



Annual Report
of the
Independent Monitoring Board
at

HMP/YOI Hollesley Bay

for reporting Year
2018

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Monitoring fairness and respect for people in custody

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1 STATUTORY ROLE OF THE IMB

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

Are prisoners treated fairly?

In our opinion the prisoners are treated fairly and we have seen no instances to the contrary within the ethnically mixed population of the prison.

Are prisoners treated humanely?

We believe prisoners are treated humanely at Hollesley Bay and occasionally over the past year, with notable compassion.

Are prisoners prepared well for their release?

The prison offers a wide variety of education and practical courses and through use of release on temporary licence (ROTL) approximately one quarter of the prisoners work outside. With these opportunities on offer, preparation for release is within the grasp of the majority of prisoners though we would still like to see greater initiative and effort to find more work in the area.

Main Areas for Development

TO THE MINISTER

The Board remains concerned for IPP prisoners at Hollesley Bay and would wish to see concentrated efforts made to re-categorise them and make it easier for them to envisage and make progress towards their way out of prison.

TO THE PRISON SERVICE

The Board continues to be disappointed that video links are still not in place at the prison forcing prisoners to be transferred for indefinite periods to local closed prisons for such facilities. We are also concerned that budgetary constraints prevent Hollesley Bay from carrying out essential, fundamental improvements to the fabric of the prison, in particular some of the showers.

TO THE GOVERNOR

The Board greatly approves of GFSL employing prisoners to assist them on a paid basis, both to reduce costs and to give prisoners more earnings and meaningful purpose in their lives, and in light of the challenges in finding opportunities for paid employment elsewhere would welcome more thought toward financially gainful employment within the prison grounds.

The Board would also, within reason, like to see the prison explore ways of reducing the number of prisoner transfers back to closed conditions.

Improvements

A number of prisoners have recently found paid work with GFSL at Hollesley Bay which we greatly welcome and we hope this kind of purposeful use of in-house skills and abilities can increase for the mutual benefit of both the residents and the Prison.

Body worn cameras have been introduced and officers under strict encouragement are increasingly now wearing them.

There has been a marked increase in the number of intelligence reports helping management to monitor all aspects of activity at the prison.

As a result of the possibility of Hollesley Bay taking in men convicted of sexual offences (MCOSO,) the prison has been liaising with local communities and the Board is pleased to have observed much closer relationships and understanding with the nearby parishes.

3 DESCRIPTION OF THE PRISON

3.1

HMP/YOI Hollesley Bay is a rambling open prison with capacity for up to 485 adult and young (19-21) male prisoners in eight residential units. It is situated in East Suffolk, a mile from the North Sea, and the nearest large town is Ipswich (c. 20 miles).

3.2

As an open prison, Hollesley Bay only accommodates prisoners who are categorised D, in other words those assessed as of least risk to the public.

3.3

All prisoners, unless excused for medical or age reasons, are occupied in daytime working hours. Approximately 100 (c.25%) at any time will work in jobs or community service outside the prison (see 11.11). The remainder work at the prison or attend practical training courses or education.

3.4

For the great majority of prisoners, Hollesley Bay will be their final destination before release and emphasis is placed on rehabilitation and preparation for a return to society (see Resettlement section). Sentence planning by offender supervisors is carried out immediately upon prisoners' arrival and thereafter the main objective is for residents to assume more responsibility for themselves be it in work and/or training, and behaviour. They are encouraged in this via the incentives and earned privileges (IEP) system and progressive stages of release on temporary licence (ROTL).

3.5

The eight accommodation units each house between 40 and 80 men. Most are in single accommodation but there are about 40-45 double occupancy rooms and a very few quadruple rooms housing in all approximately 100+ of the prisoners.

3.6

The prison complex includes a dedicated and well-equipped healthcare and pharmacy centre, a range of outbuildings accommodating the practical training workshops, extensive greenhouses staffed by prisoners for fruit and vegetable production, a chapel, a library, a large

and well-equipped gymnasium and an industrial class kitchen which also serves nearby HMP Warren Hill.

3.7

Administration, including the Governor, deputy, and assistant governors' offices and all departments involved in the management of prisoners and the prison itself, is based in the main building which is in the centre of the complex.

