



**Annual Report**  
of the  
**Independent Monitoring Board**  
at

**HMP/YOI Hollesley Bay**

for reporting Year  
2017

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*Monitoring fairness and respect for people in custody*

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## A Sections 1 - 3

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### 1 STATUTORY ROLE OF THE IMB

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The Prison Act 1952 requires every prison to be monitored by an independent Board appointed by the Secretary of State 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 prison's records.

### **Main judgements**

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#### **Are prisoners treated fairly?**

In our opinion the prisoners are treated fairly and we have seen no instances to the contrary.

#### **Are prisoners treated humanely?**

We have no doubt prisoners are treated humanely and in certain circumstances, where warranted, with noticeable compassion.

#### **Are prisoners prepared well for their release?**

For shorter term prisoners, since the prison offers many practical courses up to NVQ levels, provided they have time to complete them, preparation for work after release is largely within the prisoners' grasp. It is clearly harder to prepare long-serving prisoners for release into a very different world from that which they left.

### **Main Areas for Development**

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#### **TO THE MINISTER**

We would request the Minister to focus his attention on the performance of those CRCs mainly responsible for inmates on their release.

It is clear that OMU staff at HMP/YOI Hollesley Bay work hard and efficiently only to find their efforts often frustrated by the dilatory responses of the CRCs with whom they have to liaise.

#### **TO THE PRISON SERVICE**

We would ask HMPPS to review the decision made by the area Head of Safer Custody, to hold the Safer Custody meetings every quarter.

We were also disappointed to learn that the promised funding for two Video-links was recently cancelled and recommend that this be reinstated as soon as possible for the important and humane reasons given in our report last year.

#### **TO THE GOVERNOR**

In light of recently revised maintenance agreements and as discussed in the past, we would have welcomed qualified inmates being given more opportunity to work with Carillion for the benefit of the Prison Service and as a practical step toward their own employment on release.

## **Improvements**

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In the past few months HMP/YOI Hollesley Bay has been diligent in adopting and promoting the new Rehabilitation Culture throughout the establishment and it will be interesting to see what beneficial effect this has on inmates' attitudes, behaviour and chances of making better lives for themselves.

As members of the IMB we have attended staff presentations on the subject and we have seen and attended other examples of the process in action such as forums where prisoners can discuss the IEP system – with surprisingly interesting opinions at times.

We feel such initiatives towards more dialogue and open communication between staff and prisoners can only be beneficial and encourage a more normal atmosphere for all within the prison.

### 3 DESCRIPTION OF THE PRISON

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#### 3.1

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. The nearest major town is Ipswich, 20 miles away. The rural location of the prison can make it a difficult place for prisoners to find employment and for their families to visit.

#### 3.2

Hollesley Bay's population has increased in recent years to an operational capacity of 480 prisoners, made up of life sentenced prisoners, determinate and indeterminate sentenced prisoners and young offenders. All prisoners, unless excused for medical or age reasons, are employed either in jobs and practical courses or education within the prison, or outside the prison in community service, training or paid work. The regime's strong resettlement ethos aims to prepare prisoners for release to lead law-abiding and purposeful lives.

#### 3.3

The prison has a large gymnasium and sports field, a chapel, a separate multi-faith centre, several educational workshops, a library, a kitchen (that also serves HMP Warren Hill), nine (9) residential units and a large administration Building.

Moreover, in accordance with its farming heritage, the estate has extensive grounds including large horticultural facilities; this area, including its greenhouses, under the guidance of a HMP instructor, is well utilised for training purposes and vegetable production for the prison.

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### 4 SAFETY

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#### 4.1 Safer Custody

The Prison to date hold regular monthly Safer Custody meetings at an agreed date and time, the meetings being held in two parts.

For the first part of the meeting, anti-Bullying representatives attend from all of the units, and reports by officers on all of the units were presented to the meeting; any issues and concerns are discussed in detail.

If any issues or concerns are raised on a unit, the unit anti-Bullying representative has to give a full account of them and attendees discuss a way forward.

In the second part of the meeting prisoners do not attend and there is full a discussion between all of the departments and agencies that constitute the Safer Custody team.

We attend the meetings and have found them to be very constructive. We understand that the Area Head of Safer Custody has directed that Safer Custody meetings will now take place quarterly. Our IMB Board cannot understand this decision and would ask that it be reviewed and revert to a monthly basis.

#### 4.2

The only other issue that we have is that the Minutes of the meetings are shown on a white board; we consider that it would be a better if the minutes were issued in a paper form as well as on the white board.

