



**Annual Report**  
of the  
**Independent Monitoring Board**  
at  
**HMP Wayland**  
for reporting Year  
**June 2017 – May 2018**

**Published**  
**December 2018**



*Monitoring fairness and respect for people in custody*

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## A Sections 1 - 3

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### 1. STATUTORY ROLE

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The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison and immigration removal centre to be monitored by an independent board appointed by the Home Secretary from members of the community in which the prison or centre stands.

The board is specifically charged to:

- (i) 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.
- (ii) Inform promptly the Secretary of State, or any official to whom he has delegated authority, as it judges appropriate, any concern it has.
- (iii) To 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.

## 2. EXECUTIVE SUMMARY

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**When preparing this report, we were concerned by how many of the general issues previously reported remain. We highlight many of those concerns again as our board feels that they are of fundamental importance.**

**1. Staffing Levels** have continued to cause concerns to the board this year. The staffing level has risen since reporting last year from 139 to 175.41 with a target of 187.

However 37 Band 3-5 operational staff have left, 44.7% had been less than 1 year in service and 23.7% over 10 years, reducing the number of operational staff who are often redeployed from their assigned roles.

Due to a recruitment drive, 72 **POELTS (Prisoner Officer Entry Level)** have been recruited and undertaken 12 weeks in college, but 20 have left in their first year of service. The POELTS are mainly young people with little experience of working in any similar environment, and it can take many years to have confidence in themselves and therefore to deal confidently with prisoners. This has an impact on the safety and discipline on the wings, with less time for communication with prisoners known to the officers. Both officers and prisoners have acknowledged this to IMB members.

Due to the geographical position of HMP Wayland there is a lack of ethnic diversity among the staff which is at odds with the large diversity among the prisoners.

The planned regular lockdowns reported last year were gradually phased out during the reporting year with the initial increase in staffing, but 122 unplanned lockdowns have still taken place.

The new Officer Management in Custody model due to be implemented last year, where each Officer will have a caseload of 6-9 prisoners, and hold 45 minute sessions with each one each week, is not working due to lack of staff yet to be trained and many redeployed to different wings amongst other difficulties.

### **2. OASys (Prisoner Assessment System – risk and needs assessment for sentence management)**

The totally unacceptable number of prisoners without an OASys, which has been highlighted in the past 3 annual reports, has not improved. The number needing to be completed by prison staff at the end of the last reporting year was 150. At the time of reporting, 206 prisoners have no OASys, 154 of which are required to be completed by prison staff and 52 by probation staff. It has great implications for sentence planning and for prisoners to progress towards release.

### **3. Resettlement Preparation**

With such a large number of prisoners with no OASys, and staff trained to complete OASys in **OMU (Prisoner Management Unit)** often being redeployed to cover other duties, sentence planning is often not timely for progression

through their sentence to release. Having no OASys also has a negative impact on any parole application.

With approximately 80% of prisoners at HMP Wayland not coming from Norfolk and Suffolk and therefore not released locally, many prisoners report that they are desperate to transfer to their local prison, to finalise accommodation and work before release. This is difficult to implement, even in the last 3 months of a sentence, due to lack of transport and availability of space at a receiving prison.

#### **4. Violence**

The IMB at HMP Wayland are concerned about the violent incidents which have occurred.

In the reporting year the number of reported serious incidents included 214 assaults prisoner on prisoner, and 84 assaults prisoner on staff. A violence reduction team of 4 officers was started at the end of the last reporting year, to investigate incidents and interact with the prisoners involved. However their remit is so large, and with redeployment of officers to other duties, and a rise in violent incidents being reported, it has been difficult for them to achieve the positive results they would like. Prisoners under threat due to debt, due in the main to supply and use of **NPSs (new psychoactive substances)**, has led to self-harm necessitating opening **ACCTs (Assessment, Care in Custody & Teamwork)**, wanting transfers and self-segregating.