3.8

Of note: in mid-year it was announced that the prison would in future begin to accept men convicted of sexual offences (MCOSO); at approximately the same time our long term (12 years) Governor was transferred to HMP Norwich.

Preparations have been continuing regarding the MCOSO intake, and in January 2019 the new Governor was named.

Evidence sections 4 – 11

4 SAFETY

Safer Custody

4.1

The Board considers the prison to be a safe place for the vast majority of prisoners and staff. To our knowledge there has been only one official serious incident in the past five years (see 4.3) and statistics below illustrate the prison encounters relatively few issues of concern in regard to the safety of either its prisoners or staff.

Among the most serious actions at any time is the opening of an assessment, care in custody and teamwork (ACCT) document. This occurs when a prisoner is suspected of being dangerously depressed and/or in danger of harming himself. (See 4.5)

Similarly, whenever an incident of bullying (AB) is suspected or victim support (VS) is needed it is noted in both the unit observation and the central observation books. Thereafter such incidents are closely monitored. (See 4.7)

4.2

Absconds for the year amounted to seven (one still at large) and there were nine release failures (again, one still at large). Regarding the latter, the Board would draw attention to the fact that, being an open prison, emphasis is on preparation for release and the offender management unit (OMU) issues on average more than 2,500 ROTLs per month, by which approximately 100 prisoners are allowed out of the prison on a daily basis.

4.3

One registered serious incident occurred in February when a man locked himself in his room and there was reason to believe he might harm himself. For building construction reasons he could not be forcibly removed but he voluntarily exited within a few hours without harm to himself or anyone else. Two IMB members who happened to be at the prison witnessed the operation from start to finish and were impressed by the efficiency with which the incident was handled.

4.4

Intelligence reports (IRs) from all quarters play an important role in ensuring safety in the prison and, under a newly appointed intelligence coordinating governor, the number recorded in 2018 rose to 314, compared with 139 in 2017.

4.5

Files are automatically opened and maintained whenever an ACCT is in operation concerning a prisoner's wellbeing. In the past year 19 were opened, up from 14 in 2017. The average time each ACCT was open was 4.1 days. In the most serious cases, however, being an open prison with a lower ratio of staff per prisoner, Hollesley Bay necessarily lacks the facilities and staff to provide the level of care required and of the 19 cases, six men had to be transferred out to closed conditions for closer attention and their own safety and well-being. The Board obviously regrets this but we can appreciate the beneficial intent behind such decisions.

4.6

Incidents of assault numbered four against staff, and three against prisoners. None of them resulted in serious injury.

4.7

Bullying is not tolerated at Hollesley Bay and good support is given to victims. There were 13 ABs in 2018, down from 20 in 2017, and 16 VSs in the year, down from 20 in 2017. In addition to IRs, and unit officers' observations, Listeners among the prisoners in each unit also play a part in identifying and resolving potential conflicts and issues.

4.8

Drug usage has clearly changed over the past year, particularly in favour of cannabis rather than synthetic drugs. Cannabis finds in 2018 totaled 29 compared with 24 finds in 2017.

4.9

There was just one death in custody (DIC), of a man who died of a heart attack in the healthcare centre at the prison. All possible medical attention was brought to bear including air ambulance services, but he failed to survive. He was subsequently given a moving memorial service in the prison chapel, which many of his family attended, together with all his closest friends in the prison. An IMB member attended and can confirm that his family was extremely grateful for all the prison had done, which included paying for his funeral expenses.

4.10

In summary, from their arrival at Hollesley Bay prisoners are treated well and in their first week are led through induction processes by a combination of staff and their peers who help them settle in. As a result, by far the majority behave well, both among themselves and with prison officers; they appreciate the greater freedom of an open establishment and appear to be keen to progress peacefully through the last stage of their sentences.

However, being an open prison with low staffing relative to a closed establishment residents have to behave well to avoid transfer back to closed conditions. In 2018 transfers back to closed were relatively high at 10-15 per month. Indications are that under the regime of the new Governor these figures are dropping. .

4.11

Finally, and clearly not exclusive to Hollesley Bay, in the Board's opinion those most at risk in the prison continue to be prisoners given indeterminate sentences for public protection (IPP), whose indefinite sentences and precarious status can promote a lack of hope in the system, leaving them with the least incentive to behave and at most risk of drug abuse, self-harm and bad behaviour. At time of writing, Hollesley Bay still has just over 20 such prisoners.

