the Board were very concerned with the continued use of secondary dispensing despite this being brought to the attention of Prison and Healthcare management by the HMCIP and the Care and Quality Commission inspection report, both of August 2013. Many of our concerns have now been addressed where Virgin Care and the prison management have created on wing dispensary facilities.

IMB applications from offenders regarding healthcare matters had reduced, however recent moves by Virgin Care to use their own system for dealing with complaints and applications has confused offenders who are applying to the IMB for help resolving issues.

DRUG STRATEGY

The National drug strategy has 3 main themes;

- Reduce demand.
- Restrict supply.
- Build recovery in the community (including prisons).

This prison aims to reduce illicit and other harmful drug use and increase the numbers recovering from dependence by trying to keep the availability and the use of illegal drugs in the prison at a low level.

The defensive barrier against drugs entering the prison include:

- Mail and pin phone monitoring.
- The use of trained drug dogs for searching cells, all areas of the prison and visitors and their belongings.
- The examination of visitor's vehicles in combined police and prison service operations.
- Using intelligence information gained from staff and other sources.

There are regular drug strategy meetings attended by the Head of Reoffending and representatives from the IMB, Activity Hub, Healthcare, IDTS and Rapt Programmes, Security and Mental Health team.

NPS, (New Psychoactive Substances or "Spice") and alcohol continue to be serious problems.

Section 5 (c)

REDUCING REOFFENDING

This department prepares offenders for leaving prison and gives them skills, which help reduce their reoffending.

There is a meeting every two months, departments attending: Learning , Skills and Employment, National Careers Service, Healthcare, Move on East, Job centre Plus, Nacro, the Business and Community Manager, Industries Manager, Mental Health, IMB, Rapt ,Well Being Service and the St Giles Trust.

Performance to KPT:

687 offenders have been discharged.

255 discharged with education or training provision. Target 30%. 37% achieved.

255 discharged with employment. Target 30%. 37% achieved.

654 discharged with accommodation. Target 87%. 95% achieved.

The Board notes that the shortages of Workshop staff has affected the results in the reporting period..

Successes this year include the Shannon Trust and WayOut TV.

- The Shannon Trust encourages Offenders to either to learn to read or improve their reading. There are 32 learners and 37 mentors at present.

- Wayout TV is a dedicated channel. All offenders who have a TV in their cells have access to the channel. It is an in-cell learning channel and its primary objective is to educate, inform and entertain offenders. 98% of offenders have watched the channel, 86% of offenders watch the channel regularly. It has partnerships with a range of institutions, for example the Open University, the British Film Industry and Tate Modern. It is also an opportunity for prison staff and governors to reach out and communicate with offenders directly. It is very effective with offenders who have literacy issues.

Section 5 (d)

SAFER CUSTODY

The primary role of the safer custody team is to address suicide, self-harm and bullying issues. Safer custody, in its broader remit, encompasses all who have dealings at the prison including staff, offenders, partnership agencies and visitors. Everyone has a right to feel safe and supported within the establishment.

The safer custody team meet monthly with a mix of uniformed staff, Samaritan, Healthcare, Psychology, RAPT caseworker, Chaplaincy, Offenders representative and IMB. Chaired by the Deputy Governor.

- The meeting is in two parts:
- Part one involves the group with the addition of offenders who act as listeners within the prison and anti-bullying representatives who report on their monthly activities.
- Part two deals with safer custody strategy including a thorough analysis of all facts and data to make everyone aware of any trends and focus areas.

The Safer Custody team have complete ownership of ACCT plans, and at each meeting examples of good and poor reporting are shared. The safer custody team are responsible for checking thoroughly and highlighting any inadequacies and feed these back to the individual(s) responsible.

There is a Continuous Action Plan (CAP) in place highlighting areas of concern, recommendations that are made, who is responsible for completing and progress report. The CAP is discussed at each meeting.