### **Introduction**

This report presents the findings of the Independent Monitoring Board at HMP Wayland for the period June 2017 –May 2018. Evidence comes from observations made on visits, scrutiny of records, informal contact with prisoners, staff and visitors, a survey and applications.

### **Main Judgements**

1. The main inequality in the treatment of prisoners at HMP Wayland is that at any time about 80% of prisoners are not from Norfolk and Suffolk. It is in a geographical situation which is difficult to access by public transport, impacting on family visits. As acknowledged by the Minister following the last report, accumulated visits are still not happening, although having in cell phones has made phone contact much easier.  
(See p.11 i& ii, p.18 2 iii)
2. From observations made by IMB members, particularly during serious incidents which they have attended, prisoners are treated humanely.
3. The **reintegration unit (Segregation/Care and Separation)** having been declared unfit for purpose 4 years ago has had no improvements in conditions and is sometimes housing prisoners who have not been deemed suitable to be segregated by the mental health algorithm.

(See p. 12)

4. Lack of OASys, year long restrictions on library availability to prisoners at weekends and evenings, as noted last year due to lack of prison officers, and the closure of the National Careers Service, all contribute to problems for prisoners to progress through their sentence and prepare for release.

(See p. 11, iii, p.18, 2 i&ii)

### **Main Areas for Development**

1. Continuing to reduce the traffic of mobile phones and illicit drugs into prison, in order to increase prisoner safety, both from threatening behaviour to prisoners and their families, and from the dangers of health to individuals using the drugs.

(See p. 10 ii, p.15)

2. Increasing the physical and mental wellbeing of all prisoners whatever their age and disability.

(See p. 11, iv, p.16 iii)

3. To further improve communication for prisoners with families who cannot visit due to geographical or infirmity constraints.

(See p. 11, ii)

### **Questions to the Minister**

1. The new promised Re-integration Unit mentioned in the last 3 annual reports, and commented on by the Minister in last year's response, has still not been started. Can the Minister tell the board what is happening to this long overdue project?

2. Further to our question and your response last year, regarding resettlement provision, both for prisoners released in Norfolk and Suffolk, and those not being transferred to a local prison before release, and in light of the difficulties with the **CRC (Community Rehabilitation Company)** contract delivery, can you update us on what progress is being made?

### **Questions to the Governor**

1. When will alarm bells be installed in Healthcare to improve safety for both healthcare staff and prisoners?

2. There is a guideline for an officer to be present when medication is being dispensed on the wing. This is currently not happening. When will this happen?

## **Improvements**

**1. Digitalisation:** HMP Wayland is a digital prison. Although there are some issues with the technology for the laptops, and a problem with the server with 5% of them at any one time, it is generally thought to be of benefit, according to a survey carried out by the IMB, interviewing 60 prisoners, officers and visitors.. There is a phone in every cell, in use from midday to 2pm and in the evening until 2am which helps to maintain contact with friends and family in more privacy and without having to queue. Every prisoner can have a laptop if wished. There are also kiosks on the wings for use by prisoners. Applications, canteen and catalogue orders, and menus can be ordered, and prisoners have access to a statement of their monies.

**2. Visits Hall:** In the past year the visits hall has been redecorated, with artwork and new comfortable seating installed. All the vending machines have gone and a good range of hot food and drinks are supplied by Café Britannia, in co-operation with HMP Norwich, with prisoners working in it. Spurgeons have taken over from Ormiston Families and children's toys and pool table have been renewed, and some put in the Visitors' Centre. The Visitors' Centre is also being improved with new seating and decoration and a new carpet is to be laid. The lockers have all been replaced. A family visit has taken place which was well attended by families, not only from the local area.

**3. IPPs and Life sentence:** 20 prisoners from this group have been released in the reporting year. At the time of reporting there are 54 prisoners serving IPP sentences with 48 over tariff and 76 serving life sentences of which 40 are over tariff. During the year a number of forums have taken place for prisoners, culminating in a family open day with 42 members from 7 families attending. It is anticipated to have more forums during the next year. Prior to the forums 70% of serious incidents involved by someone from this group, and it has dropped to 20%.