5 EQUALITY AND FAIRNESS (E & F)

5.1

All men are invited to declare their religion on arrival and on average some 70% do so with a resultant count of approximately 22 different faiths and beliefs. All religions are monitored on a calendar of religious festivals with special days given appropriate space, time and food. The chaplaincy also extends a welcome to those of no faith.

5.2

Equality action team (EAT) 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 prison staff from all relevant departments. Each unit officer produces a monthly report specifically directed at equality issues on the unit, which is read out and discussed in open forum. In addition to the monthly EAT meetings there have recently been instituted monthly black, Asian and minority ethnic (BAME) and age/disability meetings. However, these have been poorly attended with no meaningful issues raised so far and the Board would be pleased to see increased attendance and more dialogue at these meetings.

5.3

Issues discussed at EAT meetings cover all topics and concerns relating to disability, race, ethnicity, nationality, religion, belief and sexual orientation. Any issues and concerns can be raised and comments and opinions are freely exchanged by all attendees.

Additionally the prison produces monthly statistics at the EAT meetings indicating the proportion of BAME prisoners in relation to the rest of the population. There is a high, mid, low and actual figure for every unit. A snapshot for the month of September 2018 showed that all figures for all units were in the mid range. The Board is pleased that senior management tries to maintain such balance in the units and that it is similarly reflected in the composition of the meetings.

5.4

IEP (incentives and earned privileges) meetings take place quarterly, led by the head of residence and the resettlement manager and are attended by a representative from each unit. Ground rules are always explained at such meetings - for instance arrival status at Hollesley Bay is enhanced, the highest level – and one of the principal purposes of the meetings is to review (anonymously) any changes in status.

Statistics are available for every movement, up or down, and the figures incorporate percentages for BAME and 'others'. These can be compared with the prison's demographic mix as a whole so that if any bias seems to appear it can be readily observed. Moreover, each case is discussed and, to date, all have been agreed by unit representatives to be fair and just.

A further important feature within the IEP process is that prison officers are reminded that 'one size does not fit all' and all prisoners should be treated as individuals.

5.5

In furtherance of family engagement, a more individual approach to ROTLs has been adopted, taking into account such events as parents' evenings, graduations, marriages and funerals and any other significant occasions that may arise within the resident's family. (See also 11.9)

5.6

The library at Hollesley Bay offers Story Book Dads, which gives fathers the opportunity to record a children's story on a CD, which is professionally dramatised and sent to the family.

5.7

At both Christmas and Easter the prison is to be commended for putting on additional family visits for both celebrations. The lack of public transport facilities, however, from Ipswich station to Hollesley Bay, some 18 miles, adds difficulties for families with modest means. The Board would be pleased if some thought could be given to this.

SEGREGATION/CARE & SEPARATION UNIT

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 normally used to hold prisoners briefly during the day prior to returning to closed conditions.

7 ACCOMMODATION (including communication)

7.1

Rooms in the units are adequate and, for the majority, single occupancy, but approximately 100 men are in shared accommodation. Almost all prisoners have their own television and/or radio and personal provisions according to what they can afford and wish to buy from canteen.

7.2

Common areas in the units are generally clean and functional and all of them provide recreational facilities such as snooker and pool or table tennis, plus outdoor furniture in surrounding grounds for spring and summer.

7.3

The Board considers that food at the prison, especially lunch, consisting of soup, baguette and a small packet of crisps, is just about adequate but little more. A typical chicken pasty barely covers the palm of a man's hand. Occasionally the vegetarian option is a baguette with lettuce and a few slices of tomato and cucumber.

Two microwave ovens per unit give prisoners the ability to cook or heat their own food but the Board greatly welcomes plans for cooking facilities within units to be augmented in the near future since satisfaction with the food is not high.

7.4

Laundry facilities exist in all units mainly under the management of an appointed orderly and clothing is regularly washed as necessary.

Aside from laundry, plumbing in both new and old buildings is perennially unreliable. Indeed pressure, and at times even hot water, for showers has been a frequent problem at the prison and although 'sticking plaster' measures keep them working for the most part, funding appears to be unavailable to carry out the comprehensive overhaul that is required.

