



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

**JUNE 2015 TO MAY 2016**

## **Section 1**

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### **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**

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### **DESCRIPTION OF THE PRISON**

HMP Wayland is a 31 year old adult male, Category C, closed resettlement prison in South Norfolk.

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

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

With the additional accommodation, the operational capacity of the prison is 1,017. 146 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 Category C prison and its principle function is to provide education, training and treatment. Virgin Care provides healthcare, People Plus provides education and training, and in addition various resettlement providers are situated within the prison. Agencies within the prison include NACRO, CADs, Probation, Ormiston Families, St Giles Trust, 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

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### EXECUTIVE SUMMARY

This has been another very challenging year for Wayland. We recognise the recent changes in the prison introduced by the recently appointed new Governor to improve interaction with offenders. The Board recognises the hard work and dedication of the staff and management.

The Board remains concerned with the number of outstanding OASys reports, to date outstanding reports are still over 300. We recognise that in the new reporting year a change will be made to the policy enabling reports to be updated focusing on sentence milestones; however this will not impact on those offenders transferring from other prisons without one.

In previous reporting years the Board have raised offender's food as one of our concerns. This year menu changes have reduced the hot food provision at lunch times replacing it with a "grab bag" cold option. A survey is to be undertaken to find out how this can be adjusted to satisfy offender's views, which we view as a positive step.

The Certified Normal Allocation (CNA) provides 958 offender places of which 148 are in shared cells (designed for single occupancy) with toilet and washbasin screened by a partition, the Board believes this to be totally unacceptable. 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. Continued 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 remains a concern for the Board despite the prison being designated for local release through the introduction of CPA. However there are still a large number of offenders from these distant areas making visiting difficult for their families and thereby reducing their contact with home and community.

During this reporting year access by offenders to NPS (known as legal highs) has increased contributing to increased tension and violence in the prison resulting in an increase in incidents including assaults on staff and offenders.

The 'New Ways of Working' and 'Benchmarking' initiatives meant many changes in regime. In recent months the staffing levels have improved through active recruitment of uniformed officers and continues into the next reporting year with the OSG team. A result of improved staffing levels is the introduction of a regime that reduces the time offenders are locked in their cells and an increase of association time.

The increase in serious incidents in the reporting year has resulted in more disruptive activity and violence; prisoner on prisoner and prisoner on staff. The segregation wing is often full and at times prisoners are held on segregation conditions on wings, putting an increased workload on wing staff. We remain very concerned that the segregation wing is too small; however, a more robust approach to dealing with some forms of disruption has reduced the impact on the prison.

In conclusion, HMP Wayland continues to be a category level 3 prison with strong management led by the Governor and his team. We have concerns regarding outsourced providers ability to deliver to the correct standard and in a timely fashion e.g. Carillion and Virgin Care.

<b>Section 4 (b) (c)</b>
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## **QUESTION FOR THE MINISTER**

1. Wayland prison in 2008 had additional accommodation provided, including a purpose built 14 cell Segregation unit. The new segregation unit was not fit for purpose and the prison had to return to using the old 8 cell unit.

In a prison with an operational capacity of 1,017 offenders an 8 cell segregation unit is palpably not good enough, with the unsatisfactory result that over the past 12 months segregated offenders have frequently been held on normal wings under 'segregated' conditions. These offenders are constantly in contact with others who move around the wing. Exercise is taken in the Segregation unit, which requires staff to accompany them to the unit and back. Medical Staff and the Chaplaincy who want to see them have to be escorted to the cells and back. All this is unsatisfactory for both the offenders and staff. What plans have you got to resolve this unsatisfactory situation?

## **QUESTION FOR THE DEPUTY DIRECTOR OF CUSTODY**

1. As documented last year, we are concerned that the timescales for replying to prison applications and complaints which are often 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?

## **HEALTHCARE**

Virgin Care is commissioned to provide equivalent services to those available in the community provides healthcare.

Prisoner forums are working well, with the prisoners keen to be more involved, especially with delivering appointment slips to patients.

There has been a gradual reduction in the number of temporary staff leading to more stability; however the location of the prison makes recruitment difficult. Virgin Care has; in the short term, rented a house in the locality to help this situation.

### **Mental Health**

The mental health team has a full caseload. An unexpected and unplanned result of the establishment of the PIPE unit has been the increase in the demand for mental health intervention. NICE estimates that 90% of offenders have a least one of the following psychiatric disorders: Psychosis, Anxiety or Depression, Personality disorder, Alcohol misuse or Drug dependency.