**4. Park Run:** In April 2018 the first park run for prisoners was held at HMP Wayland, and is to be held every weekend, with a maximum of 50 runners. It will mirror the activity in the community and will hopefully contribute to wellbeing and to resettlement and re-integration on release.

**5. Gardens:** The number of flower beds around the prison have increased and are now well established and tended by prisoners.

### **3. DESCRIPTION OF THE ESTABLISHMENT**

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HMP Wayland is a Category C male prisoner training prison

Operational Capacity 1003

The main building of 8 wings, a segregation unit, health care unit and kitchen were built 33 years ago. 10 years ago 6 new wings, kitchen and new segregation unit were added. The original wings have double and single cells with an integral toilet, and shower blocks on the spurs. The newer blocks have double cells with integral toilet and shower. There are also 2 wings for enhanced prisoners with a less strict regime.

The older building has had ongoing problems with leaking roofs resulting in puddles in the corridors. These are currently under repair. There have been ongoing problems with the fabric and construction of the new building. The kitchen floor has been repaired several times but continues to give concern, and there have been problems with leaking showers in the cells which are currently undergoing repair. The heating and ventilation is unreliable. For the past 4 years the newer segregation block has been unused as unfit for purpose, and the old one has had to be used again.

**175 cells designed for single occupancy are being occupied by 2 prisoners**

**50 cells are out of action at the time of reporting.**

In 2014 a PIPE (psychologically informed planned environment) unit was established for prisoners who have completed medium or high intensity prisoner behaviour programmes. It is staffed by specially trained uniformed prison staff and NHS clinical staff, which gives them sufficient time to interact with the prisoners, unlike the rest of the prison.

There is also a unit for prisoners who are being assessed and treated for a personality disorder. The board is not aware of any impact of re-offending rates for prisoners who have been in these units.

- The site is 13.2 miles from the nearest train station and 3 miles from the nearest bus stop, which has impacts on visits and **ROTL (release on temporary licence)** visits, and resettlement.
- Frequently as few as **20%** of prisoners are from Norfolk and Suffolk, which has an impact on visits and resettlement.
- Currently **47** prisoners are foreign nationals with a need for interpreters and an impact on communicating with families abroad.
- Organisations which deliver services to HMP Wayland:
  - Virgin Health Care
  - PALS (Patient Advisory Liaison Service) – healthcare complaints
  - People Plus (education)
  - Norfolk and Suffolk CRC (Community Rehabilitation Company)
  - Job Centre Plus
  - Carillion (works)

Samaritans  
Chaplaincy  
Spurgeons Trust ( family care at visits )  
Forward Trust ( addiction programmes )  
Phoenix Futures ( work with prisoners with addiction in prison and community)  
National Probation Service  
Serco – transfer escort  
Shannon Trust - Literacy help  
Norfolk County Library Service

#### 4. SAFETY

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- i. As in last year's report, on average 80% of prisoners are not from Norfolk and Suffolk, and some prisoners use incidents in order to try to persuade the prison to return them nearer their home to facilitate easier visits.
- ii. The shortage of staff and the inexperience of the POELTS, incomplete or no OASys, rival gangs from London prisons and the availability of NPS (new psychoactive substances), all contribute to unrest within the prisoner population, many of whom have complex needs.
- iii. In spite of the problems described already for the work of the officers in the Violence Reduction Team, they have developed a more trusting relationship with prisoners involved in violent incidents, and due to the new system, more violent incidents are being reported. But this highlighting of such incidents allows the team to investigate and talk to prisoners. Multi-disciplinary agency discussions find ways to offer appropriate support to violent prisoners within the system.
- iv. One prisoner escaped while on a hospital visit, but was recaptured within an hour by police.
- v. The ACCT paperwork has been reviewed by members of the IMB who have found an inconsistency in recording accurately and legibly. Also, the paperwork in most cases does not follow the prisoner to work, education, activities etc, limiting the continuance of care by all staff.
- vi. There have been no deaths in custody in this reporting year.
- vii. The prisoners in the induction unit are not separated from other prisoners, leaving the possibility of vulnerable prisoners being targeted by others. A new induction unit is ready and has been promised to open when there are enough staff.
- viii. It was identified by IMB members that the expected facility for prisoners to have access to a dedicated telephone for contact with the Samaritans did not exist on all wings. Prison management subsequently carried out a complete Samaritan phone survey and endorsed IMB findings, namely considerable shortfalls. A programme to rectify this was initiated by the governor and a 100% facility was enabled.