7.5

Communications between prisoners and staff at unit level appear to be good. Through constant interaction (collection of keys, post and general inquiries) unit officers clearly get to know their individual residents and soon become aware of any potential issues or conflicts. Officers are accordingly quick to act in the rare cases of bullying and subsequent victim support that arise, and are otherwise helpful and cooperative to the prisoners.

As a Board we too enjoy good relationships and an open door access to the governors and officers at all levels.

7.6

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

7.7

Worthy of particular note is Samford unit which accommodates older residents. All of the rooms are single occupancy and are very close to a peaceful walled garden with fruit trees, a pond, flower beds and a common room with leisure facilities for relaxation. This area is also accessible for older prisoners in other units.

7.8

Canteen, the means for prisoners to purchase their own provisions, has proved a problem and major concerns surround the correct delivery of orders and possible theft. Plans are currently in hand to tighten security in this respect but currently the situation is unquestionably unsatisfactory and senior management appears of the opinion that the DHL contract is basically flawed and prior to its introduction arrangements were far more efficient.

7.9

Overall however, the fabric of the complex is old and suffers typically from accompanying problems such as leaking roofs, faulty guttering, ill-lit areas in winter etc.

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

8.1

Healthcare services within the prison are provided by Care UK on seven days a week, but not on a 24 hour basis. Out of hours care is provided by ringing NHS 111 services.

8.2

Healthcare checks including mental health and medication reviews are completed on each prisoner by professionally qualified practitioners within 24 hours of arrival at Hollesley Bay.

8.3

Healthcare has good contacts with a local GP practice that provides four GPs on a rota basis.

8.4

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

8.5

The pharmacy is well stocked and staffed, no concerns.

8.6

Routine and emergency appointments together with a weekly drop in clinic are readily available.

8.7

Escorts to outpatients and emergency appointments are met with no issues raised.

8.8

There are good links in place with hospices, hospitals and Macmillan Cancer Support to enable long term palliative care when required.

8.9

An average of 2500 appointments are made a month, with very low figures for non-attendances.

8.10

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

8.11

Healthcare related complaints are handled by healthcare and the IMB has been informed that 26 complaints were made in 2018; the IMB has no access to those complaints due to data protection compliance.

8.12

There are a number of healthcare awareness programmes. These include bowel cancer, diabetes and prostate cancer. Prisoners can ask for guest speakers on a particular subject to appear at one of the monthly healthcare forum meetings.

8.13

Monthly healthcare forums are held for healthcare representatives from each wing. This is usually well supported and the IMB are invited and occasionally attend.

8.14

Mental health services are provided for prisoners with on-going or newly diagnosed problems. The mental health team actively participate in healthcare forums, attend regular meetings with the drug strategy team and are present at the veterans (ex-servicemen) forum meetings.

8.15

Approximately 20 percent of the prison population have some form of mental health need and prisoners may be referred to a psychiatrist who visits the prison on a monthly basis.

8.16

Towards the end of a prisoner's sentence the mental health team will contact local authority social workers to establish a relationship with the prisoner prior to leaving the prison.

8.17

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

Drug Strategy

8.18

2018 has been another year of change with regard to the provision of non-clinical substance misuse services with Change Grow Live (CGL) being replaced by Phoenix Futures with effect from 1st April 2018.

8.19

Despite this change staff have yet again worked hard to ensure that help, advice and support has continued with a minimum of disruption to service provision.

8.20

In December, Phoenix were working closely with 67 prisoners. They carry out assessments, provide one-to-one and group sessions, establish links with outside agencies and are a valuable source of knowledge, information and support.

8.21

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

8.22

The open and sprawling layout of Hollesley Bay coupled with the fact that a large percentage of prisoners are released daily to attend their place of work mean that staff must be constantly aware as to how and where drugs may be brought into the establishment. Through their vigilance, intelligence reports (IRs) are completed and submitted to the security department for investigation.

8.23

In December 109, compliant case drug tests (CDTs) were completed with just one positive result.

8.24

The prison and previous service provider worked together to produce an HMP Hollesley Bay drug and 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. Over the past year both documents have been regularly reviewed and updated.

9 EDUCATION AND OTHER ACTIVITIES

9.1

All new prisoners take a test when they arrive at Hollesley Bay to assess their functional skill level in mathematics and English. In the year August 2017 to July 2018, just under half of new arrivals were at level 1 maths (49%) and level 1 English (47%). Around a quarter of new arrivals were at level 2 (27% in English and 20% in maths). Very few were level 3 and a larger number were entry level (18% in English and 29% in maths).