The changing dynamic of the offender population (more younger gang related offenders), up to 40% of offenders not having a sentence plan (OASys), increased detection by staff of drugs and mobile phones, coupled with reduced staff numbers has resulted in an increase in serious incidents. More Rule 45 applications are mostly related to debt issues. There are more offender on offender assaults which appear to be linked to increased drug and mobile phone finds.

Assaults on staff have increased.

During the reporting year more CCTV has been installed in the prison. This may help officers detect who is responsible for some of the incidents that occur, however at present offenders are damaging the plastic domes that protect the cameras.

The Board recognises that officers and staff have been very professional in dealing with the sometimes very challenging situations forced upon them.

There was one death in custody during the reporting year.

Section 5 (e)

EQUALITY AND DIVERSITY

Staff are working hard to address the issues around equality and diversity. Monthly meetings are held, first to assess any area where there appears to be or is perceived as being a group covered by the Equality Act 2010 which is affected more or less than they should be, and then to act on the findings of the assessment. These meetings are well attended and led by the designated Governor.

Offender reps attend throughout the meetings and are asked their opinions and listened to, and issues raised are taken seriously and addressed by the appropriate person. Reps asked to be allowed to extend their time in post and it has been agreed that they can stay for 12 months, in order to be as effective as possible in the role.

It is felt that the number of Discrimination Incident Report Forms (DIRFs) completed is lower than could be expected, and the reasons for this are to be pursued. Similarly, the number of recorded Gypsy/Roma/Traveller (GRT) offenders is lower than expected, and better recording procedures in reception are being put in place.

So far focus groups have been started for some protected groups, over 50s, disabled and bisexual/gay/transgender (BGT), with GRT to start in June. Lifers and imprisonment for public protection (IPP) offenders do not have a designated governor or group, as they are not a protected category.

Section 5 (f)

WORKSHOPS AND EDUCATION

The Learning and Skills facility provides an extensive range of both educational and vocational courses, most leading to nationally recognised qualifications, In addition a number of workshops provide opportunities for more mundane piece work tasks, generally supported by outside agencies.

During the reporting year the Board has been concerned with the number of days lost either through regime changes or staff shortages.

The number of outstanding OASys reports is impacting on some offenders who cannot attend the appropriate educational or behavioural courses because of incomplete sentence plans.

Library

A well stocked Library is available for all offenders to support both educational and recreational needs. Attendance / visit records indicate a healthy increase in its use compared with last year.

Section 5 (g)

WENSUM UNIT. E WING

In 2012, in response to research, which showed that over 70% of prisoners suffer from personality disorder problems, NOMS and the NHS initiated an Offender Personality Disorder Pathway. With funding from NHS Foundation Trusts, units have been set up across the prison estate and Wayland has now been selected to become part of this service.

E wing has been renamed the Wensum Unit and is now a PIPE (psychologically informed planned environment) unit. In mid 2014 it started working with offenders – called residents – who have completed medium or high intensity offending behaviour programmes with the aim of preparing them for release or moving to an open prison.

The service is delivered by specifically trained uniformed prison staff and NHS clinical staff who deliver both structured and creative sessions. Each client is supported by his own uniformed key worker.

The whole PIPE team should be congratulated on creating an enabling and safe environment. The unit has already had success by accepting offenders who have previously been held in a secure hospital setting.

Local evaluation will focus on achieving the Enabling Environment Award and reviewing exit interviews. Nationally, research will be set up to ascertain the impact on reoffending rates. The board will be monitoring these outcomes.

The extra numbers of dedicated and trained prison officers together with seven NHS clinical staff means that they have the time and extra skills to listen, talk to and help the offenders. It is clear that this is of great benefit to them. Unfortunately this is not the case throughout the prison where staff shortages and the pressure of the regime means there is very little time to spend supporting and helping individual offenders.