## **5 EQUALITY AND FAIRNESS**

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### **5.1**

Equality and Fairness meetings take place on a monthly basis chaired by the Residential Governor and attended by at least one and often two representatives from each unit, together with HB staff from all relevant departments.

### **5.2**

Issues discussed cover all topics and concerns relating to disability, race, colour, nationality, religion and belief. No issues of significant interest or concern are ignored and comments and opinions are freely exchanged by all attendees.

### **5.3**

HB has two family days per year which are well-organized and popular; some thought is given to include inmates not normally visited as helpers such as barbeque cooks.

### **5.4**

As a result of the Farmer report, a targeted family event is to be arranged and put on every month. This is a new initiative targeting the most needy families such as Travellers, Veterans, and others whose families are too distant for regular visits. There will be capacity at such events for approximately 18 prisoners and 60-70 family members. Every prisoner involved will be invited to provide feedback. This activity will clearly enhance family ties.

### **5.5**

In furtherance of family engagement, a more individual approach to ROTLs will be adopted taking into account such events as, parents' evenings, graduations, and any other significant occasions that may arise within the family.

### **5.6**

HMP/YOI Hollesley Bay held its first IEP meeting in February 2018 following the Lammy Report recommendations. The meeting was chaired by a governor, supported by a senior Resettlement officer and attended by prisoner representatives from all the units. It was explained that from 1<sup>st</sup> January 2018 all prisoners arriving at HB will be deemed Enhanced. Further explanation of rules and procedures followed and IMB attendees were impressed by the lively and open discussions that ensued.

## **6 SEGREGATION/CARE AND SEPARATION UNIT**

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### **6.1**

Hollesley Bay does not have a Segregation unit.

### **6.2**

The only cells at Hollesley Bay are in the Reception Unit. These are not normally used to hold prisoners overnight but they are used during the day to hold prisoners due for return to closed conditions.

## **7 ACCOMMODATION (including communication)**

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### **7.1**

Prisoners are housed in nine accommodation units spread across this large site, six of them built for purpose in the 1960's and 70's but more recently refurbished. Of the remainder one (Mutford) is a newly converted and renovated building on the premises, and another, (Bosmere) is of pre-fab construction erected in 2001 and should unquestionably be replaced. The last is a small cottage housing just three inmates.

### **7.2**

The units are generally clean and functional but plumbing in both new and old buildings has proved unreliable. Indeed hot water for showers and heating are frequent problems at the prison.

### **7.3**

Communications within the prison unit level are good; unit officers seem to get to know their inmates quite quickly and become aware of any issues. They maintain close attention and are quick to act whenever necessary. Serious issues such as bullying or victim support are closely monitored both at unit level and by senior management.

As a Board we too enjoy excellent relationships and ready access to prison Governors and Officers at all levels.

### **7.4**

Telephones for the use of prisoners with their pin cards are available in every unit and recently the booths have been updated to allow greater privacy.

## **8 HEALTHCARE (including mental health, social care and drug strategy)**

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8.1

Healthcare services within the prison are provided by Care UK.

8.2

Healthcare checks and medication reviews are carried out within 24 hours of arrival at Hollesley Bay.

8.3

Dentistry, ophthalmic and podiatry care is met with no issues raised.

8.4

If mental healthcare issues are identified with a prisoner the board has witnessed good co-ordination between the mental health care, nurses and drug strategy teams.

8.5

There have been a small number of prisoners with significant health care support needs over the year and these challenges have been sensitively met by the healthcare team and prison staff involved.

8.6

Facilities for wheelchair users and those with chronic conditions requiring close monitoring can be provided on one of the wings if required.

8.7

Waiting times for access to services is good and are better than services in the wider community.

Healthcare complaints are low and the board is free to inspect the healthcare complaints book at any time.

8.8

Healthcare Forums are held monthly and are well supported by healthcare representatives from the different wings around the prison. Feedback from the wing representatives is good.

8.9

The board is therefore satisfied that the healthcare needs of the prisoners at this establishment are being met and wishes to thank the healthcare team for all their hard work over the year.

### **Drug Strategy**

For the first half of 2017 Lifeline was the provider of non-clinical substance misuse services to HMP/YOI Hollesley Bay but, with their collapse, this service was taken over by Change, Grow Live (CGL) with effect from 1st June 2017.

Needless to say, this proved unsettling. Nevertheless, despite this change and to their great credit, staff have worked hard to ensure that required help, advice and support to prisoners has continued with a minimum of disruption to service provision.

Drug strategy meetings are held bi-monthly with all key departments sending a representative or written report. Performance, practice and provision is monitored and reviewed with members sharing experience and information.

A member of the IMB attends these meetings and has been impressed by this multi-disciplinary approach which engenders good working practice.