9.2

Some prisoners progress to the next level in English and maths during their time at Hollesley Bay but the numbers are not large. During the year August 2017 to July 2018, 12 prisoners completed English Level 1 qualification and 19 completed level 2 English. Numbers for maths

were 17 (level 1) and 29 (level 2). These numbers include prisoners taking courses embedded in vocational training as well as stand-alone English and maths courses.

9.3

A few prisoners take level 3 food safety and sports personal trainer courses. A larger number (around 20 in 2017-2108) take level 3 IT. However, it is difficult for the many short-term prisoners to finish a level 3 course while they are at Hollesley Bay.

9.4

All prisoners have a personal development plan containing educational objectives, but plans are rarely reviewed. The incentive scheme whereby prisoners receive £50 for achieving the next level in any skill has been reasonably successful with over 75 awards given (some prisoners have received more than one bonus).

9.5

Support for prisoners with learning difficulties is attempted but Education staff find that those residents that were not inclined to learn at school are no more inclined to do so in prison. The Shannon Trust mentoring scheme appears to have a low take-up. At least one prison officer gives one to one help with reading. The education department has one learning support teacher.

9.6

The library is reasonably well-used, with prisoners reading newspapers and magazines, a few reading books and many borrowing DVDs. The librarian puts on an interesting and varied programme of talks by outside speakers. Talks are well-attended, with over 30 coming to hear a speaker from the East Anglia supernatural society last autumn.

9.7

The library also set up a Reading Ahead scheme last winter. Prisoners had to read six books during three months and keep a diary of their reading. The scheme was well-supported and awards were presented to those completing the challenge.

10 WORK, VOCATIONAL TRAINING and EMPLOYMENT

10.1

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

10.2

An assessment process takes place during which prisoners may express a preference as to whether they wish to take on a work role within Hollesley Bay or whether they wish to engage in a vocational training course or education.

Roles within the prison cover areas such as gardening and grounds maintenance, recycling, cleaning, kitchen work, transport driving and orderly positions.

Vocational training covers areas such as bricklaying, plastering, painting and decorating, recycling, multi-skills, carpentry, motor mechanics, physical education, barista training and horticulture. These courses can last up to 20 weeks and participants can gain nationally recognised City and Guilds level 2 accreditation at the end of this period.

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

Waiting lists from time to time do exist for certain courses but they are fairly managed by members of the resettlement team and allocation board.

10.5

As described in 11.11 below, the prison and People Plus work within the community to forge links and establish work placements. Employment may be with both local and national companies and charities, sometimes paid but mostly unpaid.

In August 2018, for instance, the number of prisoners working in the community either in full time employment or community based projects amounted to 100. 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.

10.6

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, as the majority of prisoners' destination on release is seldom within the area, so continuation of employment is rare. However, at least the skills acquired and experience gained will 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.

10.7

The Board understands that a significant disappointment for senior staff at Hollesley Bay was a national decision to remove the funding for an information and guidance worker.

11. RESETTLEMENT PREPARATION

11.1

Resettlement of offenders permeates almost all departments at Hollesley Bay, all working in unison. They include the offender management unit (OMU), the resettlement department, the education unit, the work placement and the reducing re-offending departments. The OMU also works constantly with outside agencies such as the Probation Service, multi-agency public protection arrangements (MAPPA), community rehabilitation companies (CRCs), and the police.

11.2

On reaching the prison a high percentage of prisoners arrive with only a basic offender assessment (OASyS) completed and staff in the OMU treat the updating of these assessments, to do with the risks and needs of each prisoner, as a priority.

11.3

At the time of a prisoner's arrival and induction process, sentence planning includes testing for literacy and learning levels and opportunity is offered to prisoners for extra tuition in literacy and maths. Residents are also given information on what sort of work or course is available to them whilst at Hollesley Bay and their preferences are noted and acted upon as far as possible.

11.4

Towards the end of their sentence, as soon as a prisoner reaches the '12 weeks remaining' point (prior to release), his offender supervisor (OS) activates processes with all necessary agencies including probation and/or CRCs, healthcare, police etc. The OS helps and supports the prisoner to navigate through the bureaucracy attached to leaving prison and settling back into life outside.