## 5. EQUALITY AND FAIRNESS

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- i. At any time the ethnicity of the prison population is about 42.7% **BAME (British, Asian and Minority Ethnic)**, while less than 1% of staff are of BAME background, although as staff are not required to state their ethnicity, the figure is not known. The ethnicity of staff reflects that of the local population. Prisoners have reported to IMB members that some of them would find it easier to talk to someone of a similar ethnicity.
- ii. The geographical situation of the prison poses problems for some families and friends to visit, which is thought by some research to impact detrimentally on resettlement. It can also impact on prisoners wellbeing. Accumulated visits are requested but never granted. This has been highlighted before.
- iii. Lack of OASys has negative impacts on progress towards release. Local prisons are required to complete these within 6 weeks after sentence, but are still transferring prisoners before this 6 week deadline.
- iv. The time allocated to prisoners for the gym has not always allowed all prisoners to access it, due sometimes to lack of staff or to the restricted regime.
- v. A disability forum is run regularly by **PALS (Patient Advisory Liaison Service)**
- vi. A Travellers' forum was held at their request, but regrettably there was a lack of engagement
- vii. In the past reporting year there have been 66 **DIRFs (Discrimination Incident Reporting Form)**, with a low of none submitted in October 2017 and a high of 10 submitted in March 2018. Only 2 were upheld, with 7 partially upheld, and 58 dismissed. Historically the Muslim population has perceived themselves as disadvantaged, but there has been a protracted period when that has not been the case. DIRFS will be an area of monitoring for the board during the next reporting year.
- viii. The kiosks and laptops have limited languages for use by foreign nationals. They are also difficult for prisoners with low literacy levels or those who lack computer skills.

## 6. REINTEGRATION (Care and Separation)

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This is the new name for the segregation unit, with the intention of re-integrating prisoners who have committed an offence in the hope of being transferred, back to the wings, rather than transferring them to other establishments.

The unit, which we described as 'unfit for purpose' in our report in **May 2016**, continues to be run in a first class manner in often difficult circumstances. The staff are exemplary in the way they deal with prisoners who often have severe mental health problems and who may not be willing to take their prescribed medication. They have no specialist mental health training and cannot forcibly give medication.

In our last report, May 2017, we said how pleased we were to hear that a new unit was to be built with work due to commence in September 2017, but there is still no indication of a start date.

Only 1 prisoner has been transferred to a secure mental health establishment from the re-integration unit, and this took place within the time guidelines. Re-integration staff are not happy to hold these prisoners who may not have passed the mental health algorithm for suitability for segregation, but generally accept that there is nowhere else in the prison to hold them in for their own safety and for other prisoners.

The IMB attend reviews and visit all prisoners who have been segregated In accordance with the requirements and when requested. Healthcare attend the reviews and the prisoner is always encouraged to attend.