The level of DNAs for the Wellbeing service is unacceptably high. There are a number of reasons for this, some of which relating to the way that the prison regime, for example prisoners not being unlocked on time.

## **Dentistry**

Since the establishment of a new team of dentists the unacceptable waiting list has reduced to very low levels with emergencies mostly seen on the same day. The Board recognises this as a major achievement within Healthcare this year.

## **Medication Dispensing**

Last year we reported improvements in this area, however there are still problems with medication. We understand that this should improve with the start of dispensing in the new build wings and wing based care being embedded. The delivery of medication from HMP Norwich; who dispense to the Norfolk cluster, is taking an exceptional length of time, it can be up to 4 days. This can be exacerbated and dangerous if a prisoner is admitted on a Friday.

Pain relief clinics are managing to lower the prescription of inappropriate medication.

## **Complaints System**

IMB applications from offenders regarding healthcare matters had reduced, however recent moves by Virgin Care to use their own system for dealing with complaints has confused offenders who continue applying to the IMB for help to resolve issues. Complaints to Healthcare have been escalating; however, the employment of a PALs officer by Virgin Care has helped to deal with some of the more difficult issues

## **Staff Safety**

Staff in healthcare report that they do not feel safe with more offenders becoming confrontational, it has been necessary for Virgin Health to purchase radios in addition to the 5 provided by the prison. There are no prison staff stationed in healthcare during consultations.

## **Other**

Doctors have difficulties visiting the segregated outliers, because prison staff are not always available to support them.

Out of hours cover during serious incidents has caused delays for prison managers who need clinical staff present to ensure that offenders and staff can be dealt with should injuries occur.

## **Section 5 (b)**

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### **REDUCING REOFFENDING**

This is a significant department as it prepares offenders for leaving prison and gives them skills, which aim to reduce their reoffending. There is a meeting every two months between Learning, Skills and Employment, the National Careers Service, Health care, Move on East, Job Centre Plus, the St Giles Trust, the Business and Community Manager, the Industries Manager, Mental Health, Rapt , the Well Being Service and the Ormiston Families which deals with offender's family visits. This multiagency group indicates the focus the establishment puts into reducing re-offending

There have been major changes to this important part of prison life in 2015/16. Management no longer has the information they need to measure their performance. Management used to have figures in relation to education and training provision, employment and accommodation on release and these are no longer available.

The main reason for this is that the new "Through the Gate Resettlement Services" now delivers these services in the community. The St. Giles Trust on behalf of Sodexo administers this. Offenders will be seen to make an assessment of their needs. Offenders will see a resettlement worker who will make a resettlement plan with them. St Giles Trust will employ the resettlement worker or mentor. At this point they will deal with any financial and accommodation issues that they have outside of prison. When offenders leave, St Giles Trust will be responsible for employment, finding a suitable training course, for accommodation and giving help in relation to benefits, finance and debt relief. All offenders

now on release have to do a period of license in the community. The St. Giles Trust administers all offenders who do not present a risk in the community. HMP Wayland is a resettlement prison and therefore receives offenders on longer sentences; many of them come from other parts of the country, for example London, and will be transferred back to be locally released. The number of offenders released from Wayland is limited. Consequently, the new service will find it difficult to provide the information that management needs in relation to its total prison population.

Staff shortages and lock downs during 2015/16 have continued to have an effect on some programmes that Reducing Re-offending provides.

Way Out T.V. goes from strength to strength. It now provides essential information to the offender about the current regime and offers excellent educational opportunities. The move to a Digital Prison can only enhance its impact

It is a requirement for local prisons to complete an offender assessment and sentence management (OASys) within eight weeks of being received into the establishment from court on being sentenced; Her Majesty's Inspectorate of Prisons (HMIP) expectations are that offenders will not be transferred until this has been fulfilled. The fact that this is not happening means that offenders are being transferred without an OASys, putting a great burden on the prison staff and impacting on the offender's progress. For example, there are offenders who have been denied Category D status because of a lack of OASys.

On 1<sup>st</sup> June 2015 there were 202 offenders without an OASys and 100 requiring a review, all needed to be completed by staff. For a while staff were ring fenced to work on the backlog and numbers reduced, but they are steadily rising again The situation is equally poor for those offenders

requiring an OASys from outside probation, numbers in May 2016 being 44 without and 88 needing review.