11.5

In the course of their time at Hollesley Bay there are offending behaviour programmes such as Sycamore Tree and Fire Break both of which have proved popular and from feedback received from prisoners these courses are occasionally extremely effective in helping to re-establish a prisoner's moral compass.

11.6

Release on temporary licence (ROTL) plays a huge part in prisoners' resettlement process and it takes different forms. There is resettlement day release (RDR) for those working away from the prison, resettlement overnight (ROR) for family contact, special purpose (SPR) for bereavements and suchlike, short duration (SDR) for visits to job centres, and family engagement (FE).

11.7

In illustration of the extent and effect of ROTL, the average monthly numbers issued in the following categories between January and August 2018 were 2,535, out of which the main purposes were:

Unpaid work placements	1448	57.12%
Paid work placements	543	21.42%
Maintaining family ties	214	8.44%
Resettlement overnight release	121	4.77%
Medical/dental	63	2.50%
Outside prison activity	47	1.85%
Compassionate Reasons	28	1.10%

All such ROTLs involve OMU's constant communication and cooperation with outside agencies and we consider it to their credit that so many can be achieved.

11.8

In addition to the categories listed above ROTLs can include licences to attend religious services, community service, education and training, medical treatment, etc.

At Christmas 2018, it was notable that 141 prisoners (approximately 30% of the average population) were allowed home on overnight(s) release and all returned without incident.

11.9

Maintaining family links is encouraged at Hollesley Bay and family days are held at least twice a year, mainly in spring and summer. At such events a duty manager will always attend and be available for visitors to discuss any issues. Refreshments are available throughout the day and visitors and residents alike can chat and interact with each other in a generally relaxed atmosphere. At such times they can also enjoy a nature trail with their children.

Similarly, veterans' days are also occasionally held and a recent one saw prisoners visiting Bletchley Park and meeting their families there.

11.10

The visits centres at other times are a large reasonably welcoming hall or in warmer weather an area. There is space enough in both for privacy and it is worth noting that the prison's policy and procedures only require searches of bags, a practice we consider reasonable and relatively un-invasive.

11.11

As can be deduced from the table in 11.7, based on a 20 work day month, normally about 70 prisoners are in unpaid work outside the prison and approximately 27 in paid positions. One of the problems Hollesley Bay faces due to its relatively rural situation is work availability outside the prison and in particular paid positions. Much effort is made to secure jobs but more is required since on average only approximately 25% of prisoners find work outside and for only a third of them is it paid.

Recently, however, we have been pleased to note that under new arrangements GFSL, the successor to Carillion, is now employing suitably qualified prisoners at double the usual daily rate paid for maintenance jobs done by prisoners at the prison.

Section – Work of Board

Visits Monitoring figures

Jan 20, Feb 16, March 18, April 19, May 18, June 16,
July 16, Aug 17, Sept 19, Oct 18, Nov 21, Dec 14.

Total for the year 212

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.

The majority of external complaints relate to mislaid property during transfer between establishments.

During the 12 month covered there were 270 internal complaints averaging 23 per month all of which were processed within the required time frame whilst following required prison guidelines and procedures. The causes for complaints were various with no particular pattern emerging.

All complaints were dealt with understanding and with a written and/or face to face response. 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 and or question any decision or outcome.

BOARD STATISTICS	
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 (Including 2 dual members from HMP Highpoint)	7
Total number of visits to the Establishment	212
Total number of segregation reviews attended	N/A

Section - Applications

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation including laundry, clothing, ablutions	3	3
B	Discipline including adjudications, IEP, sanctions	0	3
C	Equality	1	1
D	Purposeful Activity including education, work, training, library, regime, time out of cell	5	3
E 1	Letters, visits, phones, public protection restrictions	1	0
E 2	Finance including pay, private monies, spends	0	0
F	Food and kitchens	1	3
G	Health including physical, mental, social care	8	6
H 1	Property within this establishment	4	2
H 2	Property during transfer or in another establishment or location	1	3
H 3	Canteen, facility list, catalogue(s)	0	0
I	Sentence management including HDC, ROTL, parole, release dates, re-categorisation	5	5
J	Staff/prisoner concerns including bullying	0	3
K	Transfers	5	3
	Total number of IMB applications	34	35