## **7. ACCOMODATION (including communication)**

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- i. At the present time 175 cells designed for single occupancy are being occupied by two prisoners, which has been commented on by HMIP (Her Majesty's Inspectorate of Prisons)
- ii. The new build wings have had numerous problems with leaking showers and the heating and ventilation system. Work is currently being undertaken on repairing the showers. The new build kitchen floor has been repaired several times, but each time the problems persist.
- iii. The leaking roof on the old build is being repaired.
- iv. On 03.11.17 main electric power was lost at 00.15 hrs and not restored until 15.45 hrs, as the stand by generator did not kick in. Then again on 07.11.17, the electricity to the prison failed at 14.00 hrs. At 4.30pm the command suite was opened as the generator also failed, due to lack of regular maintenance/testing. A back up generator was sent from Great Yarmouth, but it took until 6am on 08.11.17 for power to be restored. IMB members were present until midnight who monitored to ensure that prisoners had their evening meal, and that staff had the situation under control. Some prisoners waited for 6 hours for a hot meal. The prison staff did an excellent job to keep incidents to the minimum in an extremely difficult situation.
- v. The Way Out TV is an excellent tool for communicating with the prisoners but only for those who speak English. It has a rolling programme of informative advice and information. The IMB have a slot to advise who we are and how they can contact us. The IMB regularly sends application forms and envelopes to the wings, which are generally kept in wing offices, although they should be freely accessible.
- vi. Some communications such as prison applications are now easier for prisoners, who can do it online.
- vii. Catalogues and canteen choices are discussed at regular prisoner forums and explored and initiated by management.
- viii. Many prisoners like to wear their personal prison wear, and if they send it to clothing exchange they do not receive those same clothes in return. This results in them having their clothing washed in the laundry on the wings. As on most wings, the washing machines are domestic and not industrial it has resulted in 26 broken machines in 12 months.

## **8. HEALTHCARE**

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- i. Virgin Healthcare continues to provide equivalent services to those provided in the community. The care of prisoners with long term health conditions is now being provided by all the nursing staff, appropriate to their expertise, ie diabetes, cardiac, respiratory.
- ii. Out of the 28 healthcare applications to the IMB, 14 were passed to PALS (Patient Advisory Liaison Service) who resolved the issue through face to face meeting or by arranging the required appointment. 2 were related to mental health and requesting a move within the prison, and one was a complex issue with reference to medical information given at an adjudication. Since there were no repeat applications we can deduce that the interactions were successful.
- iii. There is now an officer in Healthcare who follows up DNAs ( did not attend), and who can help in difficult situations, but there are still no emergency bells in clinic rooms, leaving staff vulnerable.
- iv. In the last reporting year the time to see the G.P. has risen from 4 – 15 days. Urgent appointments still 1 day. The time to see the dentist has dropped from 41 – 20 days.
- v. At the time of reporting Virgin Care are fully staffed.
- vi. BBV (Blood borne virus) opt out testing is a major priority for NHS England, but the take up at HMP Wayland is low. In December 2017 only 23% of those eligible for Hepatitis B testing were tested, 19% for Hepatitis C, and 16% for HIV (Human Immunodeficiency Virus)
- vii. DNA (Did Not Attend) rates have improved slightly in the last reporting year: G.P. from 26% down to 19%, dentist from 30% down to 13%.
- viii. Communication with the local hospital needs to improve. Patients are often returned to the prison with no follow up letter.
- ix. The rise in NPS (new psychoactive substances) on site has impacted on the working conditions for nursing and medical staff. In January 2018, 41 prisoners were found 'under the influence', 26 self-harmed, and 5 went to A&E in an ambulance.
- x. Routine prescribed medication is now given out on some wings. However, national guidelines are being breached as there are no officers patrolling the hatches, to ensure privacy and safety.

### **Mental Health**

At any one time, the mental health team have about 60 prisoners in their care, to provide appropriate interventions.

### **Social Care**

Anyone needing social care is assessed by the Local Authority and aids provided. Sometimes there are long delays for these aids, such as hand rails to be fixed by the prison.

## **Drug Strategy**

Work continually takes place to stop drugs, mobile phones and tobacco coming into the prison and to detect them and alcohol (hooch ) inside. Since a smoking ban was introduced in February 2018, tobacco has become one of the illicit items.