The prison and service provider (CGL) have worked together to produce a HMP/YOI Hollesley Bay Drug & Alcohol Strategy 2017-18 and a Psychoactive Substances Strategy 2017-18, both of which are useful and comprehensive documents outlining service provision, strategy and ongoing action.

## 9 EDUCATION AND OTHER ACTIVITIES

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### 9.1

Education at Hollesley Bay is provided by PeoplePlus, who supply education services to many other prisons in the east of England. Prisoners can take adult qualifications in English and Maths and around thirty prisoners attend classes for the three entry levels in both subjects.

### 9.2

A further thirty-five inmates study for Levels 1 and 2 in English, and around forty prisoners (including some of the thirty English students) study for Levels 1 and 2 in Maths. These qualifications are taught in groups of about eight with four hours of English and three hours of Maths provided each week.

### 9.3

Prisoners typically attend lessons for three or four months before taking the exam for Level 1 or Level 2, and most prisoners pass the exams.

### 9.4

Prisoners can also learn English and Maths as an embedded section in a vocational training course such as bricklaying.

### 9.5

Many prisoners have learning difficulties and they are screened for dyslexia, attention deficit and other issues. A skilled learning support practitioner then provides extra help in and outside of classes.

### 9.6

Motivation is reasonably good and an incentive system has been introduced recently whereby prisoners receive a £50 bonus if they achieve the next level qualification.

### 9.7

Other courses provided include a four day 'Skills for Employment' covering topics such as writing a CV, money management and disclosure rules. This course is mandatory for prisoners wanting to work outside or inside the prison.

### 9.8

In addition, four hygiene courses are run each year, and a basic IT course is provided occasionally on demand.

The PICTA course is also delivered directly by HMPPS and is a sophisticated and popular IT development course.

### 9.10

Education is an area which the current Board will focus on more closely in future and in particular monitor the provision at Hollesley Bay in light of the review of education in prison, 'Unlocking Potential', carried out by Dame Sally Coates (May 2016).

## **10. WORK, VOCATIONAL TRAINING and EMPLOYMENT**

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### 10.1

Following induction all prisoners other than those who are long term sick or past retirement age are required to be gainfully employed whilst at the establishment.

### 10.2

An assessment process takes place part of which enables prisoners to express a preference as to whether they wish to take on a work role within HB or whether they wish to engage in a vocational training course or education.

Roles within the prison cover areas such as Gardening and Ground Maintenance, Recycling, Cleaning, Kitchen Staff, Transport Driving and Orderly positions.

Vocational training covers areas such as Bricklaying, Plastering, Painting and Decorating, Recycling, Multi-Skills, Carpentry, Motor Mechanics, Physical Education and Horticulture. These courses can last up to 20 weeks and a participant can gain a nationally recognized City and Guilds Level 2 accreditation at the end of this period.

### 10.2

At times waiting lists may exist for these courses but these are fairly managed by members of the Resettlement team and Allocation Board.

### 10.3

Small financial incentives are provided across the learning environments and separately a scheme is operated to reward good standards of work achieved by those in workplace roles supporting the maintenance of the establishment.

### 10.4

The prison and People Plus work with Employers in the community to forge links and establish work placements. Employment may be with both local and national companies and charities.

At the end of December the number of prisoners working in the community either in full time employment or community based projects amounted to 106. Prisoners have to be within the last 12 months of their sentence and have met eligibility and suitability criteria to take up roles such as these.

The effectiveness of these jobs and placements is monitored on a regular basis and the Resettlement team at the prison is continually engaged with employers in an attempt to build more opportunities. Similarly, with the prison's support, prisoners are encouraged to contact employers direct with their CVs.

### 10.5

The overall aim is to increase the opportunities available to prisoners to gain access to employment prior to leaving the establishment.

However, a difficulty exists in that as the majority of prisoners' destination on release is seldom within the area, continuation of employment is rare. However, at least the skills acquired and experience gained will still help toward eventual employment.

Moreover, in this context, the Resettlement Team are running a more flexible approach to distances travelled to gain access to work placements subject to a prisoner being able to support the costs of such placements.

10.6

One concern for the Board is that the National Careers Service currently in place will cease to operate at HB from 31.3. 2018 and we will accordingly seek to monitor the impact this may have on employment opportunities in future.

## 11. RESETTLEMENT PREPARATION

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### RESETTLEMENT AT HOLLESLEY BAY

#### 11.1

The IMB at Hollesley Bay Prison and Young Offenders institution is pleased to be able to report that the 'Resettlement Agenda' is tackled very strenuously by the prison staff.

