



Ministry
of Justice

Sam Gyimah MP
Parliamentary Under-Secretary
of State for Justice

Mrs Patricia Phillips
Chair, Independent Monitoring Board
HMP Wayland
Griston
Thetford
Norfolk
IP25 6RL

18 September 2017

Dear Patricia

**HMP WAYLAND: INDEPENDENT MONITORING BOARD ANNUAL REPORT
FOR 1 JUNE 2016 – 31 MAY 2017**

Thank you for your Board's report for the year ending 31 May 2017. I am grateful to you and your colleagues for all the hard work that has been put into capturing your helpful observations, particularly as the Board is operating without the full complement of members.

I understand the Board's ongoing concern over the impact of reduced staffing levels at HMP Wayland. I wish to assure the Board that as well as the £100m investment to increase Prison Officer numbers by 2,500, the Prison Officer Retention Strategy will give all establishments access to an attrition dashboard, toolkit, guidance and eLearning. This aims to support local action, to tackle attrition, reduce voluntary resignations, a 'self-service approach' and establishments will be given the opportunity to opt in. I am pleased that new Prison Officers recruited at HMP Wayland will be supported by mentors once they complete their initial training.

I recognise the challenges of the restricted regime at HMP Wayland, and am pleased there have been some improvements in regime delivery and a training programme required to implement the Offender Management Model has commenced.

I understand the Board's concerns for the Imprisonment for Public Protection (IPP) prisoners being held over tariff and going forward how this can be resolved. HM Prison and Probation Service (HMPPS) is focused on providing IPP prisoners with support, opportunities and motivation required to progress quickly when they are under review by the Parole Board, so that they have the best possible prospect for securing release. HMPPS and the Parole Board have implemented a joint action plan, the purpose is to deliver further improvements and efficiencies to help IPP prisoners' progress towards release. During 2016-2017, 46% of all IPP prisoners considered by the Parole Board were released and 24% recommended for a move to open conditions. I am pleased that this group continue to achieve release in high numbers, with 576 first time IPP releases in 2016, which is the highest figure since the sentence was introduced.

I accept the Board's concerns about resettlement services failing to provide adequate support and accommodation for prisoners released from HMP Wayland. HMPPS is committed to ensuring that offenders' housing and support needs are addressed, working closely with other Government departments to ensure this happens. The expectation is Community Rehabilitation Companies (CRCs)

will work closely with local partners to help offenders find accommodation and supporting them to maintain their accommodation as part of a package of support tailored to meet their individual needs. Enhanced measures of resettlement will be introduced, to include the recording of employment and accommodation at the start and end of the sentence or licence supervision period for any offender.

On a national level HMPPS is committed to releasing prisoners from a prison close to home, but where this is not possible it should not interfere with the right to access resettlement services. There are new prison places being built and the Prison Estate Transformation Programme will reorganise the existing estate and simplify the range of prisoner cohorts prisons have to deal with. This will result in prisoners held in environments that better match their needs and risk and enable staff to better target interventions.

I acknowledge the difficulty in facilitating Accumulated Visits because of the growth in the prison population, therefore the prison is exploring technological solutions to maintaining family ties along with Assisted Prison Visits Scheme to provide some visitors help with travel expenses.

It was encouraging to receive your positive comments about the Control and Restraint (C&R) team and negotiators in particular. I am pleased the Board have recognised that the team work in a professional manner to resolve incidents leading to reduced calls to the National Team.

I am also pleased to read that the Café Britannia from HMP Norwich is providing an excellent service to the visitor's hall and that the new induction unit and segregation units are now in development.

I note you have raised some local issues of concern in your report which the Governor will continue to keep you aware of as work continues. HMPPS comments and updates in response to other issues raised in your report are set out in the attached annex.

The Justice Secretary and I appreciate the valuable role played by members of Independent Monitoring Boards throughout the estate and we are very grateful for your continued hard work on behalf of HMP Wayland.



SAM GYIMAH MP

HMP WAYLAND: INDEPENDENT MONITORING BOARD ANNUAL REPORT FOR 30 JUNE 2016 – 31 MAY 2017

HMPPS comments on matters raised in the report

Future Developments

The roll out of the new Offender Management (OM) model has commenced within the ten pathfinder sites, which includes HMP Wayland, and HMP Berwyn. HMPPS are currently working through the roll out schedule into the wider estate.

A new Head of Reducing Reoffending has been appointed at HMP Wayland, who will take the lead to integrate the resettlement service providers with those that assess the needs of the prisoners in HMPPS care. In 2017/18 an additional £930,000 will be invested in launching the new Offender Management Model and introducing key workers for all prisoners in custody in HMP Wayland.

Healthcare and Training Attendance

The inclusion of attendance at healthcare appointments has now been added as a target in HMP Wayland's service level agreement for the next three years. A Prison Officer will cover healthcare clinics to support attendance and their management day to day.

The increase in staffing under the offender management model will reduce regime interruptions and the impact they have on attendance at work and appointments.

OASys

HMPPS continues to review the Offender Assessment Systems (OASys) backlog and will implement a prioritisation criteria to support establishments. To ensure the highest priority cases are completed in full, with a reduced assessment for lower risk cases, ensuring all cases include a risk assessment and sentence plan. There has been a review of Offender Management in Custody (OMiC), this highlights issues that prisons face when completing OASys reports. The new model will move the resource for OASys report completion into the training or resettlement estate and away from local and reception prisons, where there is more time for engagement with the prisoner and for the plan to be produced.

Locally HMP Wayland has worked hard to reduce the OASys backlog and provide progression opportunities for the prisoners in HMP Wayland.

Property

HM Prison and Probation Service HMPPS does understand the importance of property to prisoners and strives to ensure this is managed as effectively and efficiently as possible. This is in the interests of both prisoners and staff that property is dealt with promptly, fairly and with attention to detail. A review of the Prisoners' Property policy is currently taking place alongside a national project to reduce HMPPS annual litigation expenditure. A national cost reduction project began in early 2017, with work streams focusing on improving the handling of claims and preventing the causes of litigation. This work will feed into the prisoners' property review. A revised policy is expected to be issued later this year.

Illicit substances and mobile phones

We are absolutely committed to tackling the threat posed by illicit mobile phones in prisons. We have a wide-ranging programme of work in place to prevent mobile phones entering prisons and to detect and

disrupt their use by prisoners when they are smuggled in. This includes a recent £2 million investment to every prison in England and Wales to provide them with modern technology to support the detection of illicit mobile phones. Prisons have been equipped with portable detection poles which can be deployed at fixed points such as reception and visitors' areas and extra portable signal detectors that staff can use on the wings to support targeted searches.

We are actively working with the police to investigate and prosecute cases where a prisoner has committed an offence by possessing a mobile phone and those attempting to convey illicit items into prisons. However, we recognise that more needs to be done and we are looking at new ways of blocking mobile phone signals.

Last year we awarded a contract for a fixed denial solution and we have held meetings with Mobile Network Operators (MNOs) to challenge them to do more, including developing new technological solutions to deny mobile signals in prisons. The MNOs have responded positively and are engaged fully in developing new technology to assist. Trials to test this technology as a proof of concept will begin this year.