NPS (new psychoactive substances) continue to be a major problem within the prison. Detection and prevention methods are unfortunately only providing limited success. Impregnated paper has been identified as a significant source of supply. In an attempt to reduce this source, targeted prisoners' mail is being intercepted and photocopied prior to delivery to the prisoner. In addition, a more robust approach to Rule 39 (mail from a legal source) is being adopted for all prisoners at the point of delivery. Healthcare continues to express grave concerns with the impact of this drug on individuals, not just in isolation, but particularly when taken with, and in addition to prescribed drugs.

## 9. EDUCATION AND OTHER ACTIVITIES

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(i) Qualifications can be taken in both educational and work related subjects to enhance prospects for work on release. Total achieved in the last reporting year was 1,066. This included English Entry level 1 – 14, Level 2 – 63, Level 3 - 130. English Level 1 – 129, Level 2 – 22. Maths Entry Level 1 – 10, Level 2 – 70, Level 3 – 189 and Maths Level 1 – 82, Level 2 – 11. To encourage prisoners to raise their educational level, £50 is on offer for any who achieve Level 2 in both English and Maths, and to date 13 prisoners have achieved this.

(ii) The library is still not back to full use, due to lack of officer escort availability, and is one of the first cuts when there is a shortage of staff. This is of concern for prisoners to develop interests, borrow books and pursue job opportunities. There are 2 kiosks to be installed in the **OMU (Prisoner Management Unit)** to enable prisoners to pursue career advice.

(iii) The art department closed during this reporting year and as a result only one piece of art work was submitted for the Koestler Awards, and it won a gold award, but not awarded in HMP Wayland as the work was done in another establishment. 16 prisoners have completed the Way 2 Art course which is paper based in cells

(iii) The gym is an important facility for some prisoners, but, as HMIP noted, a large population do not make use of it. Different activities are to be on offer, for those who do not wish for or cannot physically take part in extreme physical exercise, but would gain mentally and physically from other activities.

(iv) The chaplaincy, with chaplains for all faiths apart from Rastafarians, holds a large range of groups, both on religious and non-religious subjects and is open to those of faith or no faith. Music facilities with drums, guitars and keyboards are available.

(v) In the outside areas there is equipment in situ for prisoners to take part in individual exercise.

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

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1. Courses with qualifications are available in plumbing, carpentry, tiling, plastering, streetworks, waste recycling, car mechanics, BICS (British Institute of Cleansing Services) and gardening. In addition, prisoners can be employed as orderlies and laundry workers on the wings, in Camden Boss, in the serveries on the wings and in the kitchens.
2. In April 2017 97% of prisoners were allocated work placements. With an attendance of only 72%. Incentives for wings to ensure numbers rise to the target of 85% are to be introduced.
3. Car mechanics has developed a strong connection with Ford Motors. People plus has purchased a Kit car which has been a great success and a second is to be purchased. This has been of great interest to prisoners outside this department.
4. Plumbing was closed for 16 weeks due to the lack of a member of staff, and recruiting and vetting taking a long time. When re-opened the new instructor will instruct up to level 3
5. A course recently started to prepare prisoners to be employed as self-employed bricklayers. A number of firms have indicated that they would employ them on release.
6. Vocational roles include mentors for prisoners with low literacy levels, listeners trained by the Samaritans, and representatives on forums, the wings, library and equalities and safety.
7. There have been 2 work fairs in the reporting year with 12 companies attending, introducing prisoners to employment opportunities.
8. 2 prisoners have had opportunities on **ROTL (Release on Temporary Licence)**, but the geographical situation with lack of transport makes this difficult.

## 11. RESETTLEMENT PREPARATION

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1. As identified by the inspectorate, accommodation is a major issue for prisoners on release. Some prisoners leave the prison with only £47.00 to live on, before they can access Universal Credit. Now that St Giles Trust has ceased working with the **CRC (Community Rehabilitation Company)**, finding accommodation and employment on release is the remit of the privatised Norfolk and Suffolk CRC, Job Centre Plus and People Plus. Prisoners who maintain contact with their families and friends have a higher chance of getting accommodation than those who do not. High risk prisoners have a better chance of hostel accommodation than medium to low risk prisoners. Moreover, changes in relation to Universal Credit have led to some reluctance by landlords to accept claimants as tenants.