This in no way reflects on the staff in the Offender Management Unit who have to constantly address the most urgent and leave others until they become urgent. This unacceptable ongoing situation leads to frustration and lack of progress through the sentence on the part of the offenders, and in some cases offenders may be blocked from being released and may remain in custody longer than necessary. We understand that the system in the new reporting year will improve with new rules being introduced to reduce unnecessary work.

## **Section 5 (c)**

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### **SAFER CUSTODY**

Due to the CPA/Resettlement prison agenda 85% of the offenders at Wayland are not from Norfolk/Suffolk, which causes resentment from those who cannot get visits this manifests itself into incidents designed to persuade the prison to return them from whence they came.

At any one time during the reporting year about 10% of Wayland's offenders are serving an IPP sentence, many of which are over tariff. Statistics show that these offenders are responsible for 20% of the serious incidents that have taken place. There is also a higher level of self-harm amongst the offenders serving an IPP sentence.

Regular lockdowns; because of the shortage of staff, contribute to unrest within the offender population many of which have complex needs. The availability of NPS (New Psychoactive Substances) and other drugs within the prison also contributes to disorder.

As part of the plan to make the prison safer a significant number of body cameras were introduced on the 15<sup>th</sup> August 2015 for a trial period.

The Safer Custody Team and all members of staff at HMP Wayland have to be commended for the way they deal with the challenging situations they are confronted with.

There were four deaths in custody during the reporting year; none of which have had their inquests concluded.

## **Section 5 (d)**

### **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 by offenders from wings and led by the designated Governor.

## **Section 5 (e)**

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### **Visits**

At the beginning of this reporting year we were concerned about two aspects of the visits experience as experienced by family and legal visitors.

1. General hygiene was often very poor especially at weekend
2. The provision of suitable refreshments for visitors has been inadequate especially for children. Vending machines range and availability being the main problem.

In the last few months both the Visitor Centre and the Visitor Hall are much cleaner however the vending machines in the Visitor Centre are still problematic; however, as from September a range of food will be available in the Visitor's Hall supplied by Café Britannia as per the arrangements at HMP Norwich.

Feedback from talking to visitors remains that the main concern, after lack of decent refreshments is the inaccessibility of Wayland from the South East where the majority of offenders originate.

Closed Visits – this usually runs at an average of about five prisoners at any one time.

Accumulated Visits – is an issue for offenders who have not seen family members for many months we understand that availability of prison transport and / or accommodation is an issue especially in the London area.

## Section 6

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### **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. Since the end of this reporting period there has been an improvement in morale and offender interaction. We appreciate that in the 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 we have noted a more settled environment.

We have been concerned with the build up of OASys reports not being completed for some time now, however have recently learnt that the rules for completing these important documents have been changed to improve performance on a focused group of offenders. This will be a priority area for the Board next year.

We are concerned that both the prison application and complaints systems are not efficient enough to deliver quality and timely responses to offenders. We believe that this shortfall has contributed to the level of unrest in the prison over the reporting period.

We are concerned with some of the contracted service provider's ability to deliver service that is of the correct standard and in a timely manner, in particular the maintenance provider Carillion, Healthcare Virgin Care and through the gate resettlement St Giles trust.

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

<b>BOARD STATISTICS</b>	<b>2015/2016</b>	<b>2014/2015</b>	<b>2013/2014</b>
Recommended complement of Board Members	20	20	20
Number of Board members at the start of the reporting period	13	12	11
Number of Board members at the end of the reporting period	15	13	11
Number of new members joining during the reporting period	3	5	3
Number of members leaving during the reporting period	1	4	2
Number of attendances at meetings other than Board meetings	62	90	68
Total number of visits to the prison including all meetings	586	352	357
Total number of applications received	521	533	520
Total number of segregation reviews held		300	380
Total segregation reviews attended	258	252	335

### **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.

BDO	Board Development Officer
CADS	Community Alcohol and Drugs Service
CNA	Certified Normal Location
CPA	(resettlement) Contract Package Area
CPA	Care Programme Approach
DNA	Did not attend
HMIP	Her Majesty's Inspectorate of Prisons
HMP	Her Majesty's Prison
IPP	Imprisonment for Public Protection sentence
IRC	Immigration Removal Centre
IMB	Independent Monitoring Board
NACRO	National Association for Care and Resettlement of Prisoners
NPS	New Psychoactive Substances
OASys	Offender Assessment System
OSG	Operational Support Grade
PALS	Patient Advice and Liaison Service
PIPE	Psychologically Informed Planned Environment
RAPt	Rehabilitation for Addicted Prisoner