The second part of the Wensum Unit is a new NOMS initiative and will be the first medium secure service for offenders with personality disorders. Previously these offenders were held in high secure hospitals or special prison units. This is in the early stage of development and the Board will report on the progress in the next Annual Report

Section 6

CHAIR'S SUMMARY

It is important to state that our role is to monitor the prison to ensure that people in custody are treated fairly and humanely. We must also consider the effect that bad behaviour and violence has on the officers who work so hard.

Staff morale has been low and we believe that this impacts on the positive interaction with prisoners. We appreciate that in this present economic climate there must be cuts, however we believe that they have gone too far and have impacted on the maintenance of safety in the prison. Recent moves to address this shortage of staff have been made and the Board looks forward to a more settled environment.

Staff shortages have had a negative effect on some key areas, mainly OASys and sentence planning. We consider that the unacceptable build up of serious and violent incidents has been partly as a result of this.

We note and are content that the management have decided to change the internal Offender Application system giving offenders more confidence that their issues will be dealt with.

I would like to record my thanks to all Board members, in particular this year to BDO and the Vice Chairman. Support has been 100% and everyone plays a part in the IMB team at Wayland.

PAT DALY
Chairman, IMB HMP Wayland

BOARD STATISTICS	2014/2015 2013/14	2013/2014 2012/2013	2012/2013 2011/2012
Recommended complement of Board Members	20	20	20
Number of Board members at the start of the reporting period	12	11	15
Number of Board members at the end of the reporting period	13	11	11
Number of new members joining during the reporting period	5	3	4
Number of members leaving during the reporting period	4	2	4
Number of attendances at meetings other than Board meetings	90	68	N/A
Total number of visits to the prison including all meetings	352	357	N/A
Total number of applications received	533	520	492
Total number of segregation reviews held	300	380	274
Total segregation reviews attended	252	335	228

GLOSSARY OF PRISON-RELATED ABBREVIATIONS USED

To ensure that all readers understand the abbreviations used in the report, the list below should be added to or subtracted from as required.

AA Administrative Assistant	Gold Commander Headquarters controller for serious incidents
ABS Anti-Bullying System	GOoD Good Order or Discipline – Segregation under Rule 45/49 (historically GOAD)
ACCT Assessment, Care in Custody & Teamwork – replacement for F2052SH	HCC Healthcare Centre
ACR Automatic Conditional Release	HDC Home Detention Curfew – the tag
AO Administrative Officer	HDCED Earliest Date of Release on HDC
ARD Automatic Release Date	HEO Higher Executive Officer
ATOS Company responsible for assessing long-term sick	HMCIP Her Majesty's Chief Inspector of Prisons
BCU Briefing and Casework Unit – PS unit handling adjudication appeals	ICA1/2 Initial Categorisation and Classification Forms for Adults/YOIs
BME Black and Minority Ethnic	ICM Intensive Case Management
BOV Board of Visitors – now IMB	IDTS Integrated Drug Treatment System
Bronze Commander Local Sub Commander for serious incidents	IDU Inmate Development Unit
C & R Control and Restraint	IEP Incentive and Earned Privileges – Prisoners can be on Basic, Standard or Enhanced
C2W, CTW Custody to Work – pre-release focus on housing, employment and lifestyle issues	IG Instruction to Governors
CADS Community Alcohol and Drug Service	IMB Independent Monitoring Board
CARATs Counselling, Assessment, Referral, Advice and Throughcare Scheme – drug and alcohol team	IND Immigration and Nationality Department
CBDT Compact Based Drug Testing	IPP Indeterminate detention for Public Protection
CC Cellular Confinement – a punishment	IRC Immigration Removal/Reception Centre
CCD Criminal Casework Department (Croydon)	ISMG Interventions and Substance Misuse Group
CLAIT Computer Literacy and Information Technology	JSA Job Seekers Allowance
CCT Criminal Casework Team (part of Home Office Immigration and Nationalities Department)	JSAC Job Simulation and Assessment Centre (for officers seeking promotion to SO)
CMU Case Management Unit – work on sentence planning and progress	KPI/KPT Key Performance Indicator/Target
CAN Certified Normal Accommodation	LDR Latest Date of Release
CRD Conditional Release Date	LED Licence Expiry Date
CSB Cognitive Skills Booster	LIDS Local Inmate Database System – IMB can use this to check location, dates etc
CSH Contracted Service Hours (pre-agreed paid overtime)	LSC Learning and Skills Council
CSU Commissioning Support Unit	MAPPA Multi-Agency Public Protection Arrangements
DAAT Drug and Alcohol Action Team	MDT Mandatory Drugs Testing
DASU Drug and Alcohol Support Unit	MSL Minimum Staffing Level
DH Dog Handler	MQPL Measuring Quality of Prison Life
DIP Drug Intervention Programme	NACRO National Association for Care and Resettlement of Offenders
DPSM Developing Prison Service Manager	NC The National Council for IMBs
EDR Earliest Date of Release	NEC National Exchange Centre – building between VTC and Boiler House used for ETE
EMU Estates Management Unit	NOMS National Offender Manager Service – amalgamation of the Prison and Probation Services
EO Executive Officer	OASys Offender Assessment System – computerised risk and needs assessment
EPDG Estates Planning and Development Group	OBP Offending Behaviour Programme
EGP Ex Gratia Payment	OCA Observation, Classification and Allocations – a Reception task
ETA Employment and Training Allocation	OLASS Offender Learning and Skills Service (part of LSC)
ETE Employment / Training / Education	Operation Tornado System to provide extra staff and resources for serious incidents
ETS Enhanced Thinking Skills – an OBP	P-ASRO Prisons Addressing Substance-Related Offending – an OBP
F2050 Prisoner's basic record	PCO Prison Custody Officer
F2050A Prisoner's wing record	
FLED Facility Licence Eligibility Date (when prisoner may be considered for ROTL)	
FOCUS Financial Outstations and Central Unified Systems – the PS accounting system	