It has been difficult to get data from any CRCs other than Norfolk and Suffolk, but for example, early in this year it was reported to the prison that of the 27 men released; 3 had jobs to go to and 19 had accommodation, mostly **in hostels**.

2. Three keys to breaking re-offending are thought to be **(i)** employment **(ii)** taking higher level qualifications **(iii)** maintaining good contact with family and friends

**(i)& (ii)** With the loss of the National Careers Service from HMP Wayland this year, professional careers advice is provided by the Norfolk & Suffolk CRC, People Plus and Job Centre Plus, the latter being involved with providing Universal Credit. Career pathways advice is being devised for prisoners to access online, to hopefully enable them to access the correct courses and employment in the prison with better outcomes on release. It is not yet known how well this will work as figures are not available. This move to electronic use may exclude some prisoners from being able to access the necessary information.

**(iii)** Ministry of Justice data suggests that prisoners who receive family visits have a 39% lower rate of re-offending than those who do not. Due to the geographical location of HMP Wayland, and approximately 80% of prisoners not from Norfolk and Suffolk, visits can be difficult and expensive. Having a phone in each cell has made communication easier. They are in use from midday to 2pm and in the evening until 2 am. The IMB interviewed 60 people including prisoners, officers and visitors. The responses about the phones were mainly positive. Privacy, not having to queue for a phone and ability to contact children and working partners at suitable times were the main reasons for their positive responses. Foreign Nationals can talk to families abroad who are unable to visit and have additional credit in their pin phone account.

3. The high number of prisoners without an OASys has already been stated and can have an impact on progression to release and on parole applications. Coming up to a parole hearing is a time of anxiety for prisoners, and without the relevant paperwork or completion of necessary courses, it can increase their anxieties. The applications to the IMB concerning D cat, sentence managing and **HDC (Home Detention Curfew)** and **ROTL (Release on Temporary Licence)** have decreased by a third this reporting year, but the 39 received show prisoners' concerns.

## C Section – Work of Board

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To do this work, the Board engages with prisoners in a number of ways. During rota visits we answer applications often by visiting prisoners on the wings, to gain a better understanding of their problem.

We attend meetings, both staff meetings and prisoner forums as observers.

We have conducted a survey, with a questionnaire we devised, for prisoners, staff and visitors concerning the benefits or otherwise of digitalisation.

We attend segregation reviews and adjudications.

We take part in regional training given by National Trainers. Experienced Governors and other prison staff talk to us at Board meetings about specific issues to increase our understanding. We raise issues with the Minister if deemed necessary.

<b>BOARD STATISTICS</b>	
Recommended Complement of Board Members	21
Number of Board members at the start of the reporting period	10
Number of Board members at the end of the reporting period	9
Total number of visits to the Establishment	411
Total number of segregation reviews attended	130

## D Section - Applications

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Code	Subject	Current Reporting Year	Previous reporting Year
A	Accommodation, including laundry, clothing, ablutions	15	10
B	Discipline including adjudications, IEP, sanctions	30	24
C	Equality	6	9
D	Purposeful activity including education, work, training, library, regime	13	11
E 1	Letters, visits, phones, public protection restrictions	17	24
E2	Finance, including pay, private monies, spends	22	17
F	Food and kitchens	3	8
G	Health including physical, mental and social care	28	33
H1	Property within this establishment	35	51
H2	Property during transfer or in another establishment	39	81
H3	Canteen, catalogue(s)	1	13
I	Sentence management, including home detention curfew, release on temporary licence, parole, release dates, re-categorisation	39	64
J	Staff / prisoner concerns re bullying	25	30
K	Transfers	22	23
	Total number of IMB applications	295	398