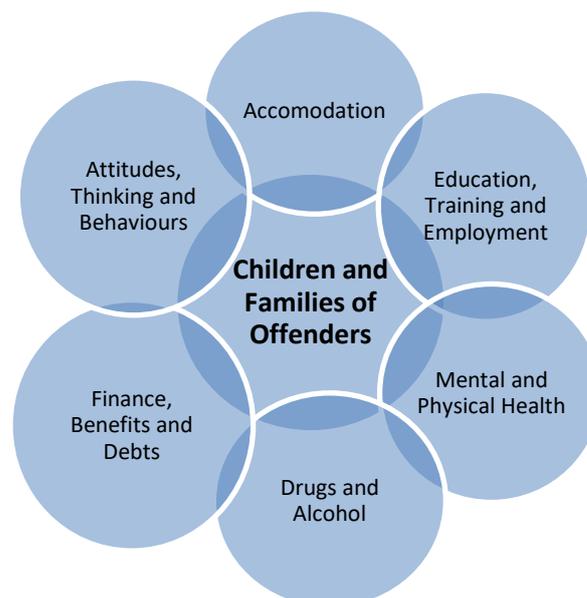
#### 11.2

The overall approach adopted is one where every aspect of resettlement is examined and reported on a monthly cycle.

#### 11.3

Lead Officers have been appointed for each of the following areas of work:

- Accommodation
- Education, Training and Employment
- Mental and Physical Health
- Drugs and Alcohol
- Finance, Benefits and Debt
- Children and Families of Offenders
- Attitudes, Thinking and Behaviours



#### 11.4

The philosophy adopted at the prison is that all of these above mentioned dimensions of resettlement need to be addressed both individually and collectively for the resettlement programme to have maximum effect.

#### 11.5

Monthly meetings are held under the chairmanship of a Governor. The Officers responsible for each of these areas of service report to the meeting and matters of concern about either (a) individual prisoners or (b) the prison's overall policy and approach are raised.

#### 11.6

The monthly agenda also includes discussion on the various specialist courses run at the prison. For example the Sycamore Tree programmes. Another regular item on the agenda is the Discharge Survey which reports on matters such as prisoners' safety, opinions about the adjudication procedures and the IEP system, the effectiveness of the communication between staff and prisoners, and the support available to meet the prisoners resettlement needs etc. This is a rich vein of very useful information which the establishment fully utilizes as appropriate.

#### 11.7

These comments are only a snapshot of the work that goes on behind the scenes at Hollesley Bay but overall the IMB conclude that there is a very effective resettlement regime in place at the prison.

## Section – Work of Board

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### IMB Visits Monitoring figures

January: 15, Feb: 12, March: 17, April: 19, May: 18, June: 13, July: 16, Aug: 13, Sept: 12, Oct: 22, Nov: 16, Dec: 12.

### Complaints Monitoring

A member of the IMB regularly liaises with the Prisoner Complaints Clerk and monitors how both internal and external complaints are dealt with. A breakdown of the number and nature of complaint together with prisoner location and ethnicity is provided.

It is noted that prisoner complaints are not only dealt with within the required time frame whilst following prison guidelines and procedures but also with professionalism and understanding.

Overall scrutiny of the system is undertaken by the Deputy Governor who checks the prisoner complaints log on a monthly basis and makes written note if and when he has felt it necessary to follow up or question any decision or outcome.

<b>BOARD STATISTICS</b>	
Recommended Complement of Board Members	8 to 10
Number of Board members at the start of the reporting period	6
Number of Board members at the end of the reporting period	8
Total number of visits to the Establishment	185
Total number of segregation reviews attended	0

## Section - Applications

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Code	Subject	Current reporting year	Previous reporting year
A	Accommodation including laundry, clothing, ablutions	3	1
B	Discipline including adjudications, IEP, sanctions	2	3
C	Equality	2	0
D	Purposeful Activity including education, work, training, library, regime, time out of cell	3	2
E 1	Letters, visits, phones, public protection restrictions	0	2
E 2	Finance including pay, private monies, spends	0	1
F	Food and kitchens	3	3
G	Health including physical, mental, social care	6	5
H 1	Property within this establishment	2	4
H 2	Property during transfer or in another establishment or location	3	9
H 3	Canteen, facility list, catalogue(s)	0	0
I	Sentence management including HDC, ROTL, parole, release dates, re-categorisation	5	8
J	Staff/prisoner concerns including bullying	3	8
K	Transfers	3	7
	<b>Total number of IMB applications</b>	35	53

*It is particularly satisfactory and pleasing to note how the number of Applications has fallen, as the above table illustrates, between 2016 and 2017.*