PCT Primary Care Trust – National Health component responsible for Healthcare
PEI/O Physical Education Instructor / Officer
PER Prisoner Escort Record
PESO/PEPO Physical Education Senior/Principal Officer
PHOF Prison Health Operational Forum
PHPB Prison Health Partnership Board
PIN Personal Identification Number
PMU Population Management Unit (central)
PO Principal Officer
POA Prison Officers' Association – the main trade union
POELT Prison Officer Entry Level Trainee
POPO Prolific and Other Priority Offender
PPO Prisons and Probation Ombudsman
PPP Public Protection Panel
PS Prison Service
PSI Prison Service Instruction
PSO Prison Service Order
RAPt Rehabilitation for Addicted Prisoners trust
RFW Removal from wing – a punishment
ROAD Remission Of Added Days (up to 50%)
ROM Regional Offender Manager
ROR Restoration of Remission – now ROAD; Risk of Reconviction
ROTL Release on Temporary Licence – eg to work in Mess, town visits, home leave
ROWD Review of Works Departments (may involve privatisation / civilianisation)
RRA Assistant to the RRLO
RRLO Race Relations Liaison Officer
SAU Standards Audit Unit
SCG Safer Custody Group
SED Sentence Expiry Date
SEO Senior Executive Officer
Silver Commander Person in establishment in charge of serious incidents
SIN Staff Information Notice
SIR Security Information Report
SLA Service Level Agreement
SMARG Segregation and Monitoring Review Group
SMT Senior Management Team
SO Senior Officer
SOTP Sex Offender Treatment Programme
SPDR Staff Performance and Development Record – reviewed annually
TOIL Time Off In Lieu (of payment)
TSU Technical Support Unit – part of PS responsible for repairs/installations (Works)
TUPE Transfer of Undertakings (Protection of Employment) – staff transfer
VDT Voluntary Drugs Testing
VO Visiting Order – sent out by prisoners, allows named people to visit
VTC Vocational Training Centre

